

Hybrid Working Policy.

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Hybrid Working Policy.

1. Purpose.

This policy outlines eEnergy's policy on hybrid working. This policy focuses on those individuals who are not required at specific sites and sets out our approach to hybrid working.

2. Policy Statement.

eEnergy is focussed on our mission to make net zero a reality for our clients, we're about ensuring we deliver for them and for each other. To make this happen our focus is less about where our employees work and more about delivering the value we know we can, each and every day. We are an organisation operating across the country with our colleagues carrying out many different and critical roles often in cross functional teams.

Some team members need to be present at a site as their role is client delivery and requires their presence at set times and locations. Other colleagues may need to travel around different sites, be in an office or in some cases can effectively work remotely.

Hybrid working is an important element of our:

- strategy for adapting to, and thriving in, the new working environment
- our commitment to supporting a positive work-life balance for our employees and
- ensuring that we work together effectively to deliver great outcomes for our clients

Who is hybrid working suitable for?

- It is suitable for anybody that isn't required to work at a particular site at a particular time
- It is not suitable for:
 - Fully office-based teams
 - Engineers where they are required to install equipment at a particular site, although Hybrid working is possible where fixes can be done remotely

What is the appropriate split?

The Company's expectation of where colleagues are expected to be working will vary by team. The key is that our teams are working together to deliver our mission and goals. Our structured approach allows us to come together and collaborate, create that buzz and community that comes from working face to face as well as maximising the use of our London and Coventry Offices.

What matters most is that there is consistency within teams that work together. Our policy allows our line managers to ensure that each team is set up for success and that team members are all treated equitably.

- For employees based in our Coventry office, office-based days will generally be Monday – Thursday.
- For employees based in our London office, office-based days are Tuesday, Wednesday and Thursday.
- For employees who normally work remotely, it is usual to expect that at least one day a week would be spent in the office, which could be either the London or Coventry offices.

Taking individual circumstances into account

eEnergy recognises the benefits of being flexible and that this schedule could be difficult for some employees to follow. For example, employees could:

- live a significant distance from the office and it would be more efficient for them to spend more time working remotely; or
- have challenges with their working environment at home that mean that remote working is difficult for them, and they would like to attend the office or a local site more often than this.

Flexibility within Teams

Given the degree of flexibility that our hybrid working arrangements provide, we expect our teams to work together to ensure that it works for everybody. We are looking to establish a routine which has structure allowing employees to plan their working week with ease.

There may be circumstances in which the Company asks employees to work remotely, or to work from such other place as the Company may reasonably require, when employees would otherwise expect to attend the office or site for instance:

- for operational needs, for example if we have too many employees attending the office on specific days; or
- for client-related reasons
- or if government guidance changes in the future

In such cases, employees will be given as much notice as possible.

Arrangements while attending the office

Working hours

Employees' normal hours of work are set out in their contract of employment, however, as part of the move to hybrid working, we are moving to a model that will have

- Our offices will be open and available for work between 8 and 6pm
- Employees are able to flex their daily working pattern to achieve their contracted hours within this time with the agreement of their line manager. Line managers will take into account the following areas when considering requests:
 - Client requirements
 - Team cover requirements
 - Agreements already in place with other colleagues
- Core hours that employees should be available for local meetings should be agreed in advance with their line manager. Employees will be expected to flex their working day to accommodate all company meetings or external client meetings.
- Employees need to work their contracted hours each day, however, these can be done at times that best suit their own working pattern or minimise their commute based on the above guidance.
- Given this degree of flexibility, managing personal diaries to show availability is critical, so both your team and your wider colleagues know when a staff member is available. Communication between us all is key for this to be a success.
- Flexibility will be expected for important meetings. For this policy to work, we will all have to commit to being where we need to be to get the job done.
- Managers and teams need to have open, timely, clear, and honest conversations about if the working patterns are working for all.

Employee Workspace

As part of our commitment great working practices, those whose normal place of work is the London or Coventry office have been allocated their own permanent (possibly shared) workstation and individuals will each have a laptop.

Each office will also have some hot desks available, ensuring collaboration and interaction across the business allowing colleagues to connect with different teams.

Arrangements while working remotely

Working hours

While working remotely, employees must be available and working during their normal hours of work.

The Company asks that employees be mindful that they do not overwork, "downtime" from work is essential. To help maintain their wellbeing, we encourage adequate rest breaks, including:

- Taking appropriate time off for lunch each day.
- Find the time to take a break of at least 20 minutes during each working day that lasts more than six hours.
- Ensure the time between stopping work one day and beginning the next is not less than 11 hours.

It is expected that employees are clear about their hours of work, for days on which they are working remotely, with their line manager. Making use of tools such as shared calendars and out-of-office messaging can help everyone to be aware of individual availability on these days.

Technology and equipment

To assist our employees to work remotely, they are provided with:

- a laptop computer
- a monitor to use at home if requested

It is expected that any equipment provided is taken care of and that employees notify the Company of any faults with the equipment. If additional equipment is needed, colleagues should speak with their line manager.

Security

If you are the last person in the office, you are responsible for ensuring the lock-up procedures are followed, and the office or site is left safe and secure.

If you are going to be at a site or in the office alone, please make sure your line manager or HR area aware by emailing when you arrive and when you leave.

3. Scope.

This policy applies to all eEnergy employees only.

4. Responsibilities.

Health and safety

Employee safety is our priority we encourage our colleagues to let us know if they have any concerns, have identified any potential risks, or have any suggestions for further adaptations we can make when

working in our offices or working remotely. They can do this by raising concerns or making suggestions to HR@eEnergy.com.

Employees should liaise with their line manager to ensure that their remote working set-up is appropriate and that they are working in a safe manner. Employees must take responsibility for their own health and safety and that of anyone else who is affected by their work (for example others in the household when they are working from home).

Employees must notify their line manager if:

- they feel any discomfort due to working remotely (such as back pain); or
- they believe that there are any work-related health and safety hazards we need to be aware of.
- any work-related accidents occur in their home.

Line managers will discuss the matter with the HR and Health and Safety team to look into what action can be taken.

Employees have a role to play in ensuring everyone can work in a safe environment and they should follow our safe-working instructions at all times.

Employee Workspace

At the end of each day on which employees are attending work, they are expected to ensure that their laptop is taken with them or secured away for the next day if appropriate.

At the end of each day on which employees attend work, they are expected to leave their workspace clean and tidy, place any rubbish in the recycling bins and wash and store any crockery and cutlery they have used.

Equality and Inclusion

eEnergy wants everyone, whose role supports it, to be able to enjoy the benefits of hybrid working, and we will support individual needs to allow this to happen. We encourage our employees to look at the equipment they are working with to ensure it works for them and speak with their line manager or HR@eEnergy.com if adjustments, tools or specialist equipment are needed to support their ability to engage with hybrid working.

Sickness

When working remotely, employees should not work if they are unwell. If employees are sick and unable to work, our short-term absence processes still apply. Colleagues should notify their line manager by telephone as soon as reasonably practicable, preferably before they are due to start work and, in any event, no later than one hour after they are due to begin work.

Data protection

Employees who are working remotely are responsible for keeping information associated with our organisation secure at all times. Specifically, remote workers are under a duty to:

- practise good computer security, including using a unique password for their work laptop and any other devices they use for work, as well as logging in via the VPN where required,
- keep all hard copies of work-related documentation secure, including keeping documents locked away at all times, except when in use; and
- ensure that work-related information is safeguarded when working in public spaces, for example by:
 - positioning their laptop so that others cannot see the screen,
 - not leaving their laptop unattended; and
 - not having confidential/business-sensitive conversations in public spaces.

In addition, the laptop and other equipment provided by the Company must be used for work-related purposes only and must not be used by any other member of your household or third party.

5. Who to Contact.

Requesting Flexible Working

This policy focuses on how our organisation operates hybrid working, but there are many other forms of flexible working. If our staff have 26 weeks' service with us, they retain the right to make a formal request for flexible working, more information on this can be found in the Employee Handbook.

If employees would like to request another form of flexible working, or if we do not currently offer them hybrid working but they would like to request it, they can make a formal request.

Requesting different working patterns

Employees are asked to speak to their line manager if they think that they would benefit from departing from the expectation of the working pattern for their team. Line manager's agreement is required to operate a different work schedule than that covered in this policy. Depending on the nature of the additional flexibility that employees seek, it may be better for employees to make a formal flexible working request.

6. Policy Review.

Policy Version	Last reviewed date/by:	Next review date:
01	July 2022 Kath Harrop	September 2023
02	October 2023 Louisa Gregory	September 2024