FLEXIBLE WORKING ARRANGEMENTS POLICY

1.0. PURPOSE

Glad Group recognises the importance of flexible working arrangements and the benefits it can provide to employees through improved work-life balance, employee wellbeing and job satisfaction.

The purpose of this policy is to provide support to employees and managers related to requests for flexible working arrangements. It sets out the principles, framework and responsibilities in the management of flexible working arrangements.

2.0. SCOPE

This policy is applicable to all Glad Group employees requesting flexible working arrangements. For the purposes of this policy Glad Group consists of:

- **Glad Group Pty Ltd** | ABN 62 092 928 115
- Glad Security Pty Limited t/as **Glad Group Services** | ABN 122 097 590
- **Glad Maintenance Pty Ltd** | ABN 85 127 522 481
- **Auxus Pty Ltd** | ABN 12 655 147 292
- Stratium Global Pty Ltd t/as **Unifyd Tech** | ABN 55 627 094 366
- **Australian Protective Services Pty Ltd** | 47 610 471 424

3.0. POLICY STATEMENT

Glad Group is committed to supporting flexibility in work arrangements where reasonably practicable and where operational requirements can be met.

3.1. Flexible Working Arrangements

Flexibility comes in many forms and different arrangements will suit different sites, positions and employees. This includes but is not limited to:

- flexible start and finish times
- compressed hours (working more hours over fewer days)
- changing from full-time to part-time or casual work either temporary or permanent
- flexible rostering
- working from home or another location
- unpaid leave
- change in rostered days off
- flexitime or time off in lieu
- gradual increase or decrease in work hours

3.2. Eligibility

Anyone can request flexible working arrangements, but certain employees have a legal entitlement to do so.

Permanent Employees

Requests for flexible working arrangements can be made by permanent employees if worked with Glad Group for at least 12 months and they are:

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- the parents, or have the primary responsibility for the care of a child of school age or younger
- a carer under the Carer Recognition Act 2010
- a person with disability
- 55 or older
- pregnant
- experiencing family and domestic violence or providing care of support to an immediate family or household member who is experiencing family and domestic violence

Casual Employees

Casual employees can request flexible working arrangements if they meet one of the above criteria and:

- been working for Glad Group regularly and systematically for at least 12 months and;
- there is a reasonable expectation of continuing work with Glad Group on a regular and systematic basis

Glad Group may at its absolute discretion, consider requests for flexible working arrangements outside of the above criteria but has no obligation to do so.

3.3. Request Procedure

Requests for flexible working arrangements must be:

- in writing to the manager
- explain what changes are being requested
- explain the reasons for the requested change

3.4. Considering a Request

When a manager receives a request for flexible working arrangements the following must be considered:

- Has the eligibility criteria met?
- Can the expected service to the customer and/or Glad Group be upheld?
- What are the employee's key duties?
- Do any of these duties need to be done at set times or locations?
- Who does the employee interact with in the normal course of their work? Will the proposed arrangement affect these interactions?
- Are there any technology solutions, which could help? (for example, video calling, instant messaging, email)
- Why is the employee requesting this new arrangement?
- What are the consequences for the employee if the request is refused?

The manager must meet with the employee to discuss the request before a written response is provided. This is the opportunity to discuss and confirm any changes that may apply to the employee's duties, workload or employment conditions that may result from the new arrangements.

Glad Group and the employee can agree to working arrangements that are different from what the employee originally requested.

If the manager is considering refusing a request, the manager must first:

- discuss the request with the employee, and
- genuinely try to reach an agreement with the employee about making changes to their working arrangements to accommodate their circumstances, where reasonably practicable.

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If the manager and employee are unable to reach an agreement for alternative arrangements, the manager must also consider the consequences to the employee of refusing the request, before refusing.

When discussing with the employee, the manager should:

- **understand** – take the time to understand the employee's circumstances and the possible impacts on them
- **explore** – discuss and consider alternative arrangements that may suit our customer and/or Glad Group and the employee's circumstances
- **consider trials** – if suitable, attempt to agree to a fixed period such as 1-2 months, to trial a flexible working arrangement

3.5. Responding to a Request

Glad Group must respond in writing within 21 days of receiving the request. The response must include whether the request is approved or denied. The response template can be downloaded via Central or alternatively reach out to People and Culture for assistance.

Approving a Request

- The manager must provide the approval in writing to the employee, outlining the agreed changes, effective date and the period of change (if temporary or trial)
- A Change of Details Form must be completed and signed by both the employee and the manager which must be lodged with People and Culture if the request is for:
    - new location
    - new ordinary hours
    - new employment status

Refusing a Request

A request can only be refused on reasonable business grounds and if:

- the request has been discussed with the employee and genuinely tried to reach an agreement or alternative arrangement to accommodate the employee's circumstances
- considered the consequences for refusing the request

The response must include:

- the reasons for the refusal including an explanation of the grounds for refusing and how they apply to the request
- other changes Glad Group can make or a statement that there aren't any changes to be made
- information about getting help from the Fair Work Commission for disputes about flexible working arrangements

Reasonable Business Grounds

Reasonable business grounds include but is not limited to:

- the requested arrangements are too costly
- other employees' working arrangements cannot be changed to accommodate the request
- it would be impractical to change other employees' working arrangements or hire new employees to accommodate the request
- the request:
    - is likely to result in a significant loss in efficiency or productivity, or
    - would have a significant negative impact on customer service

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Glad Group's circumstance of being a service provider with operational requirements and obligations to its customers will be factored in when considering if there are reasonable business grounds for refusing a request.

Disputes

If a dispute regarding flexible working arrangements cannot be resolved between Glad Group and the employee in the first instance, an application can be made via the Fair Work Commission. Further information can be found via their website at fwc.gov.au/issues-we-help.

4.0. LOG OF CHANGES

DATE	AMENDMENTS	AUTHORISED BY	REVISION
March 2025	Initial Policy	Ann Shanahan	1

5.0. RELATED POLICIES AND PROCEDURES

- Glad Group Code of Conduct
- Social Compliance Policy
- Grievance Resolution Policy
- Flexible Working Arrangements Response Template

6.0. CONTACT FOR QUESTIONS

Please contact the People & Culture for any questions relating to this policy.

Authorised by:



Kiri Chase

Head of People and Culture

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