



## HYBRID WORKING POLICY

NWH Group Limited  
Reviewed- January 2026

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### Policy statement

The NWH Group believes that its staff members are its most valuable asset and is committed to attracting and retaining the very best talent. It also appreciates that the UK workforce is becoming increasingly diverse and includes a high percentage of parents and individuals with caring responsibilities, as well as those whose interests and aspirations impact on their time.

The NWH Group recognises the importance of helping its employees balance their work and home lives by offering flexible working arrangements that enable them to balance their work commitments with other priorities. One such flexible working arrangement is hybrid working.

This policy aims to set out the ways in which hybrid working will be managed within the organisation. Our continued aim is to increase the rate of retention of staff, reduce absence, attract new talent, promote work-life balance and reduce employee stress. In doing so, this will improve the Organisation's efficiency, productivity and competitiveness.

It is important to note that while the company is committed to incorporating a hybrid approach to support its workforce, there may be certain positions, such as those driving, garage or customer facing roles, where this may not be possible.

### What is hybrid working

Hybrid working is defined as a working arrangement where staff conduct their duties both in the workplace and remotely, such as from home. Whilst working remotely, employees maintain the same contractual obligations, such as core working hours.

The Organisation recognises that homeworking can be beneficial for individuals and, to this end, will seek to accommodate it wherever possible. However, it also recognises the benefits from a degree of on-site working that are difficult to replicate from home, such as direct interaction between colleagues and management.

Hybrid working is designed to offer the flexibility of homeworking whilst also maintaining the benefits associated with on-site working.

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There are two main categories of hybrid working:

- *Occasional/ad hoc hybrid working*: this arises in relation to specific pieces of work or for specific periods. It does not follow a regular pattern and is subject to the prior approval of a line manager. It may be granted as part of a phased return to work after maternity or be a temporary arrangement due to family commitments or domestic circumstances.
- *Regular hybrid working*: this is an agreement between the Organisation and the employee for a permanent combination of homeworking and attendance at the workplace on a regular and on-going basis.

Whatever the circumstances leading to a situation where employees are moved into, or recruited under, a hybrid working arrangement, this policy applies and all employees must comply with the requirements set out below.

Please note that this policy should not be taken as forming an employment contract and may be updated at any time.

### Eligibility

The Organisation maintains discretion to offer a hybrid model to staff, either during their employment or before the commencement of a new role. Overall, employees may be eligible to be permitted a form of hybrid working in the following examples\*\*

- where the employee has successfully completed the probationary period/ a period of training attached to their job role
- where the employee is not working in customer facing role, i.e. ordering processing, transport
- where the employee is not working in a position that by nature is impossible to work from home i.e. HGV Driver, mechanic etc.
- where their home environment is suitable
- no aspect of the employee's recent appraisal was marked as unsatisfactory

The Organisation will carefully assess the needs and requirements of a role before determining how the hybrid working relationship will work. It will only be permitted where the employee's line manager is satisfied that the needs of the business can continue to be met while the employee works from home.

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Hybrid working must be cost-effective and ensure that there is no significant increase in workload on colleagues. The work done by the employee must be capable of being done from home.

Full guidance with the specific job suitability for hybrid working arrangements can be obtained from HR department.

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\*\*The following list is an example only as it is not definitive.

### Hybrid agreement

- the Organisation reserves the right to terminate the hybrid arrangement at any time for any reason on reasonable notice
- employees are required to be available during the core hours specified in their contract agreement
- if any issue arises that causes an employee to no longer meet the eligibility criteria at the outset of this policy, the Organisation will review the arrangement and may terminate it on reasonable notice
- the hybrid arrangements will be subject to regular review
- employees working from home will be expected to attend meetings and other office-based events as and when required by their line manager
- employees working from home are required to comply with Organisational policies, including holidays, performance targets, sickness, absence etc.

### Homeworking practical arrangements

Employees should take reasonable care of the organisation equipment and only use it for Organisation business. IT and telephony equipment may only be used in accordance with the Organisation's IT, telephony, data protection and monitoring policies.

Personal equipment that an employee uses for work purposes remains their responsibility, and the Organisation is not liable for any loss, damage, repair or replacement of any personal equipment. If an item of equipment is deemed necessary for work, the employee should contact their line manager.

Employees should maintain regular contact with their line manager so that the Organisation can work towards early resolution of any problems. This applies to problems with Organisational equipment and also in relation to the ongoing suitability of the homeworking arrangement; pressures and stress occur equally to homeworkers as they do to those working at the Organisation's offices, and the Organisation encourages the early reporting

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of these issues so that practical steps can be considered and implemented to the mutual agreement of both the homeworker and the line manager.

The costs of electricity, water, heating, telephone, broadband and other utilities will not be covered by the Organisation. These costs will remain the employee's responsibility.

Employees must keep Organisational data and Organisational materials safe and secure at all times, ensuring reasonable precautions are being taken to maintain confidentiality in accordance with the GDPR policy.

Employees should refrain from revealing to customers/clients that they work from home. Employees must not provide their personal address or personal contact details to customers/clients or third parties associated with the Organisation. Meetings between customers/clients and employees at home are prohibited. All communications should be routed through the Organisation.

### Risk Assessment

The Organisation may require self-assessment of some of the aspects of the workplace and training may be provided as necessary. Any steps necessary from these various risk assessments will be undertaken to ensure the homeworker has a safe workplace.

A specific risk assessment will be done on employees who inform the Organisation that they are pregnant. In order for this to take place, homeworking employees who become pregnant should notify their line manager of their pregnancy immediately. More details about what to do are available in the Organisation's policy on Pregnancy and Maternity.

### Electrical Equipment

Homeworkers will be responsible for any other electrical equipment used by them in their work activities and will continue to be responsible for the safety of electrical sockets and wiring in their home.

### Working Hours

Employees are responsible for ensuring they complete their working hours as defined in their contracts of employment whilst working from home.

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### Working Time

Employees are responsible for ensuring they take their rest breaks as defined in their contracts of employment. Working time should be monitored and rest breaks of at least 20 minutes for every six hours of working should be taken.

### Positioning of Equipment

Training on the ergonomic positioning of IT equipment will be provided during the implementation of the homeworking arrangement, together with best practice guidance on breaks. The Organisation will provide checklists for this for the benefit of employees.

### Employee Conduct

If hybrid working becomes unsuitable due to employee conduct or performance, the homeworking arrangement may be terminated immediately. Further disciplinary action may also be taken in line with Organisation policy.

Signed:

Date: 15/01/2025

Gavin Money

Managing Director

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