

**We understand that flexible working can be beneficial to both employees and the business. You may have interests or responsibilities outside of work where working flexibly could help you balance your work and personal life.**

### Types of request

- Examples of flexible working include: part-time working, job sharing, term-time working, staggered hours, swapping hours or shifts.
- If you have worked for Royal Mail for at least 26 weeks, you can request either a permanent contractual change to your working pattern, or a temporary change if you only need it for a certain period (less than 12 months).
- Your manager can locally agree informal requests where your contract doesn't need to be changed, they will just keep a record of it.



### Formal requests

- Your manager should normally deal with your request within six weeks of your application.
- They will hold a meeting with you and confirm the outcome in writing.
- When considering your request, your manager will look at the benefits for you and the business. These will be weighed up against any negative impact.
- If it isn't possible to agree your flexible working request, it will be for one of the following business reasons:
  - » Cost
  - » Being able to meet customer demand
  - » Ability to reorganise work and manage impact on quality and performance
  - » Ability to recruit additional employees
  - » Amount of work available when you want to work
  - » Alignment with any planned structural changes
- If more than one request has been made, your manager should discuss the requests with everyone who has put a request in to see if a compromise can be reached. If not, the first request will be given priority.



### Review (trial) periods

- Before confirming a permanent flexible working request, your manager will set a review period to see how your flexible working request works in practice.
- At the end of your review period, if your arrangement isn't working well, you may be moved back to your original working pattern.



### Want to know more?

For full details, ask your manager for a copy of the [Flexible working policy](#) and guides, available in the Policy and information section on PSP, and/or a request form.