Agile Working

Policy Reference Number: HR13

Effective Date:	June 2025	**Review Date:**	June 2028
P&P Review Group Approval Date:	June 2025	**Board Approval Date:**	N/A
Owner:	Head of People & OD	**Department:**	People and OD
Issued To:	☐ Board of Management ☐ All Staff ☒ ET/LT ☒ Head Office Managers ☒ C&S Managers ☒ Department/Other: 　　All Lochside	**Method of Delivery:**	☒ Annual Declaration ☐ LearnPro Individual Sign Off ☐ Board Portal
Stakeholder Consultation	☐ All Staff ☐ Customer Engagement ☐ Union ☐ Employee Voices Group ☐ Head Office Managers ☐ C&S Managers ☐ Department/Other: _____	This Policy will be reviewed every amend time period appropriately every 3 years from the date of implementation or earlier if deemed appropriate for any legislation or regulatory changes. If this Policy is not reviewed within the above timescale, the latest approved Policy will continue to apply.	
Equality Impact Assessment	No	N/A	
Data Protection Impact Assessment	No	N/A	

Version Control

Date	Owner	Version	Reason for Change
Mar 25	Head of People & Organisational Development	2.0	Cyclical Review.

Summary of Changes

Section	Change
All	New Template.
5.0	Removal of Covid-19 tax relief amendment.

Contents

1.0 Policy Statement

We recognise the importance of supporting flexible working arrangements where appropriate. This Policy provides a framework to ensure consistency and fairness for staff working remotely and outlines both employee and employer responsibilities. The objective is to support productivity and employee wellbeing while maintaining organisational effectiveness.

Employees will be supported with the necessary ICT equipment (excluding internet connection), and remote working arrangements will not change contractual employment terms. Ark reserves the right to review or withdraw agile working arrangements if required. Breaching this Policy may result in disciplinary action, depending on the severity of the violation.

1.1 Legal & Regulatory Framework

Our Policy aligns with relevant UK legislation and regulatory standards to ensure that agile working arrangements are implemented fairly, safely, and lawfully. This Policy complies with:

- General Data Protection Regulation (GDPR) – Ensures that employee data collected through remote and flexible working arrangements is processed securely, lawfully, and transparently.
- Data Protection Act 2018 (UK) – Governs how personal information is used, including monitoring, communication tools, and homeworking practices.
- Health and Safety at Work Act 1974 – Places responsibility on both Ark and employees to maintain a safe working environment, regardless of location, including home settings.
- Working Time Regulations 1998 – Safeguards employee wellbeing by ensuring rest breaks, maximum weekly working hours, and holiday entitlements are maintained under flexible arrangements.

Ark will ensure that agile working practices are managed in line with these legal frameworks, promoting a healthy, inclusive, and productive working environment that reflects our organisational values and commitment to work-life balance.

2.0   Scope

This Policy applies to the following Ark employees, including but not limited to:

- Office Based Employees

It governs remote access to Ark's information systems and applies in any case where work is carried out outside of Ark's owned or leased office premises. It does not apply to field-based roles covered by other flexible working arrangements.

3.0 Roles & Responsibilities

There is a range of standard expectations which underpin all policies. Read more about standard role and responsibilities in addition, the following specific responsibilities apply to this Policy.

All eligible employees are required to understand and comply with the Agile Working Policy and all associated Ark policies and procedures. Employees must take responsibility for working safely, securely, and productively in remote environments. This includes maintaining regular communication with their line manager, completing Home/Remote Worker Checklist, Display Screen Assessment and Electrical Appliance Health Check on a annual basis, and informing their home insurance provider when entering into long-term remote working arrangements. Employees are also expected to safeguard Ark equipment, uphold data confidentiality, and ensure secure access to systems at all times. They should be mindful of their environment when participating in virtual meetings or taking work-related calls, particularly in shared or open-plan spaces at home or in the office. If privacy cannot be guaranteed, a headset must be worn to protect sensitive information.

Managers are responsible for discussing and agreeing remote working arrangements with their team members to ensure alignment with individual role requirements and service delivery needs. They must provide consistent supervision, support, and performance management, ensuring that appraisal and feedback mechanisms remain in place. Managers are also responsible for reviewing and maintaining completing Home/Remote Worker Checklist, Display Screen Assessment and Electrical Appliance Health Checklist documents for their team members annually, ensuring that remote working arrangements are regularly reviewed and adjusted where necessary. They must encourage engagement and maintain team cohesion, ensuring regular communication is in place and that employees are supported in balancing flexibility with accountability. Any concerns around performance, communication, or wellbeing should be addressed promptly and supportively.

The Human Resources (HR) team is responsible for ensuring that agile working practices are implemented fairly and consistently across Ark. HR provides managers with guidance in developing and managing remote working arrangements, while ensuring compliance with legal and policy requirements. HR also promotes a culture of trust, flexibility, and accountability, supporting both managers and employees to understand their rights and responsibilities. This includes providing access to appropriate support mechanisms and ensuring that reasonable adjustments are considered where needed.

4.0 Related Policies, Procedures & Documentation

- G13 - Openness and Confidentiality Policy
- G15 - Computer System Security, Email & Internet Policy
- G24 - Data Protection Policy
- G24a - Information Security and Personal Data Breach Management Procedure
- HR04 - Staff Code of Conduct Policy
- HR05 - Performance Management Policy & Procedure
- HR18 - Disciplinary Policy & Procedure
- HR21 - Social Media Policy
- HR25 - Flexible Working Policy & Procedure
- HR32 - Expenses & Allowances Policy
- HS05 - Fire Safety Policy & Procedure
- HS09 - Display Screen Equipment Policy and Procedure
- HS12 - Lone Working Policy & Procedure
- HS20 - Stress at Work Policy and Procedure
- HS21 - Extra Duty of Care Policy and Procedure
- [Ark's Vision, Mission & Values](#)

5.0 Agile Working

5.1 Remote Working Equipment

Ark will provide employees with the necessary ICT equipment to support agile working, including but not limited to laptops, monitors, and mobile phones, where appropriate. Employees are responsible for ensuring the security and appropriate use of all Ark-provided equipment. The cost of home internet access, including installation and ongoing service charges, remains the responsibility of the employee.

5.2 Work Location

Employees' substantive contractual work base will remain unchanged under agile working arrangements. Travel expenses incurred from an employee's home or other remote location to their substantive base, or any other work location, are not claimable unless otherwise authorised in accordance with Ark's Expenses & Allowances Policy.

5.3 Remote Working Risk Management

All employees undertaking remote working must complete the required Remote Working and Display Screen Equipment (DSE) assessments. Ark will review and act upon the outcomes of these assessments to ensure that working arrangements comply with health and safety requirements and do not present undue risk to employees.

5.4 Expenses

Ark will not reimburse employees for household costs incurred as a result of remote working, including heating, lighting, or internet use.

5.5   Conditions of Use

Agile working arrangements must not be used to manage other commitments e.g. dependent care. Employees requiring flexibility to accommodate other commitments should refer to Ark's Flexible Working Policy.

The installation of unauthorised hardware or software on Ark devices is strictly prohibited. Ark reserves the right to review and, where necessary, withdraw remote working arrangements based on operational requirements, performance concerns, or failure to comply with the terms of this Policy.

6.0 Training & Monitoring Requirements

6.1 Training

Staff will have training appropriate to their needs and to the needs of the organisation as identified on their individual learning plans. Ark will ensure that relevant employees have an awareness of this Policy and receive adequate training to enable them to effectively fulfil their roles and responsibilities, including remote work safety, system security, and data protection.

6.2 Monitoring

The outcomes of these activities will inform updates to the Procedure and support the organisation's commitment to a flexible, responsive, and inclusive working environment. To ensure the effectiveness and consistency of agile working arrangements across the organisation, Ark will implement regular monitoring and review processes. This includes:

- Cyclical Review: The Policy will be formally reviewed every 3 years to ensure alignment with organisational goals, technological advancements, and emerging best practices in agile and flexible working.
- Ongoing Monitoring: The effectiveness of agile working arrangements will be continuously assessed by line managers and the HR team, with particular focus on performance outcomes, team collaboration, and employee wellbeing.
- Managerial Review: Agile working arrangements will be reviewed regularly by line managers as part of ongoing supervision and performance management. This ensures that remote working continues to meet both individual and organisational needs.
- Risk Assessment: Workplace risk assessments will be updated regularly to reflect the unique considerations of agile working, including remote work ergonomics, data security, and employee isolation risks.

Findings from these monitoring activities will inform future improvements to the Policy and support the development of a flexible, productive, and safe working environment for all employees.