



NSA policy for flexible working arrangements

To be read alongside the NSA Employee Handbook

Working hours are stated within individual employee contracts and are usually NSA standard hours (9am-5.30pm with a one-hour lunch break) unless an employee has requested a variation on these hours for a specific reason.

For employees on standard working hours. Employees working standard hours (either on a full-time or part-time basis) can flex these within 30 minutes without checking with their line manager, if the total time worked during a day is still 7.5 hours. This includes starting/finishing 30 minutes earlier/later or taking only 30 minutes for lunch. A one-off flex in hours greater than 30 minutes should be checked in advance with your line manager. If an employee wants to flex their hours as a regular arrangement, rather than the odd occasion during a working week, a change of terms should be requested (more below).

For employees on non-standard work hours. Employees working non-standard hours cannot flex their working hours, as their hours have been set for a specific reason. One-off requests to flex working hours will be considered if they are not deemed to affect the business or other employees. Requests for regular flexing of working hours will be considered as a change of terms (more below).

For all employees. Employees do not need to ask permission for emergency medical appointments or infrequent check-ups, or to take an immediate family member to such an appointment (e.g. doctor, dentist or optician). These medical appointments can be in work time, although employees are asked to take appropriate steps to ensure minimal impact on the working day, colleagues and workloads/deadlines. Employees should discuss with their line manager any situation requiring several medical appointments in short succession or regular ongoing appointments. Evidence of appointment times may be requested. Non-medical appointments cannot be taken in work time.

Place of work is stated within individual employee contracts and is usually NSA Head Office, unless there is a specific reason for an employee working from home on a permanent basis. Employees with a Malvern-based contract can request infrequent days working from home if there is a specific reason for this and it is not deemed to affect the business or other employees. As per the NSA Expenses Policy, on occasions when an office-based employee is given permission to work from home, no expenses can be charged to the business. If an office-based employee wants to change their place of work as a regular arrangement, a change of terms should be requested (more below).

Change of terms and conditions. Employees wanting to change their working hours and/or place of work can request to have the terms and conditions of their contract changed. This should be done in writing to their line manager. NSA will consider all requests on a case-by-case basis to find a solution suitable for the individual and the wider team, but no request can be guaranteed. In addition to supporting staff with work-life balance, NSA priorities will be to maintain sufficient and appropriate staff to respond to enquiries made to the office; to best utilise resources and keep costs in check; and to ensure good crossover of staffing, so enough people are working the same days/hours to co-ordinate communications, collaboration, planning and delivery.



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