



HYBRID WORKING POLICY

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Date of Next Review: October 2028

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1. Introduction

- 1.1 Rosehill recognises that supporting an environment where employees work flexibly is an important factor in attracting and retaining its staff.
- 1.2 Given the range of roles within Rosehill, there will be many factors affecting the suitability of hybrid working. It is essential that Hybrid Working does not establish rigid working practices that cannot adapt to changing business and/or individual needs.
- 1.3 This policy does not form part of any employee's contract of employment, and we may amend it at any time.

2. Scope

- 2.1 This Policy applies to all of Rosehill's employees.

3. Background

- 3.1 Hybrid working is a work practice which enables employees to blend working from different locations.
- 3.2 Hybrid working at Rosehill refers to a mix of home working and office working.
- 3.3 Employees can request a more flexible working arrangement to better suit their circumstances via a flexible working request. Please refer to the Flexible Working Policy and Procedure for more information in this regard.

4. Principles of the Policy

- 4.1 Rosehill's Hybrid Working Policy aims to have a hybrid approach to working that ensures employees stay connected and are supported by their teams and appropriate IT systems.
- 4.2 We want to create a culture where everyone feels included, and where employee wellbeing and work-life balance is a key focus alongside business needs, and the quality and impact of service delivery.

5. Hybrid Working

- 5.1 Employees' primary place of work is Rosehill Housing Association, 250 Peat Road, Glasgow, G53 6SA (The Office).
- 5.2 Employees will have the option to work from home two days per week, and the rest of the working week from the office, excluding current flexible working arrangements.
- 5.3 The days in which an employee works from home will be agreed with line managers based on minimum staffing requirements within the department and the building.
- 5.4 Home working days will be set for a 3-month period and will be revised thereafter to ensure fairness across the department and organisation.
- 5.5 Home working days may be changed during the 3-month period if, in exceptional circumstances, business or personal circumstances require this. In the case of a personal situation arising, please speak with your Line Manager in the first instance to discuss a change. Sufficient notice, wherever possible, should be given in either circumstance.
- 5.6 Whilst we endeavour to operate a Hybrid approach to working, there may be periods when employees will be required to work in the office for their full working week, such as busy holiday periods or sickness absence. Sufficient notice, wherever possible, will be given to staff.
- 5.7 Decisions regarding Hybrid working are made in consideration of individual job roles and responsibilities..
- 5.8 Line Managers, supported by the Corporate Services and HR Manager are responsible for keeping the office rota up to date with staff's work location.
- 5.9 Employees are required to ensure that they are available to work for their contractual hours each day (flexitime permitting), and that appropriate caring arrangements, if applicable, are in place when working from home.

- 5.10 Where an employee feels that working in a hybrid way does not suit their personal circumstances, they should speak to their line manager in the first instance.
- 5.11 The regular working week remains Monday to Thursday, 9am to 5pm and Friday 9 am to 4 pm (1 hour lunch break), with the use of flexitime.
- 5.12 How often employees are required to meet as a team, in person, or in virtual meetings, will be agreed by line managers.
- 5.13 Annual leave, Special Leave, or flexi requests must be made if employees require time off during the week regardless of whether it's an office or home working day.
- 5.14 Employees are obliged to follow Rosehill's Attendance and Absence Management Policy should they be un-fit for work regardless of whether it's an office or home working day.

6. Communication

- 6.1 When working from home, it is important that employees keep in regular contact with their line manager, team members and other colleagues to ensure the ongoing success of hybrid working.
- 6.2 Employees will be supplied with appropriate IT equipment to enable them to work from home successfully. In addition, they will be provided with software on their laptop and mobile phone to enable them to access their work files and make/receive internal calls.
- 6.3 It is an employee's responsibility to ensure that they have a reliable and secure internet connection to be able to work from home. If this is not possible, employees will be required to work from the office every day.

7. Managing Performance

- 7.1 Line managers will continue to monitor performance of their staff and address any concerns they may have in the usual manner, and in line with Rosehill's Staff Performance and Training Review Policy.
- 7.2 The training and development of staff remains a priority and training will continue to be coordinated and delivered regardless of an employee's place of work.

7.3 If an employee's performance is assessed as an area of concern when they are working from home, and no alternative resolution can be found and/or there is no improvement in performance following discussions/support, Rosehill reserves the right to request that the individual works from the office on a full-time basis.

8. Health and Safety

8.1 Under the Health and Safety at Work Act (1974), employers have the same health and safety responsibilities for their employees whether they are at home or in the office.

8.2 Whether working from home or in the office, employees have a duty to ensure that they work in a safe and responsible manner and follow all health and safety guidance issued by Rosehill.

8.3 We will ensure that all equipment received is in good working condition and is safe to use.

8.4 Any electrical equipment supplied by Rosehill should be switched off at the end of the working day.

8.5 We will ensure that information and training on the safe use of equipment, including display screen equipment (DSE) is made available to all employees, and that DSE assessments are carried out annually.

8.6 Should an employee require specialist equipment to allow them to work from home safely, because of a physical injury or condition, we will work with the employee to obtain such equipment, if considered reasonable. Confirmation must be obtained by an Occupational Health Specialist.

8.7 Where an employee suffers from work related aches or pains, because of office or home working, this should be reported to the individuals line manager in the first instance who will seek further advice from the Corporate Services and HR Manager.

8.8 Any work-related accidents or 'near misses', at home or in the office, must be reported to your line manager in the first instance. All workplace accidents and 'near misses' will be recorded and reported to the management team.

8.9 Employees have a duty to report any concerns relating to their own Health and Safety, or the Health and Safety of their colleagues.

9. Employee Wellbeing

9.1 The wellbeing of our employees remains paramount, and we recognise that for some employees, hybrid working may support improved wellbeing.

9.2 We also recognise that hybrid working can bring specific challenges around work life balance and managing the boundaries between work and home. Any employees concerned about hybrid working should speak with their line manager in the first instance.

9.3 Employees are reminded of the Employee Counselling Service who can be contacted on 01738.562.005 (Monday – Friday; 9am-4pm), and the Employee Assistance Programme which can be accessed via the perkbox app/website.

9.4 Employees are also reminded of the importance of taking a lunch break whilst working from home or in the office, and of using this period to step away from work and equipment.

10. Insurance

10.1 Rosehill is responsible for taking out and maintaining a valid policy of insurance covering any equipment we provide, against fire, theft, loss, and damage.

10.2 Employees must not cause or permit any act or omission which will invalidate the insurance policy.

10.3 Employees are responsible for checking that all home and contents insurance policies provide adequate cover for working from home.

11. Data Protection

- 11.1 On the 25th of May 2018 the legislation governing data protection changed with the introduction of the General Data Protection Regulation (GDPR). Following the UK's exit from the EU, and the end of the transition period which followed, the GDPR formed part of the retained EU law and became the UK GDPR which together with the Data Protection Act 2018 constitute the UK's data protection legislation.

12. Equality and Human Rights

- 12.1 Rosehill's Equality and Human Rights policy (January 2024) outlines our commitment to zero tolerance of unfair treatment or discrimination towards any individuals or group of individuals, particularly those belonging to a protected characteristics (as defined by the Equality Act (2010)). This includes ensuring everyone has equal access to information and services, by making copies of all policies available in a variety range of alternative formats (i.e. large print, translated, etc.) in response to reasonable requests.

Rosehill is aware of the potential for policies to inadvertently discriminate against individuals or group of individuals. To help address this we carry out Equality Impact Assessments (EIA) to help identify any part of a policy that may be discriminatory so this can be addressed (please see Section 9 of our Equality and Human Rights policy for more information).

As this policy applies equally to all groups, Rosehill (with committee approval) made the decision not to carry-out an Equality Impact Assessment on this policy.

13. Risk Management

- 13.1 In all key areas of our business we need to consider any risks which may arise. To this end we have in place a robust Risk Management Policy and from these flows our Risk Register. We have identified our strategic risks which are regularly monitored by our Management Team and Audit Sub-Committee.
- 13.2 The risks relating to Hybrid Working fall under the main risk category of Performance Management. Key to the mitigation of these risks is having a clear and comprehensive Policy in place to support the application of Hybrid Working Arrangements.

13.3 To ensure we continue to manage the associated risks we will periodically review this policy to ensure compliance with all legislative, regulatory requirements and best practice guidance.

14. Review

This Policy was first approved by the Management Committee in October 2022. It is reviewed on a 3 yearly basis or sooner if circumstances require it.



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Housing Regulator (Number HAC174).