

Trident Lifting Solutions

Policy Statement - Trident Lifting Solutions Limited ("Trident", "the Company")



Trident Lifting Solutions Limited is committed to high standards of professional conduct, integrity and accountability. As a specialist lifting and crane solutions provider operating in safety-critical environments, we recognise that the behaviour and standards of our people are fundamental to building a strong, respectful culture and protecting our reputation as a trusted industry leader.

We expect everyone working for or on behalf of the Company to act with professionalism, respect and responsibility at all times, reflecting our values and supporting a positive working environment. Clear standards of behaviour are essential to ensure safety, quality and effective collaboration across our projects and teams.

1. Purpose

The purpose of this policy is to provide a fair, consistent and legally compliant process for considering flexible working requests.

The Company will consider all requests reasonably and without unlawful discrimination. Approval is not automatic. The Company will assess whether the proposed arrangement is suitable for the role, team, project, client, operational requirements, health and safety, supervision arrangements and wider business needs.

2. Scope

This policy applies to all employees of Statom Group, including full-time, part-time, fixed-term and temporary employees.

This policy does not apply to self-employed contractors, consultants, agency workers or other non-employees, unless the Company confirms otherwise in writing.

3. What flexible working may include

Flexible working may involve a change to when, where or how an employee works. Examples include:

- part-time working;
- compressed hours;
- staggered start and finish times;
- flexitime or adjusted working hours;
- changes to working days;
- job sharing;
- term-time working;
- annualised hours;

- home working, remote working or hybrid working, where suitable for the role.

4. Eligibility and statutory rights

- Employees have a statutory right to request flexible working from the first day of employment.
- Employees may make up to two statutory flexible working requests in any 12-month period.
- An employee may not make a further statutory request while another statutory flexible working request remains live.
- A request remains live until a decision is made, the request is withdrawn, an outcome is mutually agreed, or the statutory decision period ends.
- The Company may consider informal, occasional or temporary flexibility outside the statutory process where appropriate. Any such arrangement must be confirmed in writing and will not change contractual terms unless the Company expressly confirms that it does.

5. Making a flexible working request

Employees who wish to make a statutory flexible working request must submit the Company Flexible Working Request Form to their line manager, with a copy to HR.

The request must be made in writing and must include:

- the date of the request;
- confirmation that the request is a statutory flexible working request, where applicable;
- the change requested to hours, times or place of work;
- the date the employee would like the change to start;
- whether the employee has made any previous statutory flexible working request to the Company; and the date of any previous statutory flexible working request.

Employees do not have to explain the impact of their request on the Company or suggest how any impact could be managed. Employees may choose to provide supporting information where they believe it will help the Company consider the request.

A request will normally be treated as received only when the completed Flexible Working Request Form has been submitted.

6. How the Company will consider requests

The Company will consider each request on its own facts. The Company may consider:

- the duties, responsibilities and seniority of the role;
- operational, project and client requirements;
- site, office and team coverage;
- health, safety, supervision and competence assurance needs;
- performance, productivity, quality and continuity of work;
- impact on workload, colleagues and management arrangements;
- confidentiality, data protection and cyber security;

- working time, payroll, holiday, pension and contractual implications;
- cost, resourcing and availability of work;
- whether an alternative arrangement may meet some or all of the employee's request.

The Company may approve the request, refuse the request, propose an alternative arrangement, or agree a temporary or trial arrangement.

7. Consultation and meetings

The Company will consult with the employee before refusing a statutory flexible working request. This will normally involve a meeting unless the Company can approve the request without discussion.

The purpose of the meeting is to understand the request, explore whether it can be accommodated, discuss any concerns, and consider suitable alternatives where the original request cannot be agreed.

Employees may be accompanied at a meeting by a work colleague or trade union representative where reasonable and appropriate.

If an employee fails to attend a meeting without good reason, the Company may rearrange it. If the employee fails to attend two meetings, including appeal meetings where relevant, without good reason, the Company may treat the request as withdrawn and will confirm this in writing.

8. Decision timescale

The Company will complete the flexible working process, including any appeal, within two months of receiving the request unless the Company and employee agree an extension. Any agreed extension will be confirmed in writing.

The decision will be confirmed in writing.

If the request is approved, the written confirmation will set out:

- the agreed working arrangement;
- the start date;
- whether the arrangement is permanent, temporary or subject to a trial period;
- any impact on pay, hours, benefits, duties, location or other terms and conditions;
- expectations linked to the arrangement;
- review arrangements, where applicable.

If the request is refused, the written confirmation will identify the statutory business reason relied on, explain why the reason applies in the circumstances, and confirm the right of appeal.

9. Trial periods

The Company may agree a trial period to assess whether the proposed arrangement works in practice. A trial period will usually last for up to three months, although a different period may be agreed.

During the trial period, the Company will assess whether the arrangement supports the needs of the role, team, project, client and business. At the end of the trial, the Company may confirm, extend, amend or end the arrangement. Where the arrangement does not work effectively, the Company will explain the reasons and may require the employee to return to their previous working arrangement or move to an

agreed alternative.

10. Permanent changes to terms and conditions

Where a statutory flexible working request is approved on a permanent basis, it will usually create a permanent change to the employee's terms and conditions of employment.

There is no automatic right to return to the previous working arrangement unless the Company agrees this in writing.

Any permanent contractual change will be confirmed in writing as soon as reasonably practicable and no later than 28 days after the request is approved. Temporary, informal, occasional or trial arrangements will not create a permanent contractual entitlement unless the Company expressly confirms this in writing.

11. Home working, remote working and hybrid working

Home working, remote working and hybrid working are not automatic entitlements. They must be suitable for the role and approved in writing.

Where approved, employees must remain fully available, contactable, productive and focused during working hours. Employees must not use working time for personal activities, secondary employment, childcare, caring responsibilities, domestic tasks or other commitments that prevent them from carrying out their duties effectively.

Home working is not intended to replace appropriate childcare or other dependant-care arrangements. Employees must ensure that caring responsibilities do not prevent them from performing their duties during agreed working hours.

The Company recognises that brief, occasional interruptions or emergencies may arise. Employees must notify their manager where a caring issue materially affects their availability or ability to work.

Employees working from home or remotely must:

- work their agreed hours and take required breaks;
- remain available and contactable during working hours;
- attend virtual and in-person meetings when required;
- attend the office, site, project, client location or Company premises when reasonably required;
- maintain expected standards of performance, productivity, conduct and communication;
- protect confidential information and personal data;
- comply with Company IT, data protection, cyber security and health and safety requirements;
- ensure their working environment is suitable, safe and free from avoidable disruption;
- accurately record working time, attendance, absence and breaks where required;
- notify their manager promptly if they cannot work effectively for any reason.

Approved working location

An approval to work from home or remotely applies only to the employee's approved UK working location.

Employees must not work from another country, or change their normal home-working location, without obtaining prior written approval from HR and their line manager. Approval may be refused or made subject to conditions because of immigration, tax, payroll, social-security, insurance, regulatory, data-protection, client or operational requirements.

Contractual place of work and attendance

Unless the Company confirms a contractual change in writing, an informal, occasional, temporary or hybrid working arrangement does not change the employee's contractual place of work. The employee remains responsible for attending their contractual workplace and other reasonable business locations when required.

Company equipment

The Company will determine what equipment, systems and access are reasonably required for an approved home-working arrangement. All Company equipment remains Company property and must be used, stored and maintained in accordance with Company instructions.

Employees must report damage, loss, faults or security concerns immediately. Employees must not install unauthorised software, permit another person to use Company equipment or use personal devices to access, process or store Company information unless expressly authorised.

Company equipment must be returned promptly when requested, when the home-working arrangement ends or when employment terminates.

Home-working expenses

Unless the Company agrees otherwise in writing, employees remain responsible for ordinary household costs associated with working from home, including broadband, electricity, heating and utility costs. The Company will reimburse authorised business expenses in accordance with the Expenses Policy. Employees must obtain approval before incurring any expense on behalf of the Company.

Insurance and property obligations

Employees must ensure that working from home does not breach any mortgage, tenancy, lease, planning or insurance condition applying to their home. Employees should inform their home insurer where required. The Company is not responsible for any increase in domestic insurance premiums or other household costs unless agreed in writing.

Communication and wellbeing

Managers will maintain reasonable communication with employees working from home and will review workload, performance, wellbeing, supervision, training and access to workplace information. Employees must raise concerns about isolation, workload, health, safety, equipment or their ability to work effectively as soon as reasonably practicable.

The Company may review, amend, suspend or withdraw a home working, remote working or hybrid working arrangement where business needs are not being met, performance or conduct concerns arise, health and safety or data security concerns arise, or the arrangement is no longer suitable.

12. Attendance at the workplace, site or client location

Flexible working, home working or hybrid working does not remove the requirement to attend the workplace, site, project, training, client location or meetings where the Company reasonably requires attendance.

Employees must attend in person where this is necessary for operational delivery, supervision, collaboration, training, performance management, client service, health and safety or business requirements. Refusal to attend when reasonably required may be managed under the relevant Company procedure.

13. Pay, benefits, hours and payroll

Any change to working hours, working pattern or contractual status may affect pay, overtime, benefits, holiday entitlement, pension contributions, allowances and other employment terms.

The Company will confirm any payroll or contractual impact in writing before implementing an approved

arrangement. Employees must not work unauthorised overtime or additional hours without prior approval and remain responsible for accurately recording working time, attendance, absence and breaks in line with Company requirements.

Travel between the employee's home and their contractual workplace will normally constitute ordinary commuting and will not be reimbursed, including where attendance is required on a day that the employee would ordinarily work from home. Travel to other temporary workplaces will be dealt with under the Company's Expenses Policy and applicable tax rules.

14. Health and safety

The Company has health and safety duties towards employees, including those working from home or remotely. Employees must take reasonable care of their own health and safety and comply with any home working, workstation, display screen equipment, risk assessment or reporting requirements.

Employees must report any work-related accident, incident, hazard, discomfort or concern promptly. Before regular, long-term or contractual home working begins, the employee must complete any home-working and display-screen equipment assessment required by the Company. The Company will review the assessment, address identified risks so far as reasonably practicable and keep the arrangement under review. Where an assessment identifies equipment that is reasonably required for health and safety purposes, the Company will determine and provide the appropriate equipment without charge to the employee.

15. Confidentiality, data protection and IT security

Employees must protect confidential information, personal data, Company systems and Company equipment at all times. This applies equally when working from home, remotely, at a Company workplace, on site, at a client location or while travelling for work.

- Employees must use Company-approved systems and equipment unless otherwise authorised.
- Employees must not allow household members or other third parties to access Company information, devices or systems.
- Employees must store documents and devices securely and follow Company data protection, cyber security and IT requirements.
- Any actual or suspected data breach, loss of equipment, unauthorised access or security incident must be reported immediately in line with Company procedures.

Monitoring

The Company may use proportionate and lawful systems to manage attendance, working time, system security, performance and compliance. Any monitoring will be undertaken in accordance with applicable data-protection law, the Employee Privacy Notice and the IT and Communications Policy. The Company will not use intrusive monitoring without a legitimate and documented business justification.

16. Refusing a flexible working request

The Company may refuse a statutory flexible working request only where one or more statutory business reasons apply. These are:

- the burden of additional costs;
- a detrimental effect on the ability to meet customer demand;

- an inability to reorganise work among existing staff;
- an inability to recruit additional staff;
- a detrimental impact on quality;
- a detrimental impact on performance;
- insufficiency of work during the periods the employee proposes to work;
- planned structural changes.

The Company will not refuse a statutory request without consultation. The refusal decision will be confirmed in writing and will explain the business reason relied on.

17. Appeals

Employees have the right to appeal if their flexible working request is refused.

An appeal must be submitted in writing within 14 calendar days of receiving the decision. The appeal should explain the grounds of appeal, including why the employee believes the decision should be reconsidered.

Where possible, the appeal will be considered by a manager who was not involved in the original decision. The appeal outcome will be confirmed in writing. The full process, including the appeal, will be completed within two months of the original request unless an extension is agreed.

18. Withdrawal of a request

A flexible working request may be treated as withdrawn where:

- the employee withdraws the request in writing;
- the employee fails to attend two meetings, including appeal meetings where relevant, without good reason;
- the employee unreasonably refuses to provide information needed to consider the request;
- the employee confirms they no longer wish to

proceed. The Company will confirm any withdrawal in writing.

19. Equality and reasonable adjustments

The Company will consider all requests fairly and without unlawful discrimination. Where a request relates to disability, pregnancy, maternity, childcare, caring responsibilities, religion or belief, sex, age or another protected characteristic, the Company will consider relevant equality obligations.

Where applicable, the Company will consider the duty to make reasonable adjustments. A request for reasonable adjustments may be considered separately from, or alongside, a flexible working request.

20. Abuse or misuse of flexible working arrangements

Employees must comply with any approved flexible working arrangement and must not misuse the arrangement. Concerns about dishonesty, unauthorised absence, inaccurate time recording, failure to work agreed hours, failure to remain contactable or undertaking non-work activities during working time may be managed under the relevant Company procedure, including the Disciplinary Policy where

appropriate.

21. Interaction with other policies

This policy should be read alongside other relevant Company policies, forms and procedures, including:

- Employment Contract;
- Flexible Working Request Form;
- Employee Handbook;
- Disciplinary Policy;
- Grievance Policy;
- Absence Management Policy;
- IT and Communications Policy;
- Employee Privacy Notice;
- Data Protection Policy;
- Health and Safety Policy;
- Equal Opportunities Policy;
- Time Recording or Timesheet Procedure;
- Expenses Policy;
- any site, client, project or department-specific requirements.

22. Policy review

This policy will be reviewed annually or earlier where required due to changes in legislation, Company practice, operational requirements or business needs. The Company reserves the right to amend this policy at any time. Changes will be communicated to employees as appropriate.

AUTHORISED AND SIGNED

SIGNED



Chris Conway
Director

Review: Annually
Date: 28/08/2026
Next Review: 28/08/2027

SIGNED



Martina Oyite
Chief People Officer

Review: Annually
Date: 28/08/2026
Next Review: 28/08/2027