

Flexible Work Arrangements – Policy Update

July 2024

| Slide | Narration |
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| 1 – Title | Welcome to this overview of upcoming policy changes related to flexible work arrangements. Please complete the course on your own and submit any questions you have at the end. |
| 2 – Current Policy | <p>Currently, most employees work Monday through Friday, 8:00am to 5:00pm on non-holiday days, with time scheduled during the day for breaks and lunch. Flexible arrangements have been in place on an individual basis, based on particular needs or requests from employees and managers. Current policies are described in detail in Employee Policies 35A.64 and 35A.67.</p> <p>However, the process to request flex time has varied between teams and departments, resulting in inconsistencies in how flex time and arrangements are applied.</p> |
| 3 – Why | <p>Our new flex time policy will not only create a more standard process for requesting and using flex time, it will make these opportunities more readily available to all employees. We know that flexibility in the workplace has positive impacts on recruitment, retention, morale, engagement, and productivity. Given the mutually beneficial impact for both employees and our organization, managers and department leaders are strongly encouraged to utilize flexible arrangements as outlined in the new policy wherever possible.</p> |
| 4 – What | <p>Standard hours of operation for the organization will remain Monday – Friday, 8:00 a.m. – 5:00 p.m. on all non-holiday/closure days. Customer-facing departments are required to maintain at least minimal coverage during these times, but are encouraged to be as flexible as possible in meeting those coverage requirements, especially during peak vacation and holiday times.</p> <p>Departments are encouraged to provide equitable flexible arrangement opportunities. Front-facing roles are inherently more challenging to adapt to any flexible arrangement, so departments should promote strategies such as cross-training and rotational coverage schedules. For example, pre-determined coverage for the day before and the day after holidays can rotate among a group of staff from holiday to holiday or year to year. This will more consistently allow and promote flexible opportunities for departmental staff. This cross-training and coverage may take unique forms dependent on the functions and needs of each team. Effective coverage planning is also essential to ensure that the use of paid time off can be approved more equitably and consistently among all employees throughout the year.</p> |
| 5 – Examples | With coverage maintained, employees can then explore a variety of options for flexible arrangements, which may include but are not limited to: |

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| <p>– Flex Time</p> | <ul style="list-style-type: none"> - Following a compressed workweek, which may look like working four 10-hour days instead of five. - Job sharing, which allows two or more employees to share responsibilities of a single full-time role. - Varied start and end times give employees flexibility to select their working hours, with some consideration for availability for core meeting and collaboration time - Annualized hours allow employees to vary their schedule based on workload fluctuations over the course of the year. - Seasonal hours may also be an option, such as taking Friday afternoons off in the summer. |
| <p>6 – Examples – Flex Spaces</p> | <p>Flexible work space may look like:</p> <ul style="list-style-type: none"> - Remote or hybrid work for many roles - Establishment of collaborative work spaces in the office for collaboration and team-building, as well as tools for online collaboration for remote and hybrid employees <p>Core working hours may be established by each team to allow for consistent attendance at meetings and time for collaboration and sharing. For example, that may look like asking employees to be available for work between certain hours, such as 10am to 1pm, on certain days of the work week, excluding holidays. These guidelines will be determined by each team and coordinated by each department head.</p> |
| <p>7 - Who</p> | <p>All staff are encouraged to explore flexible work arrangements that fit their role and responsibilities. Some roles will be better suited to certain options. For example, for front desk and building operations staff, being on-site is necessary for completion of work-related tasks, so remote work is not likely to be an option very often. However, other flex arrangement options may be more effective for employees in those roles.</p> <p>Note that while managers are strongly encouraged to support flex agreements for hourly and non-exempt staff, time tracking of actual hours worked is still required for federal and state compliance. Therefore, these employees will continue to track and report their actual time worked, regardless of any flex arrangements in place.</p> |
| <p>8 - How</p> | <p>All staff are welcome to make a request for flexible work arrangements. To start the process, first have a discussion with your manager about what you’d like to change, and work with your manager to determine what arrangements would be most effective for your preferences and job role.</p> <p>Then, submit an official request by completing the Flexible Arrangement Request Form. While our intention is to allow as many employees to take advantage of flexible options as possible, department leads will be reviewing the requests primarily to avoid any potential conflicts and to ensure job coverage as needed.</p> <p>If you are requesting a flexible arrangement as an ADA Section 504 accommodation, please contact your HR Representative prior to the conversation with your manager.</p> |

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| | <p>Each Department lead will be sending out an invitation to initiate this process for employees in their departments, highlighting options available. These may include seasonal opportunities and any department or team-specific guidelines.</p> |
| <p>9 – When</p> | <p>Request forms for flex time are available now, so the process can begin right away. Flex arrangement options are available year-round and on-going, though there will also be options for short-term and seasonal arrangements based on work-load, personal needs, and other factors. For example, a parent may request an adjustment of working hours during the summer when their child is out of school, or an arrangement may allow an employee time each week during a semester to take classes to further their education. Initially, we anticipate that the approval time may be 3-6 weeks before the flex arrangement can be put into place, but this will vary based on the number and types of requests received by each department. In some cases and at the manager’s discretion, managers may allow a flex arrangement to be put in place immediately on a trial basis.</p> |
| <p>10 - Questions</p> | <p>We encourage you to reach out with any inquiries. Submit questions here, and our HR Policy team will develop an FAQ to respond to common inquiries.</p> <p>Managers are advised to escalate any questions they may have to their team director or HR representative.</p> <p>Next Steps: Your team manager will be addressing this topic in your next team meeting to discuss ways this policy change will impact operations specific to your team. The updated Employee Policies Handbook, which includes the complete description of this new flex arrangements policy, is now available on the HR page in SharePoint. To support managers of employees taking advantage of flex agreements, a leadership toolkit has also been posted. This document includes policy, guidelines, tools, and information regarding best practices to help guide discussions and decisions and to help manage any accountability concerns that may arise.</p> |