



Sun Life Financial
of Canada

FLEXIBLE WORKING POLICY



We believe in a flexible working culture and endeavour to help employees to work flexibly. We are all responsible for thinking about how changes can work for the benefit of individuals, teams and the wider business.

This document is a summary of our flexible working policy. For full policy details see the Employee Handbook on the company intranet (The Source) or contact the Human Resources (HR) Team.

Who can apply?

Anyone classed as an 'employee' who has been in our employment continually for 26 weeks at the time of applying.

What can employees request?

Employees can ask to make any change to their normal working practice. For example: to reduce or increase their hours, agree a new working pattern, a new place of work, or job share arrangement.

When can employees make a request?

Employees can make one formal request at any time during a 12-month period. Short term or ad-hoc requests can be made at any time.

How do employees make a request?

Informal requests

Employees can agree short-term or ad-hoc changes to their working patterns informally with their line manager. Managers should let HR know about any reduced or increased working hours so that they can adjust the employee's pay.

Employees who want to work remotely for up-to half of their time should discuss and agree this informally with their managers. There is no need to submit a formal request but employees and managers should consider, and manage, any impact the changes to working patterns might have on doing their job.

Formal requests

Employees who want to make a long term/permanent change and/or work remotely for more than half of their time should:

- Review our Working from Home Policy and the Health & Safety Policy which outlines the responsibilities for employees and the Company; and

- Complete and send a formal Flexible Working Request Form to their manager for consideration.

Managers will consider the request and discuss any decision with HR and the relevant member of the UK Leadership Team.

What happens next?

If an employee's request is approved, HR will confirm the change and update the employee's contract of employment permanently with no right to revert to original terms without the Company's agreement.

If an employee's formal request is denied, can they make an appeal?

Yes, employees can appeal a decision to a formal request within 14 days of making it, by writing to HR explaining the grounds of the appeal.

HR will reply to confirm they have received the appeal letter. They may also arrange a meeting to hear the employee's appeal in person. Employees can bring a colleague to support them at this meeting. HR will confirm the appeal decision within 14 days.

Can employees make another request within 12-months of a previous request?

No, employees can make only one formal request during a 12-month period.