

Workplace Attendance

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Statement of intent

1. The City of London Corporation is a diverse organisation, and ‘a one size fits all’ approach to workplace attendance will not work for all departments and institutions. Therefore, the City Corporation has adopted four categories which define the workplace attendance requirements for all roles across the Coty Corporation which are outlined in this policy.

2. All workplace attendance requirements are based on the role, not the individual. This provides employees with an agreed working pattern which will enable them to plan in the longer term and therefore provide a good work/home life balance. Delivery of business needs and service provision are central to any agreed arrangements.
3. The workplace attendance policy will be reviewed on a regular basis, providing an opportunity to assess the operational effectiveness of the policy and any adjustments that might be necessary to support new ways of working in the future.
4. The workplace attendance policy is offered at the discretion of the City Corporation and may be varied or withdrawn.

Scope

5. This policy applies to all City Corporation staff with the exception of teaching staff, hourly paid professors and Police Officers.
6. For agency workers, casual workers, consultants and other workers their place of work will be agreed on commencement.

Principles

- Chief Officers have overall responsibility for the workplace categories set for the roles in their respective department / institution.
- Managers, in agreement with Chief Officers and their leadership team, are responsible for defining the workplace category for each role within their department / Institution, particularly ahead of any recruitment campaign.
- Managers are responsible for discussing and confirming with employees the workplace category assigned to their role.
- All employees are expected to attend the workplace on a regular basis to foster a shared sense of collaboration, inclusivity and belonging. The City Corporation will rarely support fully remote working.
- Employees who work part time will have the number of days they are expected to be in the office pro-rated to their working pattern. The number of days may also be considered when agreeing reasonable adjustments (see Sickness Absence Policy)
- Normal rules around flexi-time and overtime will apply.

- Chief Officers / City Corporation can subject to giving reasonable notice, change an agreed workplace role category, for example, due to a change in business needs, performance concerns or if an employee's role changes.
- For staff on formally agreed flexible working arrangements (which are in place as at 31 December 2022) these arrangements will continue to apply. A new request does not need to be submitted unless the employee wishes to request an amendment.
- Any new flexible working arrangements formally agreed from 1 January 2023 will be considered under the Flexible Working Policy, and when making their decision managers will take into consideration the workplace role category.
- Existing contractual terms and conditions of employment, including working hours and notional work base location as set out in your Written Statement of Terms and Conditions and any other subsequent contractual agreements and the contractual employee handbook policies, continue to apply.
- Where employees do not meet the workplace attendance requirements, without management agreement, then formal disciplinary action may be taken.

Key Definitions

7. **Workplace Attendance:** describes the four workplace role categories and the type of workers which fall within them. It is not about individual employees.
8. **Flexible Working:** generally describes when an employee works (such as working patterns, working part-time, job sharing), full details can be found in the Flexible Working Policy.
9. **Flexi-time:** allows a flexible approach to work hours to provide improved service delivery and to assist employees to better balance their work responsibilities with their family or personal needs

Workplace Role Categories

10. There are four defined workplace role categories and managers are responsible for allocating each role in their department to one of the four workplace role categories.
11. The categories are outlined below, and examples of the types of roles that fall into these categories are outlined in Appendix A.

Workplace-based	An employee whose role requires them to be based in a specific City Corporation workspace or third-party site for all working days, such as a gallery, venue, office or reception desk. No option to work from home.
Hybrid	A desk-based employee who can work effectively from a variety of workspaces including home. Expected to be in the office a minimum of 2 days per week or 8 days every 4 weeks (to be defined by the relevant Chief Officer). Employees can attend the office more than this if that is their preference, but no less.
Workplace Plus	An employee whose role generally requires them to be based in a specific City Corporation workspace or third-party site, but with a limited option to work from home (maximum 1 day per week or equivalent) where appropriate and with managerial approval.
Academic	An individual whose role requires them to be workplace-based for all working days during term time, but can follow hybrid worker arrangements outside of term time

12. For all role categories (except workplace based) managers will agree with employees how days in the office will be arranged, ensuring team attendance is spread across the full working week. Team days should be encouraged to promote collaboration and team-building. The opportunity for teams to come together in person is vital to enabling cohesive functional team working and will provide employees with important opportunities for informal communications, development through shared experience and observation, and networking.
13. Expected attendance at or working from their normal workplace for hybrid workers is based on an employee who works for five days per week being in attendance for 2 days a week on average, excluding days of annual leave and other permitted non-working days, and will be prorated accordingly for employees who do not work five days per week. The days of attendance do not need to occur each week provided that the average is attained over a four-week period.
14. Appendix 2 outlines week 1 start dates.

Working Hours and Keeping in Touch

15. For employees who work remotely for part of the week, they should be available and accessible whilst working remotely; this will include providing cover aligned with the requirements of the job. There is no expectation for employees to work more than their contractual hours. The normal rules around overtime and flexi-time continue to apply.

16. If employees need to make adhoc changes to their normal working hours when working remotely they should agree this in advance with their manager.
17. Employees may be required to attend the workplace on a day they planned to work remotely, and they must comply with all reasonable requests to attend, for example for business-critical reasons, away days, attending in-person training, to attend meetings which are determined as best conducted in person e.g. employment related, unplanned circumstances, covering sickness absence. As far as is reasonably possible, managers will provide adequate notice of any such requests.
18. Employees are reminded that if they choose to work earlier / later than their normal contractual hours, they should not expect colleagues to be available during these times.
19. Blended working should not be used to provide cover for regular childcare or other caring responsibilities or managing emergency leave. It is expected that appropriate arrangements are in place for any dependents to avoid interruption to work during normal working hours. If you need certainty that you can have particular times or days off for caring purposes, or you need a guaranteed arrangement to enable you to manage childcare or other caring responsibilities on a regular basis, then you should submit a flexible working request.

Working Environment and Equipment

20. The City Corporation is committed to ensuring that employees have the appropriate equipment and working environment in which to do their job and that they are safe, well and comfortable.
21. Employee's working outside of a City Corporation workspace must ensure they have a secure and private workspace to use, with a reliable and secure internet connection. Employees should be mindful of any potential confidentiality or IT security risks.
22. Employees are reminded that they are personally responsible for the data in their care (see Acceptable Use of IT and Data Protection Policy). Data breaches must be reported to the department / Institution AIN rep and the Compliance Manager (DP and FOI).
23. Employees attending a City Corporation workspace should comply with any formal arrangements for booking a desk and the clear desk guidance.

Health and Safety

24. The City Corporation has health and safety responsibilities for employees who work from home, in the office or on site. Guidance is available for all employees including display screen equipment arrangements, remote working guidance, training and assessments.
25. All staff who are a display screen equipment (DSE) user are required to undertake DSE training and regular DSE assessments. Staff can make local workstation adjustments themselves, however if they are unable to make local adjustments they should speak to their manager. If DSE furniture or IT equipment is identified this should be discussed with the manager. If employees are unable to work in a DSE-safe manner they should discuss these with their manager, and it may be that the employee will need to return to their City Corporation workspace.

Workstation Equipment

26. The City Corporation will provide employees with the necessary workstation equipment to be able to do their job. Workstation equipment can be provided, and employees should discuss requirements with their manager due to the DSE assessment or work need. All equipment will need to be ordered through the agreed procurement process. Employees will not be able to claim expenses for any equipment they buy themselves.
27. If any IT equipment gets lost, damaged or stolen this should be reported immediately to the IT service desk and the line manager.
28. Employees are reminded that costs for Wi-Fi, heating, lighting and electricity, whilst working outside of a City Corporation or third-party workspace, and commuting costs to their workspace will always be a personal expense.

Your Wellbeing

29. When working remotely it can be easy to lose track of time and work more hours than when working from a City Corporation workspace. It is important to remember to take regular rest breaks and breaks from looking at the computer screen.
30. Managers must consider the impact of the Workplace Attendance Policy on their staff wellbeing and manage the risks like any other workplace or work related hazard.

31. Collaboration, connection and having a sense of belonging can help everyone to stay well. Employees are encouraged to actively make time to connect with colleagues and managers with their direct reports.
32. Employees working remotely should not work if they are unwell and unable to work. The normal sickness absence reporting procedures apply and employees should notify their line manager as early as possible on the first day of absence (normally within one hours of their start time).

Insurance

33. The City Corporation's insurance policies apply whilst employees are working remotely, and cover office equipment provided by the City Corporation whether in the employee's residence, being carried or working remotely.
34. Employees are responsible for:
 - Telling their mortgage provider or landlord, and home insurer, that they intend to work from home
 - Checking that there is not anything in their mortgage agreement, lease or home insurance which prevents them from working from home
 - Checking with their home insurer that they are covered if work equipment causes damage, and for claims from third parties

Working Outside the UK

35. The City Corporation is unable to allow employees to work outside the UK unless it is for business reasons. This includes both short- and long-term arrangements.

Request for Reconsideration of Workplace Role category

36. If an employee wishes for the workplace category allocated to their role to be reconsidered, they should follow the process below.
37. The first stage will be to discuss this with the line manager or the second line manager.
38. If, after the first stage, the workplace category remains as originally notified and employees wish for this to be considered further then the second stage process should be followed.

39. Employees should write to the Chief People Officer (CPO) within 10 working days of the first stage discussion regarding the workplace category allocated to their post explaining:
 - a) what workplace category they feel their post should fall within and
 - b) why they feel this alternative workplace category should be considered.
40. Where there is more than one employee in the post, the CPO, or an Assistant Director within HR (ADHR) as delegated, will ask all employees in the post if they feel the workplace category allocated is appropriate. All views will be taken into consideration in reconsidering the workplace category allocated to the post.
41. The CPO, or an ADHR, will arrange to consult with the relevant Chief Officer, regarding the request put forward by the employee within 10 working days of receiving the request.
42. Following consultation with the relevant Chief Officer and in agreement with them, the CPO, or an ADHR, will confirm in writing to the employee and any other employees who are employed in that post one of the following:
 - a) That, after consideration, the allocated workplace category originally provided is the appropriate category for the role and the reasons why it has been allocated to the post.
 - b) That, after consideration, a different workplace category has been allocated, what that workplace category is and the reasons why it has been allocated to the post.
43. A note of the decision will be placed on the appropriate employee(s) file and the workplace category confirmed will be recorded against the post in City People.
44. Confirmation of the workplace category allocated to the post as a result of this process is final.

List of appendices

- Appendix 1 – Role Categories
- Appendix 2 – Week 1 start dates

Links / Other resources

[Employee Handbook](#)

- Acceptable Use of IT
- Code of Conduct

- Contract Hours, Overtime and Unsocial Hours Scheme
- Data Protection Policy (Employees)
- Display Screen Equipment (DSE) Policy
- Employee Assistance Programme
- Flexible Working Policy
- Flexitime Scheme
- Salary Scales and London Weighting Allowance
- Sickness Absence Policy
- Social Media Policy

[Health and Safety Policies and Guidance](#)

- Health and Safety – Display Screen Equipment
- Remote and Home Working Policy (health and safety)
- Display Screen Equipment Guidance (HSG 25)
- Home / Remote Working Safety Guidance (HSG 57)