

Flexible Working Arrangements Policy

This policy supersedes all previous versions and is valid until further notice.

Purpose

At Toitū Te Whenua we are committed to creating a flexible working environment to enhance the employee experience for our people and support a healthy work life balance. Flexible working arrangements are also an important benefit when it comes to attracting and retaining valuable people who value working for us as an employer of choice. Meeting the needs of our people for flexibility in their working arrangements means that we are increasing the talent pool available, and we are not unduly restricting participation in our workforce by people with a range of diverse needs and preferences.

The purpose of this policy is to set out:

- Our commitment to making flexible working arrangements available to our people.
- How we support working flexibly and where limitations may apply.
- How flexible working arrangements are flexible in nature, they must be and remain mutually beneficial, ultimately ensuring we are meeting our business needs.

Manaaki Tangata

Toitū Te Whenua (LINZ) is committed to ensuring we have a diverse and inclusive organisation and that we are an employer of choice. Manaaki Tangata is the framework (business rule) we have developed to ensure that our people policies are developed with this firmly in mind.

The relevant concepts of Manaaki Tangata that are reflected in this policy are set out in the following table:

Concept	Description
Kotahitanga	We work in ways that meet the needs of our people, promotes engagement and unity and connectedness amongst our

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	people. We are committed to making flexibility work successfully across our teams.
Whakamana	We are committed to enabling flexible work and this is an essential part of our commitment to be an employer of choice. Recognising the varying needs of our people allows us to attract diversely talented people and this contributes to our success as an organisation.
Manaakitanga	The provision of flexibility in working arrangements allows us to offer work to people that may not otherwise see LINZ as an employment option and it also allows us to offer work in a way that recognises people's individual needs. In this way we show respect and care for people in ways that enhance their wellbeing.

(Refer to [Manaaki Tangata – Diversity and Inclusion Policy](#) at Toitū Te Whenua for more information on our policy and the framework we are using).

Policy

Toitū Te Whenua is flexible by default. We commit to making flexible working arrangements equally available to our people. There may be circumstances where we are unable to accommodate some aspects of the flexibility in working arrangements for some of our people.

Who this applies to

This policy applies to all people we employ and at all levels of our organisation.

1 Policy in detail

1.1 Toitū Te Whenua Commitments and Obligations

When an employee requests a flexible working arrangement, the following guiding principles should be considered by People Leaders:

- **If not, why not?**

All roles are treated as flexible unless there is a genuine business reason for a role not to be. Genuine business reasons are based around the principles laid out in this policy and the grounds for refusal from the Employment Relations Act found [here](#).

- **Works for the Role**

Every role should be suitable for some form of flexibility, but not every type of flexibility will work for every role. Genuine business reasons may mean that some types of flexibility cannot be implemented for some roles.

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- **Works for the Team**

Flexible working should not be viewed as something which is just agreed between an employee and people leader. This means that the impact of flexible arrangements should be considered on teams, and the organisation as a whole.

- **Actively championed by Leaders**

Our people leaders need to ensure that they support, champion and role model flexible working for their teams and themselves.

- **Mutually beneficial**

Flexible working needs to work for organisations, teams and employees. Key consideration should be given to how flexible work arrangements can maintain or enhance service delivery and performance of organisations, teams and employees. It should not result in increased workloads for employees working flexibly, or for other team members who are not.

- **Requires give and take**

Flexibility requires give and take between the employee, people leader and team. It also places collective obligations on employees, people leaders and teams to be open and adaptable so that it works for everyone.

- **Working flexibility does not undermine career progression or pay**

Our people leaders normalise flexible working so that it does not undermine career progression or pay.

- **Health, safety and wellbeing**

The health, safety and wellbeing of our people is important to us and must be considered when implementing flexible working arrangements.

1.2 Employee Commitment and Obligations

When our people are considering flexible working, they should also consider the below as part of the conversation around what types of flexible working are suitable for their role and team.

Our people are required/need to:

- **Flexible working arrangements are productive working arrangements**

Any environment and set up resulting from a flexible working arrangement must support healthy, productive ways of working.

- **We reciprocate the flexibility offered by Toitū Te Whenua LINZ and co-operate with wider business need**

We are flexible with our flexible arrangements. This ensures that arrangements remain productive and supports role/team specific requirements.

Recognise that flexible arrangements may be reviewed from time to time and may require adjustments to be made

Flexible working arrangements are part of an ongoing conversation, subject to adjustment based on

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what is going well and what is not working. We discuss and work through and issues related to our ways of working early, taking a problem-solving approach.

- **Ensure that health, safety and wellbeing requirements are adhered to**

We take shared responsibility for good communication, irrespective of individual flexible working arrangements.

1.3 Genuine business reasons

Limitations to flexible work requests will only apply where and to the extent necessary, and the reasons for this will be fully explained. A key consideration will be ensuring ability to work and that our business and our customers are not adversely impacted, and this will be assessed on a case-by-case basis when making decisions on flexible work requests. A genuine business reason must meet the 'grounds for refusal' defined in the [Employment Relations Act 2000](#) and as follows:

- inability to reorganise work among existing staff
- inability to recruit additional staff
- detrimental impact on quality
- detrimental impact on performance
- insufficiency of work during the periods the employee proposes to work
- planned structural changes
- burden of additional costs
- detrimental effect on ability to meet customer demand.

2 Delegated Authority

Decisions under this or any policy must be made in accordance with the authority delegated by the Chief Executive. Reference should be made to the schedule of delegated Human Resources authority which is included in the links below.

3 Toitū Te Whenua references

[Flexible Working Arrangements Guidelines](#)

[Set up to work remotely](#)

[HR Delegations](#)

[Code of Conduct](#)

[Holidays and Leave Policy](#)

[Family Violence Assistance Policy](#)

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[Employment Agreements](#)

[Manaaki Tangata: Diversity and Inclusion Policy](#)

4 External references

The following external references have assisted the development of these guidelines.

4.1 Legislation

[Employment Relations \(Flexible Working Arrangements\) Amendment Act 2007](#)

[Health and Safety at Work Act \(2015\)](#)

4.2 Policy frameworks, strategy and guidelines

[Te Kawa Mataaho Guidance: Flexible-Work-by-Default](#)

5 Definitions

- **Flexible working arrangements**

Arrangements that are not the traditional fulltime job working set hours in our workplace.

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Approved 26 June 2023 as a Toitū Te Whenua Administrative Policy.



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Te Tumu Whakarae

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