

Flexible Working Arrangements Guidelines

These Guidelines are to be applied in conjunction with the Toitū Te Whenua (LINZ) Flexible Working Arrangements Policy.

Purpose

These guidelines set out in principle how all requests for flexible working arrangements should be managed.

Who this applies to

These guidelines apply to all the people we employ and at all levels of our organisation.

What can be requested

An employee may request a flexible arrangement in respect of any of the following:

- Hours of Work.
- Days of work.
- Place of Work.

1 How to make a flexible working request

1.1 Informal flexible arrangements

Most flexible working arrangements do not involve changes to employment terms and conditions and can be verbally agreed between the manager and the employee. If a regular arrangement is agreed (for example, the employee works remotely every Tuesday), this must be recorded in an exchange of emails and saved to the employees personnel file to provide more certainty and clarity for both parties. This may be especially helpful if a manager leaves or any issues arise with the flexible arrangement that need to be worked through. Some examples of where an informal arrangement would be appropriate include, but are not limited to:

- Working from home in a location where a Toitū Te Whenua office is based.
- Fixed days or ad hoc arrangements.
- Ad hoc arrangements to attend hui, events or Kaupapa Māori during or outside of standard business hours.
- Changes to start and finish times inside core business hours.

1.2 Variations to terms and conditions

Any variations to terms and conditions that enable flexibility need to be discussed with an employee's manager, then submitted by this manager to the People Experience team by completing the [Variation to Terms and Conditions Form](#). The People Experience team will provide a letter documenting the variation to the employee's employment agreement which will be presented to the employee for their acceptance. The employee is entitled to obtain independent legal advice before signing a variation to their employment agreement. Examples of this include, but are not limited to:

- 9-day fortnights or compressed hours, eg. 4 day work weeks.
- Part time work.
- Permanently or predominantly working from home in a location outside of one of our Toitū Te Whenua office locations.
- Start/finish times that are considerably outside of our core business hours.

If we are unable to meet the request based on genuine business reasons, an alternative arrangement may be discussed as a compromise. 'Genuine business reasons' are determined case-by-case and are often role specific. They must meet the 'grounds for refusal' defined in the Employment Relations Act 2000, found [here](#). Leaders are encouraged to discuss a potential refusal with their people partners before communicating with their employee to ensure an unbiased and consistent approach.

2 Expectations of leaders

Flexible arrangements will look different for every team and role we have at Toitū Te Whenua. We expect our leaders to have proactive conversations with their teams around norms, expectations and behaviours of

Flexible Working Arrangements Guidelines

Effective date: 30 June 2023

Review date: 1 August 2025

Policy Owner: Head of People Policy Owner

Toitū Te Whenua Land Information New Zealand © Crown Copyright

flexible working to ensure that flexible arrangements are effective and balance the needs of the individual, the leader, the wider team, the organisation and our customers.

3 Expectations of our people

Our people are required/need to:

- **Ensure flexible working arrangements are productive working arrangements**

Work with Toitū Te Whenua LINZ to ensure that the flexible working arrangement is successful, and to find ways to make sure the environment supports you to focus and perform. This means being aware of information security requirements; making sure IT connectivity is suitable and that technical issues are dealt with; ensuring you have the right equipment and desk set-up; setting up a routine that supports your wellbeing; keeping engaged, being approachable and responsive with the workplace and your team; ensuring that home/personal/family expectations or obligations are well managed; raising issues and asking for assistance from your team and leader when required – and taking other responsibilities depending on what applies to your flexible work arrangement.

- **Reciprocate the flexibility offered by Toitū Te Whenua LINZ and co-operate with wider business needs**

For flexible working arrangements to be successful, there is a need for everyone to recognise the needs of others as well as their own. From time to time some compromise will be necessary to meet business requirements. There is also an expectation that our people will take into account team dynamics when submitting their application, working to cooperate with anchor days, team meetings and other office-based meetings for the purpose of team cohesion and collaboration.

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

Flexible work arrangements should be an ongoing discussion between people leaders and their people to highlight what is working, and what is not working. As a result, flexible work arrangements may be reviewed to ensure that the arrangement is still in line with the principles above, meets the needs of all parties, and that our ability to meet the expectations of Toitū Te Whenua LINZ as an organisation are not adversely impacted. Where there is evidence that the arrangement is not working well, strategies to address this, or alternative arrangements, may need to be discussed and implemented.

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

It is essential that our people do not put themselves or others in harm's way. It is expected that health, safety and wellbeing issues are discussed with people leaders and work-related incidents are reported. It is expected that our people will be proactive and clearly communicate their arrangements (ad hoc or recurring) to support ease of contact that in the event of an emergency.

To support our people to work safely, individuals can request a monitor to use at home while employed at Toitū Te Whenua. Our people are also required to complete a workstation self-assessment which is documented below.

Flexible Working Arrangements Guidelines

Effective date: 30 June 2023

Review date: 1 August 2025

Policy Owner: Head of People Policy Owner

Toitū Te Whenua Land Information New Zealand © Crown Copyright

4 Health, safety and wellbeing

Regardless of working arrangements, health safety and wellbeing should be considered. This includes ensuring:

- Work can be carried out in a safe space.
- Workstations are set up correctly to prevent pain and discomfort.
- Appropriate equipment is available.
- Wellbeing is monitored.
- Be proactive about sharing your arrangements to ensure your location and availability are easily accessible in the event of an emergency.
- Hazards/risks are identified and controlled.
- There is awareness on how to report health, safety and wellbeing issues or incidents.

To ensure our people have the right setup at home to support them to operate safely, a [working from home self-assessment](#) needs to be completed, signed off by a leader, and saved to the individual's employee file.

5 Limiting flexible work during performance improvement

Where there are performance concerns, this will be managed according to the [Managing Performance Concerns Policy](#). Providing guidance and support for performance concerns often requires opportunities for incidental contact, improved communication, and relationship building between team members and leaders. These improvements are often best achieved through in-person interactions. Where a flexible work arrangement is in place that involves a significant amount of time working from home, suitable notice will be given for the employee to make alternative arrangements. Where the requirement to be in-person significantly impacts on the employee, for example for health reasons or if they do not live near a Toitū Te Whenua office location, alternative arrangements to being in-person will be explored in the first instance.

6 Toitū Te Whenua references

[Flexible Working Arrangements Policy](#)

[Set up to work remotely](#)

[Formal Flexible Working Arrangements Request Form](#)

[HR Delegations](#)

[Code of Conduct](#)

[Holidays and Leave Policy](#)

[Employment Agreements](#)

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

Flexible Working Arrangements Guidelines

Effective date: 30 June 2023

Review date: 1 August 2025

Policy Owner: Head of People Policy Owner

Toitū Te Whenua Land Information New Zealand © Crown Copyright

7 External references

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

7.1 Legislation

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

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

7.2 Policy frameworks, strategy and guidelines

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

8 Definitions

- **Flexible working arrangements**

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

- **Terms and conditions**

Changes to employment terms and conditions, such as working hours, patterns, location etc. that result from flexible working arrangements. These must follow a formal request and response process.

- **Informal arrangements**

Flexible working arrangements that do not involve changes to employment terms and conditions. These flexible arrangements can be managed on an informal basis and agreed between employees and their leaders without going through a formal request and response process.



Approved 30 June 2023 as a Toitū Te Whenua Administrative Policy

Te Tumu Whakarae

Toitū Te Whenua Land Information New Zealand

Flexible Working Arrangements Guidelines

Effective date: 30 June 2023

Review date: 1 August 2025

Policy Owner: Head of People Policy Owner

Toitū Te Whenua Land Information New Zealand © Crown Copyright