



ESG

Gaming

Work-Life Balance

Policy and Procedure



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Work-Life Balance Policy and Procedure

Who is covered by this policy?

All staff at ESG Gaming.

What is covered by this policy?

This policy outlines ESG Gaming's commitment to enabling its staff to bring their best selves into the workplace in order to better serve its beneficiaries and outlines the basic principles for both ESG Gaming and staff to operate by.

Key principles

- ESG Gaming understands that its staff have responsibilities outside work and that sometimes these things will need attention during their agreed working hours. ESG Gaming will be as flexible as is reasonable to accommodate these situations.
- ESG Gaming's beneficiaries are at the heart of any decisions it makes about working flexibly at ESG Gaming. This means that not all flexible working patterns can be accommodated, but ESG Gaming will not be unreasonable.
- There should always be someone available to respond to ESG Gaming's beneficiaries within a sensible time frame.
- ESG Gaming's staff are adults and will be treated as such.
- Communication is at the heart of making flexible working work.

Personal responsibility

- Staff are personally responsible for keeping their diary up to date, clearly outlining their commitments throughout the day and marking out time in the diary when they are not available.
- There is a standard meeting schedule, and ESG Gaming expects all staff to attend the virtual and in-person meetings outlined in this schedule.
- When staff require regular flexibility in hours (for example, they might always need two hours on a Monday afternoon for childcare), they need to communicate and agree this with their line manager (including when these hours will be made up) and clearly mark these timings in their diary.
- Staff cannot just take off to attend to a personal matter without checking in with their line manager and ensuring that work is not negatively affected.
- If a staff member does need to take time out for a personal matter, they should also communicate this their team (the absence – not necessarily the reason for it).
- Similarly, staff members' diaries should clearly mark when they are on leave and who is acting in absence for them during that time.
- ESG Gaming will respect how staff manage their own workload. Although it will not count hours each week, ESG Gaming expects staff to complete the tasks associated with their role.
- Staff should discuss how they are managing their workload with their line manager at regular one-to-ones to ensure that the working pattern meets the needs of both staff and ESG Gaming.
- Staff are not expected to work more than their allocated hours each week; however, within certain parameters, they can adapt when they work to their personal circumstances. Under usual circumstances, this needs to be agreed and communicated with their line manager.



- If a member of staff has used working hours for personal matters, it is fine for them to catch up in their own time, including evenings and weekends, if that works for them.
- There will be ESG Gaming-wide and local team meetings that cannot be missed, unless in exceptional circumstances. Staff will be informed about these in advance and will need to make arrangements to ensure they can attend.
- Staff will need to ensure that, unless agreed otherwise with their line manager, they are available to take urgent phone calls relating to their work.

Standard working arrangements at ESG Gaming

The standard working arrangements for full-time staff at ESG Gaming are that they work their 35 hours over four days. This means that all full-time staff get a three-day weekend.

The flexibility in working arrangements is extended to staff members who work on a part-time basis. How they work their hours is up to them to manage as long as they are able to properly serve ESG Gaming's beneficiaries.

Making a significant request to amend your working pattern

Although ESG Gaming takes a flexible approach to its staff's working hours, it understands that sometimes circumstances change and employees may need to request a more significant amendment to their working pattern, such as working part-time to accommodate childcare or study.

ESG Gaming will assess any such request taking into account the staff member's own personal circumstances and the needs of ESG Gaming as an organisation as well as what it needs to best serve its beneficiaries.

All ESG Gaming's staff have a statutory right to ask for a change to their contractual terms and conditions of employment to amend their working pattern, provided they have worked for ESG Gaming for 26 weeks continuously at the date the application is made. Staff who have been employed for less than 26 weeks do not have a statutory right to request flexible working, but ESG Gaming will always consider such requests.

Please refer to Flexible Working Policy and Procedure for the process to amend your working pattern.

Things to keep in mind

There may be financial implications. For example, if an individual wishes to work three full days per week, they will only be paid for those three days. Their holiday entitlement will also be based on the days they work.

Although staff may request a different working pattern, the right to be granted this is not automatic. There may be times or circumstances when ESG Gaming is unable to accommodate staff's wishes and will give reasons why the request has been refused.



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