



FLEXIBLE WORKING POLICY

Flexible working isn't just about policies, it's about culture. At Bloom & Wild Group, we believe in creating a workplace where everyone feels included, supported and empowered, with flexibility at the heart of how we work together. True flexibility comes from trust, open conversations, and a shared commitment to achieving our ambitious goals while enabling work to fit in with your life.

We care deeply about each person on our team, and understand that your life outside work matters. We know that a 'one-size-fits-all' approach doesn't reflect the unique lives we each lead. That's why we embrace ways of working that give you the opportunity to blend work and life in a way that suits you, your job and your team. Because when you feel supported and empowered, you're happier, healthier, and more productive.

Choosing where you work from, whether at home or in the office, is a crucial part of flexibility for many people. We believe having quality face-to-face time is important for our teams and culture. Our offices are vibrant hubs for connection and collaboration, and we're committed to making these spaces welcoming and valuable for everyone – investing in creating rich office experiences where great work happens and where our culture thrives.

Ultimately, we support everyone to find the right pattern for themselves –considering both the work that needs to be done, and what works best for everyone on your team.

IT'S' ALL ABOUT BALANCE

We're here to support you, and encourage you, in finding the right balance between your work life and your personal life. We do our best to accommodate flexible working requests where we can. Behind the scenes, we also need to balance this with the needs of our teams and our business goals. It's about finding the sweet spot between personal flexibility, and continuing to deliver the best for our customers.

Naturally, some roles may lend themselves more easily to more flexible arrangements than others. But we'll always review every request fairly, honestly and transparently. Where it doesn't quite work, we'll provide an explanation, take your feedback into account and support you in understanding this reasoning.

The key to finding this balance is open communication, and we encourage you to discuss your needs with us so we can explore what's achievable together. Whether that be your manager or the People Team, we're here to support you.

TYPES OF FLEXIBLE WORKING – FINDING WHAT WORKS

We offer a range of flexible working options, and we're always open to discussing what works best. There are some arrangements that would require contractual changes (for example changing your base working hours) and some that will be more informal agreements between you and your manager.

LONG-TERM FLEXIBLE WORKING REQUESTS

This is when you want to change something significant in your working pattern – such as the amount of days or hours you work – that may require a formal change to your contract. These types of requests should be submitted by email to your manager and People Partner.

Changing the days you work

Where we can, we will accommodate requests for part-time working to allow you to have more time for family, health, studies, or other commitments. This may be 3-4 days a week, shorter working days, or a 9-day fortnight. If one of these options feels like it will be beneficial for you, please reach out to your manager and People Partner to discuss how we can support you.

Changing your working hours

This could be where you need an ongoing arrangement around your working hours, or flexibility beyond our core hours of 10am - 4pm. Or if you have a role that requires certain hours, for example in an on-call or production capacity.

EVERYDAY FLEXIBLE WORKING

These are day-to-day flexible arrangements you and your manager can agree on directly, without any changes to your contract.

- **Flexing your working hours:** Minor adjustments to your start and finish times around our core hours. Perfect for managing morning routines, medical appointments, childcare, caregiving responsibilities, or evening studies.
- **Got an appointment?** We understand these things come up for everyone, so just let your manager know if you need to pop out for an appointment.
- **Choosing where you work:** Work from a place that suits you and your team, whether that's home, a co-working space, or the office.
- **Step away from screens:** Take breaks to recharge and manage your well-being. It's crucial to take care of yourself so factor in the breaks that you need, when you need them.
- **Life happens:** Unexpected situations happen. Let's talk about how we can support you when they do, whether it's a family matter, emergency caregiving, a health concern, or anything else.

THE FLEXIBLE WORKING REQUEST PROCESS – WE'RE HERE TO HELP

Navigating formal flexible working requests might feel a little daunting, and that's okay. We're here to support you every step of the way, so please don't hesitate to reach out to your People Partner or any member of the People Team if you have questions or need help understanding the process.

HOW TO SUBMIT A FORMAL REQUEST

- Email your written request to people.ops@bloomandwild.com
- Make sure to copy in your People Partner and Manager
- We'll need some details to help us understand your request:
 - Date of application
 - Requested changes and start date
 - How it might impact the team, and any ideas you have to mitigate this
 - Whether your request is statutory or non-statutory
 - i. **Statutory requests** are ones where you have a legal right to ask, for example if you're a parent, carer, or have suffered a bereavement
 - ii. **Non-statutory requests** cover things like better work-life balance, wellbeing, and pursuing personal projects. These requests aren't covered by law, but we'll still consider them.
- Reason for the request (e.g., returning from parental leave, managing a health condition, caring responsibilities, reasonable adjustment)
- Reach out to your People Partner for help if you need any support completing your request.

MEETINGS AND DECISIONS

- We'll arrange a meeting within 28 days with your manager and the People Team.
- Feel free to bring a colleague along for support.
- We'll confirm the outcome in writing within 14 days.
- Requests may be approved, partially approved, or (in rare cases) refused. We'll always explain our reasoning.
- Trial periods are a great way to see if a new arrangement works for everyone.

APPEALS AND CONTRACT VARIATIONS

- You can appeal any decision within 14 days.
- Permanent changes will lead to a contract variation.
- Trial periods will have temporary contract variations.



CONNECTION IN TEAMS – STAYING CONNECTED MATTERS

Connection is at the heart of Bloom & Wild, and we believe it's even more important when embracing flexible working. We encourage each team to have open conversations about how to stay connected, keeping everyone's commitments in mind. To nurture these connections, we encourage everyone to make the most of the opportunities we offer; team offsites, social events, office lunches, team office days, and engaging remote activities. As your People Team, we're committed to making our offices a lovely place to be, and creating a calendar of meaningful moments to connect. We want to make sure that every opportunity you have to connect face-to-face with your colleagues is valuable.

LEADING THE WAY: FLEXIBLE WORKING IN ACTION

Our managers and Senior Leaders are key to making flexible working a success. We encourage but also to champion and openly support their team members' choices. Many of our Senior Leadership Team already work flexibly to accommodate their own personal commitments, including childcare. We believe that leading by example fosters a culture where everyone feels empowered to find the balance that works for them which also fuels them to achieve our business goals.

OUR ONGOING COMMITMENT: GROWING TOGETHER

We're on a journey to find the perfect balance between connection and flexibility at Bloom & Wild Group. We're dedicated to keeping flexibility at the heart of what we do – actively listening to your feedback and continuously improving. At the same time, continuing to create meaningful opportunities to connect so you always feel part of our Bloom & Wild community.

FAQS

I'M RETURNING FROM PARENTAL LEAVE. HOW DO I REQUEST FLEXIBLE WORKING?

Welcome back! To request flexible working, you can start by having an informal chat with your manager or the People Team to discuss your needs. For more formal changes to your contract (like part-time work or a change in location), you'll need to submit a formal written request via email. This request should include the date, the changes you'd like to make, how it might affect your team, and the reasons for your request (e.g., returning from parental leave). We're here to help you through this process so reach out to the People Team if you're not sure where to start.

WHAT'S THE DIFFERENCE BETWEEN LONG-TERM AND EVERYDAY FLEXIBLE WORKING ARRANGEMENTS?

Everyday arrangements are those ad-hoc adjustments you make with your manager day-to-day. This could be things like adjusting your start time, working from home on specific days, or attending an appointment. Long-term arrangements are ones that might require a formal change to your contract. Examples include flexitime or part-time work. If you're unsure, just have a chat with your manager or the People Team, and they can guide you.

I HAVE A HEALTH CONDITION THAT SOMETIMES REQUIRES ME TO ATTEND APPOINTMENTS OR ADJUST MY WORKING HOURS. HOW DOES THE FLEXIBLE WORKING POLICY SUPPORT THIS?

Our Flexible Working Policy is designed to support everyone, including those with health needs, and we want you to feel comfortable and supported at work while managing your health. For day-to-day adjustments, you can have an informal chat with your manager. Let them know about any appointments or adjustments you may need. For more substantial changes to your working pattern, you can submit a formal request, explaining your situation and how the changes would support you.



MY TEAM IS VERY OFFICE-BASED. HOW CAN WE MAINTAIN TEAM CONNECTION WHILE ALSO EMBRACING FLEXIBLE WORKING?

Connection is very important to us at Bloom & Wild Group, and we encourage each team to determine what this means for them. We would recommend regular face-to-face time and check-ins, both work-related and social. Consider team offsites, social events, designated team office days, and remote activities to keep everyone engaged. Chat with your manager and team about what works best for everyone, so you can find a good balance between flexibility and connection.

WHAT HAPPENS IF MY FLEXIBLE WORKING REQUEST IS DENIED? CAN I APPEAL THE DECISION?

We try to approve as many flexible working requests as possible. If your request is denied, we'll always provide a clear explanation. You do have the right to appeal the decision within 14 days. We're committed to open communication and finding solutions that work for both you and the business. If you're thinking of making a request, it can also be helpful to discuss with your manager beforehand, so you can iron out any potential bumps in the road before a formal request is made.