Hybrid working policy: what changes on 1 February 2027

Sorrelwick Group · Policy HR-12, version 4 · Replaces version 3 (March 2025) · Applies to all office-based employees in Canada and the United Kingdom · Sample policy written for the DocReel demo

1. Summary

Since 2025, most office-based employees at Sorrelwick have chosen their own mix of home and office days. That flexibility stays. What changes is that each team now agrees shared office days, everyone keeps the same core hours, and the rules for equipment and for working from another country are clearer.

This document is the full policy. If you read only one page, read the table below and section 6, “What you need to do”.

> **Effective date.** Version 4 takes effect on **Monday 1 February 2027**. Until then, version 3 continues to apply.

2. What is changing

Topic	Before (version 3)	From 1 February 2027 (version 4)
Office days	No minimum. Each person chose their own days.	At least 2 days a week in the office, on anchor days agreed by each team.
Core hours	Set by each manager.	10:00 to 15:00 local time for everyone, wherever you are working.
Home equipment allowance	A one-time payment of $300 when you joined.	$400 every 24 months, claimed through the expenses system with a receipt.
Working from another country	Not covered. Decided case by case.	Up to 20 working days in a calendar year, with approval at least 15 working days before you travel.
Desk booking	Desks were first come, first served.	Book your desk in the Deskline app by 17:00 the day before.

Nothing else in the policy has changed. Your contracted hours, pay, holiday entitlement and place of work in your contract stay the same.

3. Who this applies to

The policy applies to every employee whose role can be done partly from home. In practice that is all office-based roles in the Vancouver, Leeds and Bristol offices, including part-time employees and fixed-term employees.

It does not apply to:

- **Warehouse, laboratory and reception roles**, which are site-based. Your manager will confirm if your role is site-based.
- **Fully remote employees**, whose contract names their home as their place of work. Sections 4.2 (core hours), 4.3 (equipment) and 4.4 (working from another country) still apply to you.
- **Contractors and agency staff**, who follow the terms of their own agreement.

Part-time employees work at least half of their weekly days in the office, rounded down. For example, someone who works 3 days a week comes in on at least 1 anchor day.

4. The rules in detail

4.1 Anchor days

Each team chooses 2 anchor days a week when the whole team is in the office. The team's manager proposes the days, the team agrees them, and the manager records them in the HR portal. Anchor days stay the same for at least 3 months, so that people can plan childcare and travel.

You may come in on more days if you wish. If you cannot attend an anchor day, tell your manager as early as you can, as you would for any other absence. Occasional swaps are fine. A regular pattern of missed anchor days is a matter for your manager to raise with you.

4.2 Core hours

Everyone is available between 10:00 and 15:00 local time on their working days, whether at home or in the office. Meetings that need the whole team are booked inside core hours. Outside core hours you may arrange your working day as suits you, as long as you work your contracted hours and your manager knows your usual pattern.

4.3 Home equipment allowance

You can claim up to $400 every 24 months towards equipment for working at home: a chair, a desk, a monitor, a keyboard, a headset or lighting. In the United Kingdom the same allowance is £240.

- Buy the item yourself and claim it through the expenses system under “Home equipment”, with the receipt.
- Claims are paid with your next salary if they are submitted by the 10th of the month.
- The 24 months run from the date of your last claim. If you have never claimed, you can claim from 1 February 2027.
- Laptops, phones and software are not covered. IT provides these.

Items you buy with the allowance are yours to keep. If you leave within 6 months of a claim, the amount is deducted from your final pay.

4.4 Working from another country

You may work from a country other than the one in your contract for up to 20 working days in a calendar year. This is for short stays, for example extending a family visit. It is not a way to relocate.

- Ask your manager and submit the “Work from abroad” form in the HR portal at least 15 working days before you travel.
- People & Culture checks tax, insurance and data-protection rules for that country and replies within 5 working days.
- Some countries cannot be approved. The current list is on the form.
- You still keep core hours in your home office's time zone, unless your manager agrees otherwise in writing.
- Use only your company laptop and the company VPN. Do not work from public Wi-Fi without the VPN.

Working from another country without approval can create a tax bill for you and for the company, and is treated as a breach of this policy.

4.5 Desk booking

From 1 February, desks in all three offices are booked in the Deskline app. Book by 17:00 the day before you come in. On your team's anchor days a block of desks is held for your team until 09:30; after that, unbooked desks are released to everyone.

If you book a desk and cannot come in, cancel the booking so someone else can use it. Monitors, keyboards and docking stations are provided at every desk. Lockers are available on each floor for anything you want to leave overnight.

4.6 Working safely and securely at home

- Complete the home workstation self-assessment in the HR portal once a year, and again if you move home.
- Lock your screen when you step away, and keep paper documents out of sight of visitors.
- Take calls about customers or colleagues where you cannot be overheard.
- Report any accident while working at home in the same way as an accident in the office.

5. What managers need to do

- **By Friday 15 January 2027:** agree your team's 2 anchor days with the team and record them in the HR portal.
- Make sure whole-team meetings fall inside core hours.
- Reply to a “Work from abroad” request within 3 working days, before it goes to People & Culture.
- Review anchor days with the team every 3 months, and change them only with 4 weeks' notice.
- Talk to People & Culture before refusing a request for a different arrangement. See section 7.

6. What you need to do

Every employee covered by this policy has four things to do before version 4 takes effect.

Step	What to do	By when
1	Read this policy and confirm you have read it in the HR portal, under “Policies to confirm”.	Friday 22 January 2027
2	Agree your team's 2 anchor days with your manager and your team.	Friday 15 January 2027
3	Install the Deskline app on your phone and sign in with your work account.	Friday 29 January 2027
4	Complete the home workstation self-assessment in the HR portal.	Friday 26 February 2027

From Monday 1 February 2027, come in on your anchor days, keep core hours, and book your desk the day before.

7. If the standard arrangement doesn't work for you

Some people need a different arrangement, for example because of a disability, a health condition or caring responsibilities. You can ask for one at any time.

- Talk to your manager first, or to People & Culture if you would rather not.
- Submit a “Flexible working request” in the HR portal. You do not have to give medical details on the form.
- You will have a reply within 10 working days. If the answer is no, the reply explains why, and you can appeal to the People Director within 10 working days.

An arrangement agreed under version 3 stays in place until its review date. You do not need to apply again.

8. Questions and answers

Can my anchor days be different from the rest of my team's?

Not as a standing arrangement, because the point of anchor days is that the team is together. If you need something different, use the process in section 7.

I already live more than 90 minutes from the office. Does the 2-day minimum apply to me?

Yes, unless your contract names your home as your place of work. If the travel is a problem, talk to your manager about a flexible working request.

Does commuting on anchor days count as working time?

No. Travel between home and your usual office is not working time, as before.

I claimed the $300 joining payment last year. When can I claim the new allowance?

24 months after that payment. The joining payment counts as your last claim.

Do public holidays in the country I am visiting count towards the 20 days?

Only days you actually work count. Your public holidays are still those of the country in your contract.

9. Where to ask questions

- **Your manager**, for anything about your team's anchor days or your own working pattern.
- **People & Culture**, at people@sorrelwick.example or on extension 4410, Monday to Friday, 09:00 to 17:00.
- **Drop-in sessions** on Tuesday 12 January and Thursday 14 January 2027, 12:30 to 13:30, in each office and online.
- **IT Service Desk**, for help with the Deskline app or the VPN.

10. Review

People & Culture reviews this policy every 12 months, and sooner if the law changes. The next review is due in February 2028. The policy owner is the People Director.

Sorrelwick Group is a made-up company. This sample policy was written for docreel.app to show how a policy update becomes a short video. It is not legal, tax or employment advice.