

We want to provide you with advice and support to help you achieve consistently good levels of attendance.

Sickness

- We understand there may be times when you're unable to come to work because you're ill.
- Agree with your manager how you will keep in regular contact during your sickness absence.
- If you're unable to come to work, you need to speak to your manager (or their deputy if they're unavailable), as soon as possible. You should ideally speak to them before you're due to be in work.
- When you come back to work you should complete an absence declaration form (available from your manager), for the first seven days of absence. A fit note should be provided for absences longer than this.
- Your manager keeps a record of your absence to make sure you are meeting the agreed standards.
- Absences relating to pregnancy will be and accidents at work or disability may be discounted when deciding if your attendance levels meet with required standards.

Long-term sickness

- Long-term absence is more than 14 calendar days.
- You and your manager will maintain contact on a weekly basis and agree a contact plan. Your manager will discuss the situation and support you to get back to work as soon as practicable.
- This may include agreeing short-term modifications, long-term modifications or redeployment.
- See the Ill health policy summary section for more information.



Welcome back meetings

- On your first day back at work, your manager should hold an informal welcome back meeting with you.
- During the meeting your manager will make sure that you're fit to return to work.
- They will discuss the reason for your absence with you, and make sure you've provided the right certification.
- Where appropriate, your manager will discuss the support that Royal Mail can offer.



Occupational health service

- When reviewing your attendance, you may be referred to the Occupational Health Service.
- They can advise you and your manager on a number of areas including:
 - » Health issues and their potential impact on your work capability
 - » Return to work plans
 - » Leaving the business due to ill-health
- Your manager will talk to you before making a referral.



Want to know more?

More information is available in the Attendance and sick pay policy summaries. For full details, ask your manager for a copy of the [Attendance policy and guides](#) and the [Sick pay policy](#), available in the Policy and information section on PSP.

Review processes

Informal discussion

- If your manager is concerned about your attendance they will normally have an informal discussion with you. You can also ask to speak with them if there's something that may affect your attendance at work.
- This is to make sure you're aware of any support Royal Mail can offer and discuss anything you can do to improve your attendance levels.



Formal review

- If your attendance doesn't improve after an informal discussion and your absences prompt an attendance review, your manager may arrange a review meeting under the formal process.
- You can bring a companion who can be a colleague, an official employee of a trade union, or a trade union representative.
- This meeting is to identify any underlying issues and to support you in bringing your attendance up to the required levels (see the full Attendance policy for details).
- If your attendance doesn't improve, you'll have a further review meeting with your manager. If there still isn't an improvement, you'll be invited to a meeting with your manager's line manager.
- If they think that your attendance levels are not going to improve, it could result in your dismissal.
- At all meetings, you'll have the chance to explain your reasons for not meeting the required standards.
- Involvement of your relevant union representative can be helpful in supporting you through the process.



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