

Late Attendance

Guide for employees

This guide outlines the standards expected from all employees regarding attending work at the appropriate time and the process that should be used when employees fail to maintain these standards.

Main topic areas

- Overview
- Recording attendance times
- Definitions
- Consequences of late attendance
- Where to go for further information

Getting help

Contact your manager if you have any queries about this guide.

Managers can obtain advice by:

Calling the HR Services Advice Centre on 0845 6060603 / 5456 7100

Managers working for Parcelforce Worldwide should call 0845 6042787 / 5456 4747

For web access go to:
<https://www.psp.royalmailgroup.com>



Late Attendance

Guide for employees

Overview

This is the guide to the standards required of all Royal Mail Group employees regarding punctuality and the process that will be followed where an employee fails to maintain those standards.

This should be read in conjunction with the Conduct Policy.

Recording attendance times

All employees should record their attendance daily by the locally recognised method. Attendance times should be recorded accurately. The employee should let their manager know why they are late or are going to be late. Managers should keep records of late attendance.

Definitions

What is a persistent late attendee?

A persistent late attendee is an employee who incurs four unexcused lates in excess of five minutes during any three-month period. Additionally, combined late attendances of two hours or more may, in some circumstances, amount to unacceptable or persistent late attendance.

Late attendance of less than five minutes

Late attendances of less than five minutes should normally be disregarded unless they become frequent, in which case the employee concerned will be advised that further occurrences may lead to formal action under the Conduct Policy.

Excused late attendance

Late attendance incurred in the following circumstances should normally be excused and not count towards the standard set out in the definition of a late attendee above:

1. Where the employee has difficulty in getting to work e.g. car breakdowns, public transport delays, adverse weather condition, etc.
2. Due to domestic distress

Where excusing late attendance is appropriate, the actual time of attendance should be recorded with a brief explanatory note from the manager.

Unexcused late attendance

Unexcused late attendances should be recorded accurately using the locally recognised method. The manager should also ensure the employee is made aware that the late attendance has been recorded as unexcused.

Consequences of late attendance

Late attendance should normally be dealt with the right word at the right time. If this does not bring about the desired improvement, the manager should consider arranging an informal discussion. Where an informal discussion does not bring about the desired improvement, the matter should be dealt with formally under the Conduct Policy.

Consequence of being late for extra duty

Late attendance for attendances outside of the normal hours will be dealt with by pay being calculated for the actual hours worked.

Time lost through unexcused late attendance

Employees have a responsibility to make up lost time. However, it would be

unreasonable to require the occasional late attendee to do so especially where by making extra effort they complete their scheduled duty by their normal finishing time. Each case should be dealt with on its own merits. Lost time must be made up before overtime becomes payable.

Where the start had been delayed because of their own late arrival, on occasions an employee would be expected to work beyond their normal finishing time without payment, for example an OPG was completing a delivery or collection or an engineer finishing some urgent maintenance work.

Triallists

Persistently late attendance will be considered before confirmation of appointment but this does not automatically mean that the trial period will be extended.

Where to go for further information

The Getting Help box on the front page tells you where to find further information.

Guidance is also available on the Policy and Information Site on PSP and HR pages on the intranet (for non-PSP users).

Related documents

You may find it useful to read the following documents (located on the Policy and Information Site on PSP and HR pages on the intranet (for non-PSP users)) in conjunction with this policy:

- Conduct Agreement
- Conduct Policy