

## **Attendance Policy:**

### **Purpose**

We want people to achieve the highest possible level of attendance so that we are able to deliver excellent customer service.

Romec is committed to improving the health and well-being and attendance of employees. When any employee is unable to work for any reason, we miss that contribution.

To assist in the maintenance of regular attendance a number of avenues of support exist for employees who are absent through ill health e.g., Employee Assistance Programme, Occupational Health, and Management support.

### **Principles**

The policy is based upon the following principles:

- Romec will maintain appropriate contact with the employee during their period of absence. It is important that this is intended and understood to be supportive and sympathetic to enable an early return to work.
- Employees will receive contractual sick pay during periods of absence through illness. This is subject to the absence being notified and provision of doctor's certificates where necessary. The employee will be given at least two day's notice in writing of the intention to suspend pay
- Where an employee is unable to attend work regularly and reliably, it will be managed under the attendance policy. Where an employee is unable to attend work at all for a period of more than 14 days, they will be managed under the long-term absence procedure. Both procedures are intended to support the employee to return to good levels of attendance.
- In all cases managers will consider whether reasonable adjustments can be made to duties to facilitate an early return to work
- Absences arising from accidents which happen during the course of Romec work will normally be discounted -except in cases of negligence and recklessness.
- Absences arising from disability will normally be discounted for warning purposes.
- Managers should attempt to resolve problems of irregular attendance informally before using the attendance policy
- For employees who have responsibilities such as caring responsibilities and require to be away from work the business has policies to support them.

### **Notifying Absence**

An individual who is unfit for work should notify the business with the reason for this absence, as soon as possible prior to normal duty start time. Individuals should provide a suitable telephone number to enable their line manager to keep in contact.

Discussion with the individual and manager will typically cover:

- The reason for absence
- Likely duration of the absence and the anticipated return date
- Where appropriate make initial enquiries about any ongoing work commitments
- Any support which Romec may be able to offer
- Agreeing a sensible date and time when the employee will provide their manager with an update on their illness. A common sense approach should be applied – for illnesses expected to be of only a few days duration it may not be necessary for the employee to provide an update unless they are unable to return on the anticipated date.

### **Welcome Back Discussions**

Following any period of absence, an informal welcome back meeting will be held between the employee and their manager, where possible on their first day back, the purpose of the meeting is to

- Acknowledge the employee's return and show that it is valued,
- Enable the employee to air any concerns and to see if any help is needed to encourage regular attendance.
- Discuss the reason for, and cause of the absence
- Offer any support that the company or manager can provide
- Ensure that the employee is fit for work
- Ensure that the absence is properly certificated
- Discuss whether re-occurrence of further absence is likely

This discussion should be sympathetic and supportive, yet clearly focused on achieving improvement and maintaining standards. The manager and the employee will jointly identify any support measures that may need to be considered.

If it is felt that there may be an underlying health issue, which has not been previously identified, the Manager should consider a referral to the Occupational Health Service.

### **Absence Reviews**

Each case must be treated on its merits. Any mitigating factors must be fully taken into account and previous record, overall performance and reliability should be considered. A first stage formal attendance review is not automatically necessary by failure to achieve these standards – for example, where the employee's attendance record has previously been good and there is a known and specific reason for absence/s (eg convalescence after an operation) it would not normally be appropriate to invite the employee to a formal review.

Consideration of action should take place based on the following triggers.

For employees who are not in their probationary period:

ACTION DISCUSSION	TRIGGER POINT
1 <sup>st</sup> Stage	4 absences or 14 days in any 12 month period
2 <sup>nd</sup> Stage	A further 4 absences or 14 days in the next 12 months
Final Stage	4 absences or 14 days in the next 12 months

For employees who are in their probationary period:

ACTION DISCUSSION	TRIGGER POINT
1 <sup>st</sup> stage	2 absences or 7 days during probationary period
Final Stage	Any additional absence in the probationary period

#### **Formal Action – Consideration of Attendance Warning 1<sup>st</sup>, 2<sup>nd</sup>**

A minimum of 2 working days written notice will be provided, the letter should clearly state the time, venue and the attendance standards required. This must include provision of all documents which will form part of the decision making process. Including a copy of the absence record, records of welcome back discussions and notes of any previous meetings, together with copies of any medical reports.

Where there may be underlying health conditions the advice of Occupational Health should be sought.

These formal meetings and decisions arising from them will be the responsibility of the first line Manager.

A copy of the notes will be provided to the employee and their representative so that they can make any amendments. The revised notes should normally be returned to the Manager within three working days

In most cases a decision will be communicated face to face- and confirmed in writing-within five days from the meeting.

**An employee who meets the standards required at stage one and two will be removed from the procedure. If a stage three is not awarded the manager has the ability to re-issue a stage two.**

#### **Stage three – Consideration of dismissal**

A minimum of 7 days notice written notice will be provided; the letter should clearly state the time, venue and the reason why the attendance standards required and that dismissal may be an outcome. This must include provision of all documents which will form part of the decision making process. Including a copy of the absence record, records of return to work interviews and notes of any previous meetings, together with copies of any medical reports.

An up-to date occupational health report must be sought before a decision to dismiss is made.

These formal meetings and decisions arising from them will be the responsibility of the second line Manager or equivalent who must be an Executive within the business.

A copy of the notes will be provided to the employee and their representative so that they can make any amendments. The revised notes should normally be returned to the Manager within three working days

In most cases a decision will be communicated face to face- and confirmed in writing-within five working days from the meeting.

### **Appeals**

The employee may appeal against the issue of an attendance warning at stage 1 and 2 and against dismissal at the final stage. All appeals will be dealt with by a Manager more senior than the one who took the original decision. A minimum of two working days written notice will be provided, this must include provision of all documents which will form part of the decision making process. The Appeal Manager will reconsider the original decision, taking into account further representations by the employee and any further medical opinion.

A copy of the notes will be provided to the employee and their representative so that they can make any amendments. The revised notes should normally be returned to the Manager within three working days.

In most cases a decision will be communicated face to face- and confirmed in writing-within five working days from the meeting. The decision in an appeal against dismissal must, except in exceptional circumstances, be heard and concluded within an employee's notice period.