

Sickness Absence Reporting Procedure

If you are taken ill or injured while at work you should report to or be taken to your Supervisor/Manager and where requested and appropriate you will be given permission to leave work. Supervisor's/Manager's should contact the HR Officer to inform them that an employee has left work due to sickness or injury.

If you are ill or unable to attend work for any reason, you must contact your Supervisor/Manager by telephone, in person (contact by other means e.g. text, email or social media is not permitted) as soon as possible and, in any event, by no later than 10:00am that day (please ensure you are aware of their contact telephone number). You must speak to them in person and provide the following details:

- a) The nature of your illness or injury.
- b) The expected length of your absence from work.
- c) Any outstanding or urgent work that requires attention.

You are required to contact your Supervisor/Manager by telephone, in person to report absence on each subsequent day of absence unless otherwise agreed in advance.

We accept that in exceptional circumstances you may be unable to telephone to report absence yourself. In such exceptional circumstances it is acceptable for someone else to contact the Company by telephone (contact by other means e.g. text, email or social media is not permitted) on your behalf.

If you are unable to contact your Supervisor/Manager you must contact our HR Officer (01424 857742) or one of the following: Operations Manager (01424 857762), Sales Manager (01424 857752), ICT Manager (01424 857723) or Customer Services Manager (01424 857710). In the rare event that none of these are available please call the Customer Services Department on 01424 857857 and leave a message, either on the answerphone or with a member of the team.

If you fall ill whilst working away or travelling on Company business the same absence reporting procedures apply.

Supervisors/Managers will ensure that any sickness absence notified to them is recorded and reported to HR and that appropriate arrangements are made to cover workload.

Communication of absence by any other method than a phone call (e.g. text message, e-mail or social media websites) is not acceptable. Communication to anyone other than your Supervisor/Manager, HR Officer or one of the Manager's detailed is not acceptable (except Customer Services if all others are unavailable). Unless under exceptional circumstances, it is not acceptable to leave a message to explain your absence, you must speak in person to your Supervisor/Manager, HR Officer or one of the Manager's detailed.