



INPLACE PERSONNEL SERVICES LIMITED ABSENCE MANAGEMENT POLICY & PROCEDURE

1. POLICY STATEMENT

Inplace Personnel Services Limited recognises the contribution of all our workers and is committed to providing good working conditions and health and safety standards.

We understand that from time to time workers may be absent from their place of work due to illness and we aim to ensure that such absence is managed in a consistent, supportive and effective way so that workers are supported to return to work after illness whilst maintaining operational and service levels.

2. SCOPE

This policy and procedure applies to all employees and workers within the organisation.

3. RESPONSIBILITY

The staff in the following roles are responsible for implementing this policy:

- The Service Manager has overall responsibility for Absence Management
- The Operations Director has responsibility for development and implementation of policy and procedure
- The Company Directors are responsible for training the policy throughout the organisation and communicating internally and externally
- The Service Team are responsible for day to day duties including cooperation with clients and recruitment intermediaries, handling complaints and co-ordinating improvements.
- All employees and workers are responsible for co-operating with management in the implementation of this policy.

4. POLICY COMMITMENTS

- We provide a fair, transparent and consistent method of dealing with the absence of workers.
- We do not expect workers to work when they are unfit and will ensure an environment free of pressure to do so.
- We are committed to effectively managing and reducing sickness absence as high levels of absence impact on our ability to provide excellent service levels to our client.
- All workers understand the policy and procedure and have access to guidance and support on the arrangements that are in place to manage sickness absence.
- All workers, jobseekers and staff understand how to, and can raise grievances, complaints, concerns, suggestions or ideas related to absence management.
- Breaches of the policy are treated as retraining or misconduct matters as appropriate and such cases are dealt with according to our disciplinary/conduct and capability policy and procedure.
- We monitor, review and improve the policy regularly and whenever any issues related to its implementation are identified.

The policy will be reviewed annually and at any other time it is considered necessary due to changes in business or legislation.

5. PROCEDURE

This procedure enables managers to address absence issues, both short and long-term, in a fair, consistent and equitable manner. It is recognised however that all cases must be dealt with on an individual basis because of differing circumstances therefore this procedure gives an outline of the principles to be observed.

This procedure will be invoked where management has cause for concern regarding a worker's short-term, persistent or long-term absence.

The procedure for managing absence **MUST** be followed. It is the responsibility of every worker to report any absence and only in exceptional cases should this be done by someone else on their behalf.

5.1 Worker Responsibilities

Reporting Absence

All workers must telephone their line manager as early as possible prior to or on the first day of absence, before shift start but if this is not possible, no later than one hour after the scheduled start time.

Emails or text messages are acceptable only if it is not possible to make a phone call.

If a worker does not report for work, and does not respond to phone calls, we may contact the designated emergency contact to try to establish the reason for absence.

A letter confirming the absence as unauthorised which may result in a failure to receive any sick pay will be sent. Unauthorised absence may be dealt with under our conduct and capability process.

Workers must talk directly to their line manager. If the line manager / supervisor is unavailable a message must be left with Inplace Personnel Services Limited's on call contact number giving the reason for the absence.

When reporting absence, workers must give the following information:

- the reason for the absence (if known);
- the expected length of absence (if known) If the expected length of absence is not known, then the worker should call on each day of absence.

In cases of continued absence, workers must contact their line manager again on the fourth day of absence to provide them with up to date information.

Sickness Certification

If an absence lasts for seven calendar days or less, on the first day back at work, workers will be required to complete a Sickness Self-Certificate giving the reasons for absence. The Certificate will be countersigned by a manager / supervisor and subsequently will be kept in the individual's personnel file.

If an absence exceeds seven calendar days a medical statement of fitness to work certificate, usually from a doctor must be provided to the line manager, no later than the tenth day of absence, covering the absence from the eighth day.

If an absence continues beyond the period covered by the initial medical certificate, further fitness to work certificates must be submitted to give continuous cover for the period of absence. On eventual return to work employees must complete the Company's [Sickness Self-Certificate](#) in respect of the first seven days or less not covered by a doctor's medical certificate.

If the doctor's medical certificate does not specify the period of absence covered, it will be classed as covering a period of seven calendar days only.

5.2 Absence Management Process

On returning to work, workers will be required to attend a [return to work interview](#) with their line manager to discuss their absence.

The discussion should allow for an exchange of information and be as frank and as open as possible as this will prevent any misunderstandings concerning the nature of the absence.

This will also enable the line manager to discuss any assistance or reasonable adjustments that may be possible to enable an employee to return to work or prevent further absence occurring.

A record of the interview should be kept by the line manager.

Short-Term Persistent Absence

Monitoring and Consultation

Inplace Personnel Services Limited operates an accurate method of recording and monitoring levels of absence. If the amount of time being taken off for illness is giving cause for concern, the supervisor / manager will discuss this with the worker at the return to work interview.

Continued Absence

If absence levels continue to cause concern, then workers may be referred to a Company specified doctor / Occupational Health Service for an independent medical examination. Alternatively, a medical report may be requested from the individual's GP with the permission of the worker concerned.

If the absence is the consequence of an underlying medical condition then medical advice will be sought to identify any reasonable adjustments or assistance that the Company can provide.

Disciplinary Action

Continued non-attendance, with no underlying medical condition identified, may result in action being taken under the disciplinary/conduct procedure and could ultimately lead to dismissal/end of assignment. As part of this process workers will be given the opportunity to improve their attendance.

Long-Term Absence

Consultation and Discussion

In cases of long-term absence, the line manager must arrange to conduct regular 'care and concern' meetings with the aim of:

- Helping to prevent workers from feeling isolated
- Planning and implementing workplace adjustments where necessary, in collaboration with the individual
- Planning and coordinating a return to work plan

These meetings should be recorded and notes sent to the worker concerned. Workers may choose to be accompanied by a work colleague or trade union representative.

If workers are too ill to travel, the line manager may choose to conduct a home visit at a mutually convenient time.

Medical Advice

Where there is doubt regarding a worker's ability to return to work on a permanent basis, advice must be sought from the Company specified doctor / Occupational Health Service Provider. Alternatively, a medical report may be requested from the individual's GP with the permission of the member of staff concerned.

Workers must make themselves available to attend medical referrals.

Returning to Work

Where possible the Company will make its best endeavours to aid a return to work on a permanent basis. To establish the most effective way of doing this the Company may seek further medical advice.

This may include making reasonable adjustments to the worker's job, allowing a phased return to work, or by allowing the worker to return to work on a reduced or alternative hours basis.

Redeployment

If medical opinion is that a worker is unfit to return to their former assignment, the possibility of alternative work will be considered. However, depending on the availability of alternative posts, this may not be possible.

5.3 Termination on the Grounds of Capability

Should the termination of a workers contract be identified during the final care and concern meeting as the only appropriate option (i.e. other options as outlined above have been investigated and found to be inappropriate) a formal capability review meeting must be held with the worker in question and their line manager to fully consider the situation again.

At this meeting, the worker may choose to be accompanied by a work colleague or Trade Union Representative.

Following the meeting if the workers contract is terminated, they will be given a letter confirming the reason for termination, the date of dismissal, their right to appeal, any payment in lieu of contractual notice and any other outstanding payments to which they are entitled e.g. annual leave.

5.4 Data Protection

All information relating to an individual's absence will be handled in line with Data Protection principles and will be used purely to carry out the management of their employment.

6. ACCOUNTABILITY, DOCUMENT AND VERSION CONTROL

This document is effective from:	<i>1st April 2026</i>
This document is approved by:	<i>Andy Wood – Operations Director</i>
For questions or queries about this document, contact:	<i>A Member of The Service Team</i>

The following table details any updates, changes or developments made to this document:

Version	Detail	Date	Approved by
1	<i>e.g. Version 1 original policy issued</i>	<i>Insert date</i>	<i>Insert role of the most senior manager who approved version</i>
2	<i>e.g. Review of commitments and updates to Section X</i>	<i>Insert date</i>	<i>Insert role of the most senior manager who approved version</i>