

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.
- If you're unable to come to work you need to speak to your manager (or their deputy if they're unavailable) or go through the agreed process for your unit, as soon as possible. You should ideally speak to them before you're due to be in work.
- When you come back to work, during your welcome back meeting, you should complete an absence declaration form (available from your manager), for the first seven days of absence. A fit note should have been provided for absences longer than this.
- A record of your absence will be kept on PSP.
- Absences relating to pregnancy will be discounted. Accidents at work or disability will normally be discounted when deciding if your attendance levels meet with required standards.

Long-term sickness

- Long-term absence is more than 14 calendar days.
- At the start of any absence you will need to agree a contact strategy with your manager; contact will normally be on a weekly basis. Your manager will discuss your on-going health and ways in which they and Royal Mail can support you to a timely return to work.
- This may include agreeing short or long term modified duties or redeployment.



Keeping in contact

- Keeping in regular contact is important if you're unfortunate enough to be ill and cannot attend work. Your manager will work with you to scope alternative duties and hours of attendance, where available, to help you resume work as early as possible.
- It is important that you and your manager are proactive in maintaining contact during a period of absence due to illness. The contact strategy should be agreed between you and your manager, which will include the date, time and method for the next contact.
- Contact with your manager should be supportive rather than threat-centred. If contact is not maintained and therefore stoppage of pay is being considered, your manager should use the jointly agreed approach in the Attendance policy and Absence notification and maintaining contact guide.

Want to know more?

More information is available in the Ill health 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.

Welcome back meetings

- On your first day back at work, your manager should hold an informal welcome back meeting with you within the first three hours.
- During the meeting your manager will check 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, your manager will utilise health guidance notes provided by the Occupational Health Service. In some cases, you may be referred to the Occupational Health Service via HR Services.
- They can advise you and your manager on a number of areas including:
 - your current health and capability for work
 - your longer term health and how this will impact on your ability to carry out your role
 - any support or reasonable adjustments that Royal Mail could introduce to facilitate a return to work and ensure that you remain healthy in the workplace
- Your manager will talk to you and get your consent before making a referral.



First class support

First Class Support is your confidential and independent helpline - a place to turn to if you have any problems. The service is free and is available 24 hours a day, 7 days a week.

Call 0800 6888 777 or www.rmgfirstclasssupport.co.uk.



Want to know more?

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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.
- Your manager will make you 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.
- Your absences will be reviewed at all stages of the formal attendance process, ensuring that you and your manager are taking all appropriate steps to support you in preventing future absences.
- At all meetings, you'll have the chance to explain your reasons for not meeting the required standards.
- 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 second review meeting with your manager.
- If your attendance doesn't improve to the required standards after the second review, you'll be invited to a meeting with your manager's line manager to discuss consideration of your dismissal.
- Involvement of your relevant union representative can be helpful in supporting you through the process.



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