

Employment policies at-a-glance



ILL HEALTH

March 2021

If there comes a time when you're unable to perform your normal role because of serious ill health, your manager will support you through a number of stages.

Stage one – Referral to occupational health service

Your manager may refer you to our occupational health service. They'll look at whether you'll be able to return to your role, or if you require short-term changes to your role. They'll consider factors such as:

- Job content
- Skill and aptitude
- Current status
- Hours of work
- Location and travel arrangements
- Personal commitments and circumstances
- Current pay and future earnings



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.

You call 0345 266 5060 or visit www.rmgfirstclasssupport.co.uk or download the 'Lifeworks' app – sign up using your unique invitation code (RMG-your pay number), e.g. RMG-12345678.

Stage two – Action following occupational health service advice

- Your manager will consider what action to take based on the occupational health service advice.
- The outcome could be:
 - Agreeing your return to work with a short-term or permanent modification to your role.
 - Trying to find you alternative work elsewhere in Royal Mail Group
- If you're unable to carry out your normal working pattern for the foreseeable future or indefinitely, we may decide that it's best for you to leave the business through ill health
- If you leave the business through ill health, you may receive a lump sum equivalent to 34 weeks' basic pay. If you are an active member of a Royal Mail pension scheme, you may receive income benefit for up to three years, followed by a lump sum payment. If you are not an active member of any Royal Mail Pension Scheme and are unable to work indefinitely, you may be eligible for an ill health income benefit from the discretionary Company insurance scheme
- You can appeal the outcome of any decision.



Want to know more?

For full details, ask your manager for a copy of the Leaving the business due to Ill health policy, and the Leaving the business due to ill health, Redeployment, Access to occupational health service guides. These are available in the Policy and information section of PSP.