

Edwards Commercial Cleaning Services Ltd & Edwards Commercial Cleaning (North) Ltd

Sickness & Capability Policy

Document Control

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B. Document Details

Author and Role:	Hazel Edwards – Company Secretary
Organisation:	Edwards Commercial Cleaning Services Ltd & Edwards Commercial Cleaning (North) Ltd
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Data Protection

A written record of all meetings conducted under this procedure will be made, either by the person holding the meeting or by an additional person arranged by the organisation to take notes. The organisation processes any personal data collected during the sickness and capability process in accordance with its Data Protection Policy. Any data collected is held securely and accessed by, and disclosed to, individuals only for the purposes of completing the sickness and capability process.

Inappropriate access or disclosure of employee data constitutes a data breach and should be reported in accordance with the organisation's data protection policy immediately. It may also constitute a disciplinary offence, which will be dealt with under the organisation's disciplinary procedure.

Introduction

Edwards Commercial Cleaning Services Ltd and Edwards Commercial Cleaning (North) Ltd takes the health and welfare of its staff extremely seriously and aims to minimise staff absence due to sickness through safe working practices, providing a welcoming and comfortable working environment, and through consistent, open communication and co-operation between the Company and its staff.

Each staff member is required to read the following Sickness Policy and make themselves aware of how it could affect them.

Notifying the Company of your Absence

On the first day of sickness, and each working day of absence (until a medical certificate has been provided to cover your absence), **please telephone** (*not text or Whatsapp etc*) the office 0191 3000814 (North East) and for Yorkshire 0113 8870314 at the earliest possible opportunity, and in any event: 4 hours before you are due to start work, the night before a morning clean ideally.

Notification is to be made personally, or if you are unable to do so, by a relative, neighbour or friend, to the office on 0191 3000814 (North East) and for Yorkshire 0113 8870314.

Failure to fulfil your obligations in this respect may result in disciplinary action being taken against you. The Company also reserves the right to withhold sick pay for a failure to comply with the Company reporting requirements.

If you are off work on long-term sickness, your line manager or the office will contact you periodically, at mutually agreed times, to ascertain your progress towards recovery and discuss ways in which the Company might be able to help you in this regard.

Evidence of Incapacity for Work

In cases of illness of up to seven days (including Saturdays and Sundays) a self-certification absence form must be completed upon return to work.

If your absence has been for longer than seven days (irrespective of whether they are working days), or you know it will be, you must obtain a certificate from your doctor (a "Statement of Fitness for Work") stating that you are "not fit for work" and the reasons why. You should send your "Statement of Fitness for Work" to Sarah Taylor, Office Manager at Sarah@edwardscleaningltd.com or post it to the office, Suite 20 John Buddle Work Village, Buddle Rd, Newcastle upon Tyne NE4 8AW.

If your doctor gives you a certificate stating that you "may be fit for work" you should inform the office 01913000814 (North East) and for Yorkshire 01138870314 immediately. They will discuss with you any additional measures that may be necessary to enable you to return to work, taking account of your doctor's advice. This may take place at a return to work interview.

As absences can cause administrative and staffing problems, it is vital that you keep the Company informed of your progress and your likely return to work. You must therefore comply with all reasonable requests of the Company for information about your progress. You must also supply the Company with consecutive Statement of Fitness for Work Certificates to cover your absence.

Statutory Sick Pay

You are only entitled to SSP on qualifying days; these are days on which you would normally be available for work. The first three qualifying days of sickness are waiting days. SSP is not payable for these.

If you are sick for four or more consecutive days, you will be paid Statutory Sick Pay (SSP) by the Company, provided you meet the criteria in the SSP Regulations, subject to your compliance with your obligations relating to notification.

SSP is treated like wages and is subject to Income Tax deductions and National Insurance contributions.

Time-off for Medical Appointments

Where medical appointments are required due to sickness periods of any length in duration, unpaid time-off will be granted to attend these. At least 48 hours notice should be given of any appointment arranged, and you are required to time appointments so that they cause minimal disruption to the Business operations (i.e. most staff have set part time hours so book outside of working times) wherever possible.

An appointment letter or card from the provider of the medical appointment will need to be provided by you within 48 hours of the appointment being conducted (unless previously arranged.)

Returning to Work After Absence

On your return to work after any period of sickness, you must complete the Sickness Self-Certification Absence form shown in [Appendix A](#).

Copies of this form are available from the office and when completed, should be sent to Sarah Taylor, Office Manager at Sarah@edwardscleaningltd.com or post it to the office, Suite 20 John Buddle Work Village, Buddle Rd, Newcastle upon Tyne NE4 8AW.

You will also be required to attend a "Return to Work Interview" with your line manager.

Failure to abide by the requirements may lead to disciplinary action being taken and / or loss of appropriate sickness payments.

If the Business considers it necessary, arrangements will be made for you to be medically examined (at the Business's expense). We reserve the right to choose the medical practitioner to carry out the examination and no medical report provided by you on your condition will remove the right of the Company to appoint its own practitioner to carry out an examination.

SICKNESS ABSENCES

After three instances of sickness in any rolling six months you will be sent a letter notification that any further instances of absence, during this time scale, will prompt an interview with your line Manager. This interview will be to ascertain the scope and extent of the illness and your capacity to continue employment.

Three instances of sickness during a Probationary Period will be investigated and may mean that your employment could be terminated.

Where temporary or permanent adjustments that are needed, and can be made to the workplace environment to accommodate a return to work (e.g. for a fracture, or a new / progressive disability), this shall be carried out.

If a redeployment of duties is required for the returning worker, this shall be accommodated as much as Business requirements and facilities allow.

Because the Business takes its responsibilities towards genuinely sick employees seriously, a dim view will be taken where evidence of any non-genuine sickness leave is found. Where this occurs it will always result in disciplinary action being taken.

Long-term Sickness

If you are absent from work on a regular or prolonged basis, the Company may have to consider terminating your employment on the grounds of incapacity.

This will be dealt with on a case-by-case basis, and relevant consultation processes and procedures will be undertaken.

The company reserves the right to make a decision to dismiss before sick pay entitlement has been exhausted.

The Employee's Capability

Where you are unable to perform your job role to a satisfactory standard due to the role itself changing over time, or a change in personal circumstances – the business will do what it can to assist you in overcoming these difficulties.

Where capability issues have been identified, your line manager will discuss their concerns with you during an informal meeting.

At the meeting your line manager will discuss what level of performance is expected from you, and together, you should suggest options where changes could be made to ensure a resumption to a high standard of work performance.

Change of Role

Where the role has changed (e.g. due to advancements in technology, government strategy or the requirements of service users); additional re-training and supervision may be required. Your line manager will make the necessary arrangements to begin this. Together, you will agree a realistic period of time in which to add the requisite skills and knowledge to match the requirements of the changed role.

Change of Personal Circumstances

When you, or your family, are going through a period of difficult personal circumstances, your line manager will discuss with you ways in which the business can assist you, on a temporary basis (e.g. with additional time-off, temporary changes to working hours / days.) Again, the ability of the Business to do this will be based on operational and service requirements.

Dismissal

Where efforts have been made to assist you in resuming your duties to a high standard and these have not been successful over the agreed period of time, your line manager will inform you and issue a final written warning. At this point, a further period of time will be agreed within which agreed improvements must be made.

If your performance is still not at the required standard after this second agreed period –and there are no exceptional reasons for this – the company will move forward with a formal dismissal, giving appropriate notice.

Appeal Procedure

If it has been deemed necessary to terminate your employment, you are entitled to appeal against the decision. You should do this in writing, giving details of the grounds on which you feel an appeal is justified.

The appeal procedure will be conducted by someone not previously involved in the decision to dismiss so that they may consider the matter on an independent basis.

You may be accompanied by a fellow employee of your choice. You will be notified of the outcome of the appeal in writing, within five working days.

If you do not agree with the decision of the appeal, you may be able to (in certain circumstances) take the matter to an industrial tribunal.

Appendix A

Edwards Commercial Cleaning Services Ltd and Edwards Commercial Cleaning (North) Ltd ·

Sickness Self-Certification Absence Form

This form is to be completed on your return to work following any period of sickness of 5 working days or less to Sarah Taylor, Office Manager Sarah@edwardscleaningltd.com or post it to the office, Suite 20 John Buddle Work Village, Buddle Rd, Newcastle upon Tyne NE4 8AW.

If you are returning to work after a sickness absence of more than seven days you should also provide a "Statement of Fitness for Work" Certificate to Sarah Taylor, Office Manager at Sarah@edwardscleaningltd.com or post it to the office.

Name: _____

Site:(Place of Work) _____

Dates of sickness (including non-working days)

From: Day & Date: _____ am / pm _____

To: Day & Date: _____ am / pm _____

Details of sickness: _____

Was a medical practitioner consulted? YES : NO

If yes please give details of:

Doctor's Name: _____

Doctor's Address: _____

Date(s) of visit(s): _____

Treatment received: _____

Any current treatment: _____

Declaration I certify that I have been incapable of work due to my sickness on the above dates and this information is true and accurate. I acknowledge false information will result in disciplinary action.

I give my employer permission to verify the above information.

Signed (Employee): _____ Date: _____

RETURN TO WORK FORM

Edwards Commercial Cleaning Services Ltd and Edwards Commercial
Cleaning (North) Ltd .

Name: _____

Site: (Place of work) _____

Dates of sickness (including non-working days)

From Date: _____ To Date: _____

Details of sickness: _____

Did the Employee follow the correct sick absence reporting procedures _____

Total sick absence record over the last 6 months (including this period of sick absence)

Number of occurrences _____ Total number of days _____

Is the employee fit and/or certified to resume normal duties _____

Issues to Address & Employee Response

How are you feeling now? Do you feel that you are in a position to carry out your normal hours and duties?

Did You seek medical attention for your sick absence _____

Is there anything regarding your medication we should be aware of ? _____

Is this absence part of an overall pattern, if yes please explain _____

Is there any aspect of your duties that is contributing to your health problem or potentially could do?

Is there any issues that the Company should be aware of while you were absent / any issues

you wish to raise? _____

Details of any support offered to the employee including time scales _____

Summary of the Discussion _____

Signed (Employee): _____ Date: _____

Print (Employee): _____ Date: _____

Manager _____ Date: _____