

**CONTENTS**

1.	OBJECTIVE .....	2
2.	SCOPE.....	2
3.	ABSENCE REPORTING PROCEDURE .....	2
4.	RETURNING TO WORK.....	3
4.1.	PHASED RETURN.....	3
5.	TIME OFF SICK .....	4
6.	WHAT SHOULD I DO IF I AM ILL AT WORK.....	4
7.	SHORT TERM FREQUENT ABSENCE .....	4
8.	LONG TERM ABSENCE .....	4
9.	MEDICAL REPORTS.....	4
10.	SPECIAL CASES .....	5
10.1.	PREGNANCY-RELATED ABSENCES .....	5
10.2.	UNDERLYING MEDICAL CONDITIONS AND DISABILITY-RELATED ABSENCES .....	5
11.	SICK PAY .....	5
12.	SICKNESS DURING ANNUAL LEAVE.....	6
13.	SHORT TERM ABSENCE MANAGEMENT PROCESS.....	6
13.1.	INFORMAL STAGE .....	6
13.2.	TRIGGER POINTS.....	6
13.3.	STAGE 1: MEETING ON REACHING A SICKNESS ABSENCE TRIGGER POINT .....	7
13.4.	STAGE 2: MEETING.....	7
13.5.	STAGE 3: ABSENCE MANAGEMENT HEARING.....	8
14.	LONG TERMS ABSENCE MANAGEMENT PROCESS .....	8
14.1.	STAGE 1: HEALTH REVIEW MEETING.....	8
14.2.	STAGE 2: REARRANGING FURTHER HEALTH REVIEW MEETINGS .....	9
14.3.	FINAL HEALTH REVIEW MEETING .....	9
14.4.	OUTCOME OF FINAL HEALTH REVIEW MEETING .....	9
14.5.	APPEALS .....	10

**TRACKED CHANGES**

Version Number	Date of Change	Author	Summary of Changes
<i>Tracked changes included as of April 2026</i>			
5.0	April 2026	SR	Amended to be more reader friendly SSP update from 6 <sup>th</sup> April 2026 – eligible from day 1

			Employee will be asked to attend return to work meeting with Manager

## 1. OBJECTIVE

---

We want everyone to stay healthy and able to attend work regularly. We also understand that illness or injury can happen to anyone.

This policy explains:

- What you need to do if you are too unwell to work
- How to report sickness correctly
- What support you can expect from Lodge Service
- How we manage short term and long term absence fairly and consistently
- What happens with pay, fit notes, Occupational Health, and returning to work

The aim is to support you, minimise disruption to colleagues and clients, and ensure we follow legal obligations.

## 2. SCOPE

---

This policy applies to **all Lodge Security employees**, regardless of your role or contract type.

If we suspect there to be misconduct, we may follow our separate disciplinary procedure.

For example, is there is evidence that:

- If absence is not genuine or not for the reason provided.
- If you fail to follow reporting rules (see below for reporting rules)
- If you undertake inappropriate activities while off sick, such as carrying out work for another company.

## 3. ABSENCE REPORTING PROCEDURE

---

If you are too unwell to attend work due to sickness or injury, you must call (**not** text or email):  
Control Room: 0333 003 7679 or Your Manager

Please call at least 2 hours before your shift starts.

**During the call, you must tell us:**

1. When your illness started
2. The specific reason you can't attend work
3. If the illness came from an incident at work
4. Whether you plan to see a doctor
5. When you think you might return

*Why we need this:*

- It helps us arrange cover*
- It ensures your absence is recorded correctly*
- It protects your pay and SSP entitlement*

Failure to follow this process may result in non-payment or disciplinary action.

Please keep in regular contact with your manager while you're off so we can support you and plan work effectively. If you don't attend work or let your manager know why you're unable to attend, your absence may be recorded as unauthorised, which could affect your pay and may lead to disciplinary action.

If your medical condition makes it difficult to keep in touch, please arrange for someone to call on your behalf or agree a communication plan with your manager.

If you won't be able to return on the date you originally gave, please phone your manager at least 24 hours in advance so they can plan appropriate cover.

Please also make sure you have your manager's contact details and that your own contact information is kept up to date.

#### **4. RETURNING TO WORK**

---

A Return to Work (RTW) discussion will be held (in person or by phone) to understand your situation, update you on workplace matters and ensure you're fit for work.

For absences over 7 calendar days, you must provide a Fit Note (see Appendix A).

Email fit notes to your manager and HR at [hadmin@lodge-security.com](mailto:hadmin@lodge-security.com) as soon as issued.

If a GP has certified a period but you wish to return early, contact your manager; we may seek medical advice and consider adjustments before you return. Advance notice is required to review scheduling.

If you've been off for more than 7 days, you must provide a **Doctors Note** from your GP and email it to your manager and HR at [hadmin@lodge-security.com](mailto:hadmin@lodge-security.com).

Depending on the nature of the illness we may offer you a referral to our Occupational Health Provider.

##### **4.1. PHASED RETURN**

---

Where appropriate, we may agree a phased return (reduced hours/amended duties) typically lasting 4–6 weeks (up to 12 weeks in some cases) based on Occupational Health or GP advice. Payment during a phased return is for hours worked only.

## 5. TIME OFF SICK

---

You are expected to follow medical advice and do everything reasonably possible to recover promptly and return to work.

## 6. WHAT SHOULD I DO IF I AM ILL AT WORK

---

Speak to your manager (or Control Room) if you need to leave work or seek medical attention; you must have permission before leaving.

If too ill to travel independently, speak to your manager so appropriate arrangements can be made.

Your absence will be recorded for monitoring purposes

## 7. SHORT TERM FREQUENT ABSENCE

---

Short, frequent absences (e.g., numerous 1–2 day instances) are managed under the short term absence process.

Trigger points are defined as:

- 3+ instances in the previous 3 months; or
- 6+ instances in a rolling 12-month period; or
- >12 days in a rolling 12-month period (over more than 2 instances).

The trigger points for part timers will be worked out pro rata to the number of days worked.

## 8. LONG TERM ABSENCE

---

Long-term absence is defined as more than four (4) consecutive weeks.

You must maintain regular contact and provide fit notes on time. Failure to provide fit notes or stay in contact may be treated as unauthorised absence and may lead to suspension of SSP or disciplinary action.

We'll keep in touch and hold health review meetings to discuss recovery, adjustments, and return plans. If return isn't feasible, we may consider ending employment on capability grounds—with notice and holiday pay. Appeals are allowed.

## 9. MEDICAL REPORTS

---

With your permission, we may request medical/Occupational Health reports to understand your condition, potential adjustments and support needs. Information is treated confidentially and discussed with you.

## 10. SPECIAL CASES

---

### 10.1. PREGNANCY-RELATED ABSENCES

---

Pregnancy related sickness must follow the reporting procedure and RTW interview where appropriate; however, pregnancy related absences do not count towards triggers under the absence process.

### 10.2. UNDERLYING MEDICAL CONDITIONS AND DISABILITY-RELATED ABSENCES

---

Where the reason for absence is related to underlying health issue that could amount to a disability under the Equality Act 2010, the company is under a duty to make reasonable adjustments. You may be referred to Occupational Health to find out more about your condition, how it may affect you at work and whether there are any adjustments we could make to help.

We will consider reasonable adjustments (including revising triggers) where illness may constitute a disability under the Equality Act 2010. Occupational Health referrals may be made.

## 11. SICK PAY

---

From **6 April 2026** Lodge Service will operate Statutory Sick Pay (SSP) as follows:

1. **SSP from Day 1:** SSP is payable from the first full day of sickness absence
2. **SSP Rate:** £123.25 per week or 80% of average weekly earnings (AWE) — whichever is lower (AWE calculated over an 8-week reference period).
3. **Duration:** Payable for up to 28 weeks in a single period of incapacity for work (PIW) (subject to eligibility).
4. **Evidence:** [Employee Self Certification from on cognito](#) form and Fit Note requirements.  
You can only Self Certify using this form for UP TO 7 calendar days.

Determine AWE over the **last 8 complete weeks** before the sickness start date; compare **80% of AWE** with **£123.25**, and pay the **lower** amount.

To receive SSP, we just need you to follow our sickness reporting steps and provide the necessary evidence, so we can make sure your absence is recorded correctly and you're paid what you're entitled to.

- **Tell us you're off sick:** Please call the Control Room or your manager as soon as you can, and within the times set out in this policy, so we know how you are and can support you.
- **Provide evidence:** You can self-certify for the first 7 calendar days – [Self-certification form](#). If your sickness continues beyond this, please send us a Fit Note (or other suitable evidence, such as hospital confirmation).

If we don't hear from you within the required time and there isn't a good reason, or if the evidence we reasonably need hasn't been provided, SSP may be paused for the days affected. As soon as we receive the required information, SSP payments will continue in line with the rules.

Please be reassured that SSP is **never** withheld simply because we have concerns about the illness itself—it is only paused when the reporting or evidence steps aren't met. If you're finding it difficult to let us know you're unwell or to get a Fit Note (for example, due to hospitalisation), please contact us as soon as you're able so we can help and support you.

## **12. SICKNESS DURING ANNUAL LEAVE**

---

If you are sick **before** your holiday and the time would be covered by a fit note, your manager may change this to sick leave (holiday reinstated).

If you become unwell during annual leave, please let your manager know as soon as possible. With appropriate medical evidence, we may be able to reinstate the affected days of holiday. If we aren't informed that you were ill during your leave, we won't be able to amend this time to sickness absence.

Absences converted to sickness still count toward absence triggers.

You can carry forward untaken holiday where sickness prevented you from taking it in the holiday year which is aligned to ACAS guidelines.

## **13. SHORT TERM ABSENCE MANAGEMENT PROCESS**

---

If your sickness absence reaches one of our trigger points, your manager will begin the absence management process.

Everyone's situation is different, and the process is designed to support you and help you stay in work as much as possible.

### **13.1. INFORMAL STAGE**

---

Most absences will be managed informally.

When you return to work, you will be asked to attend a return to work meeting to:

- Support your return and update you on anything you missed
- Review whether you are close to any absence trigger points
- Collect any outstanding Fit Notes
- Discuss any reasonable adjustments or phased return recommended by your GP
- Identify any ongoing issues and involve HR if needed

### **13.2. TRIGGER POINTS**

---

You will enter the absence management process if you reach any of the following:

- **3 or more absences** in the last **3 months**
- **6 or more absences** in a **12-month** rolling period
- **More than 12 days' absence** in a 12-month rolling period (across more than 2 absences)

For part-time employees, trigger points are adjusted pro rata.

While we will always try to support you, please be aware that ongoing absence may put your employment at risk.

### **13.3. STAGE 1: MEETING ON REACHING A SICKNESS ABSENCE TRIGGER POINT**

---

If you reach a trigger point, you will be invited to a **Stage 1 absence meeting** with your manager to review your attendance.

You are welcome to bring a work colleague or a trade union representative with you, so you have support throughout the meeting.

During this meeting:

- We may ask your permission to refer you to Occupational Health or contact your GP
- Your manager will explain the process and set an improvement review period (usually **2–4 months**)
- Any reasonable adjustments will be discussed

You may receive a **Stage 1 absence warning** (valid for 12 months).

The outcome will be confirmed in writing.

If your attendance does not improve, we may extend your review period or invite you to another formal meeting (either another Stage 1 or a Stage 2).

### **13.4. STAGE 2: MEETING**

---

If your attendance does not improve after Stage 1, you will be invited to a **Stage 2 absence meeting**.

You are welcome to bring a work colleague or a trade union representative with you, so you have support throughout the meeting

At this meeting we will:

- Review any progress or reasons for continued absence
- Discuss further medical information if needed (including referrals to Occupational Health)
- Set a new improvement target

You may receive a **Stage 2 (final) absence warning** – valid for 12 months.

The outcome will be confirmed in writing.

If there is still no improvement, we may extend the review period again or invite you to a Stage 3 hearing.

### **13.5. STAGE 3: ABSENCE MANAGEMENT HEARING**

---

A Stage 3 hearing will take place if your attendance is still not at an acceptable level after a Stage 2 warning. This meeting will be with a member of the HR Team and a senior manager who has not been involved previously.

You are welcome to bring a work colleague or a trade union representative with you, so you have support throughout the meeting.

The purpose of this meeting is to explore your situation to date and make future decisions based on all of the information available. After your discussions a short break will be taken for a decision to be made.

Possible outcomes:

- Your attendance has improved – but improvement must continue for the next 12 months
- Your review period may be extended
- If all support options have been exhausted, you may be dismissed on the grounds of Capability or Some Other Substantial Reason (SOSR)

The decision will be confirmed in writing.

## **14. LONG TERMS ABSENCE MANAGEMENT PROCESS**

---

If you are off sick for **more than 4 weeks**, your absence is treated as long-term.

You are expected to:

- Stay in regular contact with your manager
- Attend planned welfare or review meetings
- Provide Fit Notes promptly

Failure to stay in contact or provide Fit Notes may be treated as unauthorised absence and could affect your statutory sick pay entitlement or lead to disciplinary action.

### **14.1. STAGE 1: HEALTH REVIEW MEETING**

---

Depending on individual circumstances, you may be invited to a health review meeting to discuss:

- The reasons for your absence
- Any upcoming medical appointments or test results
- When you expect to return
- What support or adjustments you may need

You are welcome to bring a work colleague or a trade union representative with you, so you have support throughout the meeting.

You may also be referred to Occupational Health.

**14.2. STAGE 2: REARRANGING FURTHER HEALTH REVIEW MEETINGS**

---

If your absence continues, further review meetings will be arranged. There is no fixed number or timescale—this depends on your circumstances.

At these meetings we will discuss:

- How your health is progressing
- Likely return dates
- Updates from Occupational Health (if referred)
- Possible adjustments or phased return
- Whether you will be able to return to your role
- Company updates

Next steps and Possible actions include:

- Additional Occupational Health referrals – for further information on your prognosis and how we can best support you throughout your absence period.
- A phased return plan – for example reduced duties or hours
- Reasonable adjustments where possible – for example, adjustments to your role or working arrangements to help you return to work.

**14.3. FINAL HEALTH REVIEW MEETING**

---

If you have been off for a long period and it appears unlikely that you will return in a reasonable timeframe, you may be invited to a Final Health Review Meeting.

We will only hold this meeting after:

- Collecting all relevant medical information
- Considering adjustments, phased returns, and redeployment options

You are welcome to bring a work colleague or a trade union representative with you, so you have support throughout the meeting.

At this meeting, we may need to consider ending your employment on the grounds of capability due to ill health.

**14.4. OUTCOME OF FINAL HEALTH REVIEW MEETING**

---

If we decide that you are unlikely to return to work, you may be dismissed on capability grounds.

If this happens:

- You will receive your contractual notice or pay in lieu
- You will be paid for any accrued but unused holiday from the previous holiday year

The outcome will be confirmed in writing.

#### **14.5. APPEALS**

---

You may appeal any formal decision.

Appeals must be made **in writing within 5 working days** of receiving your outcome letter.

You may appeal if:

- New evidence is available
- The process was not followed correctly
- You believe the outcome was unfair or unreasonable

An appropriate manager will hear your appeal, and the decision will be final.