

# Sickness Absence Policy &

## Support Pack



NatWest  
Group

**Last update:** 20 May 2025

We regularly update this document. Make sure you have the latest version by downloading it from the intranet.

This policy and support pack is not contractual and is subject to change at NatWest Group's discretion. It will be reviewed from time to time to make sure it continues to meet the Group's legal obligations and business needs.

### Who's this for?

This policy applies to employees and line managers in Great Britain, Northern Ireland, Republic of Ireland and Offshore (Jersey, Guernsey, Isle of Man and Gibraltar)

It **does not apply** to agency workers and contractors.

# How should you use this policy?

This policy and support pack is organised across **information for all colleagues (employees and line managers)** outlining core policy principles across a number of different areas such as our approach to sick pay, sickness absence triggers and the variety of support available during sickness.

- ☑ The policy also outlines **information specific to either employees or line managers**, providing step by step guidance through various sickness absence scenarios.
- ☑ We **encourage line managers to read all sections** of the policy and support pack to understand the end to end journey for employees and ensure their best placed to support them.
- ☑ Some elements of the policy differ by jurisdiction, so it's important to check the information is applicable to where you/your team are based.

The policy is split into two parts:

## Information

If you want specific information about our approach to sick pay, sickness absence triggers and fit notes, go to the information contents.

## Scenarios

If you're dealing with a specific scenario and want to understand what you should do as either a line manager or employee, go the scenario contents and find the one that fits your circumstances.

# Where to go for more information



If you have any questions on the sickness absence policy or process you can [Ask Archie](#) for further support and guidance.

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# 1. Roles and responsibilities

## 1.1 Employees

You need to understand what to do when you're off sick. Please make sure you:

- Read and understand this policy and key actions.
- If you can't come to work because of sickness, make your line manager aware at least 30 minutes before your normal start time if this is practical.
- Your line manager will key the absence into [Workday](#).
- Keep in contact with your line manager during any period of absence (including whilst you're on a long-term sickness scheme). Specifically:
  - Maintain regular contact with your line manager, as agreed with them.
  - Discuss the reasons for your sickness absence with your line manager, to allow them to support you fully and to consider how they can facilitate your return to work.
  - Update your line manager on any significant developments related to your illness/recovery (e.g., changes in your medical condition, treatment, or information about when you're expected to recover).
- Upload a Medical Certificate/Fit Note on Workday if you're off for more than seven calendar days (or four in Republic of Ireland). If necessary, you'll need to provide consecutive Medical Certificates/Fit Notes to cover the entire period of absence.
- Take reasonable steps to look after your health and wellbeing. These include:
  - Taking part in appropriate interventions including Occupational Health referrals.
  - Helping to obtain medical reports.
  - Following GP advice, and/or a referral to our Employee Assistance Programme, to support your health and facilitate a return to work where possible
- If you're based in Republic of Ireland, you'll need to claim for Illness Benefit and provide accurate information to the Department of Social Protection.
- If you're based in Jersey, Guernsey, Isle of Man and Gibraltar you must tell the Group if you're in receipt of any sickness benefits.

## 1.2 Line managers

You need to understand how to manage sickness absence – it has an impact on our employees, the business, and our customers:

- Make sure you and your team are aware of this policy and key actions.
- If a member of your team contacts you to confirm they are unable to attend work due to sickness, you should log with in Workday.
- Keep in touch with members of your team who are off sick and try to understand how long they might be off for.
- Monitor and record absence in your team on Workday. If the reason for absence changes this should also be reflected on Workday.
- Keep records from the start of their absence and store them appropriately. For example, keep notes of phone calls, meetings, and times you've tried and failed to get in touch with them. Make sure your records are factual and based on your conversation.
- Take the right actions at the right time (for example, having a meeting or stopping NatWest Group Sick Pay).
- Consider the wellbeing of your employee and the support they may need when dealing with an illness.

## 2. Sick Pay

### 2.1 General principles

We give our employees NatWest Group (occupational) sick pay whilst they're off ill.

#### Group Sick pay:

- is discretionary.
- is calculated from the first day of a sickness absence. Any periods of paid sickness absence in the last 12 month period are added together and deducted from the total sick pay amount.
- doesn't affect pensions and benefits until it runs out or is stopped.
- includes Statutory Sick Pay (SSP) where this is paid in your jurisdiction.
- can be withheld or stopped (See When sick pay stops).

There's additional information on how sick pay works and additional actions you'll need to take if you're based in the Republic of Ireland or Offshore (Jersey, Guernsey Isle of Man or Gibraltar) and these are outlined in the respective linked sections.

#### How to access payslips whilst off sick

You can access your payslips on Workday from any personal or work device. You just need to download and activate the app on your preferred device.

### 2.2 Group sick pay entitlements

#### For employees in Great Britain:

When you started working	Your years of service*	How long we'll pay Group sick pay
On or before 30 September 1989	N/A	Up to 52 weeks' full pay
On or after 1 October 1989	Less than one year	Up to four weeks' full pay
On or after 1 October 1989	More than one year but less than five years	Up to 12 weeks' full pay
On or after 1 October 1989	Five years or more	Up to 26 weeks' full pay

#### For employees in Northern Ireland and the Republic of Ireland:

Your contract type	Your years of service*	How long we'll pay Group sick pay
Ulster Bank Contract	Less than one year	Up to four weeks' full pay, then four more weeks at 50% pay
Ulster Bank Contract	More than one year	Up to 26 weeks' full pay, then 26 more weeks at 50% pay
Legacy First Active Terms and Conditions	Less than one year	Up to four weeks' full pay, then four more weeks at 50% pay

Legacy First Active Terms and Conditions	More than one year	Up to 26 weeks' full pay Employees on the First Active Pension Scheme are eligible to apply for Permanent Health Insurance
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\* This should be based on length of service, as at the start date of the last period of absence.

## 2.3 Calculating sick pay

It's important that you keep track of your sick pay. To calculate your sick pay balance, add up the total number of days you've been absent due to sickness in the last 12 months, and subtract this from your overall entitlement as noted above.

We treat anyone who works non-standard hours (like part time or compressed hours) or term-time workers (who do annualised hours), the same way as those who work full time. Their sick pay will be pro-rated based on days worked per week. For example, an employee with less than 1 years' service who works a 5 day week will receive 4 weeks or 20 days sick pay; an employee who works 2 days per week, will also receive 4 weeks but this will equate to 8 days sick pay.



### Information for line managers

If you're a line manager, it's up to you to find out how long your employee will receive Group sick pay.

If you're based in the UK, Jersey, Guernsey, IOM or Gibraltar, you can view your team's sick pay entitlement in Workday > My Team Management > Time Off.

The information shown isn't real time; it's correct as of the last payroll cut off and includes a projected sick pay end date.



If you have an employee who changes their contracted working hours, or you have an employee who works different hours every week, then HR can help you calculate their sick pay. You can get more information on how to do this by typing 'Sick pay' into **Ask Archie**.

## 2.4 When Group sick pay stops

Sick pay can be withheld or stopped where:

- An employee's Group sick pay has reached the maximum discretionary amount.
- An employee has a disciplinary warning for attendance.
- An employee fails to reasonably participate in medical assessments or referrals to Occupational Health.
- An employee fails to follow the sickness absence reporting procedure.



### Information for line managers

As a line manager, it's up to you to keep track of how many weeks your employee is getting Group sick pay. This is because you need to give them at least four weeks' notice that it's going to stop. If you can't, for example if they only have four weeks' sick pay, you need to give them as much notice as you can.

If your employee works a non-standard working pattern (like compressed hours or a non-standard week) then it will be treated the same as employee who works full time, but will be pro-rated to match the hours worked.

Group sick pay will stop automatically – you don't need to fill in any forms. That's why it's really important that Workday is updated with correct absence dates.



If you need to work out when sick pay should stop, you don't think that sick pay should stop yet or you think it needs to stop earlier, type 'Sick Pay' into **Ask Archie** for further support.

## 2.5. Group sick pay extension

In exceptional circumstances, we may consider extending Group sick pay.

Exceptional circumstances may include:

- Late keying or a keying error (e.g. of sickness dates) which impacts pay.
- A delay in receiving information from a medical specialist resulting in a gap between sick pay exhausting and a return to work or transfer to a benefits scheme.



### Information for line managers

As a line manager, before requesting an extension to sick pay, it's important that you consider:

- Are other types of leave more appropriate, e.g. annual leave?
- By agreeing to an extension, is this setting a precedent within your team/business area?
- Has an extension previously been agreed for this employee?

If after consideration you still feel an extension is appropriate, you must gain approval from your line manager to proceed. Failure to gain this approval could result in disciplinary action.



A sick pay extension can be processed by typing 'Extension to sick pay' into **Ask Archie** for further support.

## 2.6 Additional sick pay information for Republic of Ireland (ROI)

In ROI most people can get Illness Benefit if they're off sick for three days or more (excluding Sunday). Even if you weren't supposed to be at work on these days.

The Department of Social Protection pays Illness Benefit.

Make sure you give them all the right information.

- It's your responsibility to claim for the right benefit and get all the paperwork right.
- We'll assume you've applied for Illness Benefit, so we'll deduct the standard rate of Illness Benefit from your salary, whether you've claimed it or not.
- We'll carry on deducting it for however long you're off.
- Illness Benefit deductions will only apply to employees on full sick pay and no deductions will be made whilst someone is on 50% or zero pay. If this applies to you, you'll need to make HR aware through **Ask Archie**.



If the amount of benefit you get is different from what we've deducted from your salary, type in 'My pay is wrong' to **Ask Archie** for further support. If the difference comes from an error you've made (like giving the wrong information on your form), we'll treat it as though you've had the right amount of Illness Benefit.

How to apply for Illness Benefit

1. You must complete and sign an Illness Benefit claim form (IB1) and a medical certificate called a 'Certificate of Incapacity for Work' from your family doctor (GP).
2. You'll need this information to fill out the form:
  - Employee ID number, which you can find on your payslip.
  - Employer name, which is NatWest Group (not Ulster Bank).
  - Employer's address: HR Pay and Benefits, 3rd Floor, 1 Hardman Boulevard, Manchester, M3 3AQ, England.
  - Employer's registration number: 0089640N.
3. If the IB1 claim form and Certificate of Incapacity for Work has not been submitted electronically by your doctor, you should send them to: Illness Benefit Section, Social Welfare Services, P.O. Box 1650, Dublin 1.



Illness Benefit counts as income for tax purposes, so we'll mark it separately from your gross salary on your monthly payslips and on end of year P60s.

## **2.7 Additional sick pay information for Jersey**

- Short Term Incapacity Allowance (STIA) is a daily sickness benefit which may be paid to you if you become unfit for work due to illness or injury.
- The standard weekly rate can be found on the Jersey Government website. The amount you receive will depend on your social security contributions.
- STIA can be paid for a minimum of 2 days and a maximum of 364 days.
- A doctor must confirm that you are unable to work and issue you with a medical certificate.
- All employees are required to claim any sickness benefit due to them from the Jersey Social Security Department and details on how to do this can be found on your medical certificate.
- If you're in receipt of the STIA should arrange for the payment to be made to their personal bank account.
- You must also provide your line manager with a certified screen shot of the payment from your local Social Security Department.
- Jersey employees who hold a red social security card will have sickness benefit deducted from the 4th working day they are absent from work (current daily and weekly rates of sickness benefit can be found on the Jersey Social Security website). This sum should be pro-rated for staff who work part time hours.

It is a breach of the Sickness Absence Policy for any employee not to advise the Group of any STIA received.

## **2.8 Additional sick pay information for Guernsey**

- Sickness Benefit is a weekly benefit which is paid if you are incapable of work due to illness or disablement.
- In order to receive Sickness Benefit, your claim must last at least 4 days and you must satisfy certain contribution conditions. Current rates can be found on the Guernsey Government website.
- All employees are required to claim any Sickness Benefit due to them from the Guernsey Social Security Department and details on how to do this can be found on your medical certificate.
- If you're in receipt of Sickness Benefit should arrange for the payment to be made to their personal bank account.
- You must also provide your line manager with evidence of your sickness benefit so that relevant salary deductions can be made.

It is a breach of the Sickness Absence Policy for any employee not to advise the Group of any Sickness Benefit received.

## **2.9 Additional sick pay information for Isle of Man**

- Absences through illness of four or more days will require the individual to complete a Department of Health and Social Security form SC1 (available from doctors' surgeries, hospitals, Department of Health and Social Security offices or pay sections).
- The completed SC1 form should be fastened to the completed self-certificate and submitted to the Department of Health & Social Security.
- Employees who receive a sickness benefit cheque from the Department of Health & Social Security should arrange for the payment to be made to their personal bank account.
- You should provide your line manager with evidence of your sickness benefit so that relevant salary deductions can be made.

It is a breach of the Sickness Absence Policy for any employee not to advise the Group of any sickness benefit received.

### **Information for line managers when deducting sick pay (Jersey, Guernsey and Isle of Man only)**

Line managers should complete the Sickness Deduction Form at the end of each month and forward this to Payroll so that salaries can be adjusted accordingly. Evidence of sickness benefit received from an employee should be kept with the return-to-work interview forms.

## 2.10 Additional information for Gibraltar

- Where sickness absence exceeds three calendar days, you must submit a Medical Certificate supporting the absence.
- Consecutive Medical Certificates to cover the entire period of absence should be submitted thereafter.

## 2.11 What stops and what continues during sickness absence

When sick pay ends, your salary and any fixed or shift allowances will stop.

These things **will continue**:

- Benefit funding (if paid).
- Pension funding (see below for further information).
- NatWest Group Benefit elections (see below for more information).
- Building up holidays.
- Job Need Car.
- Discretionary Bonus (if eligible and pro-rated where applicable).
- Season Ticket Loan. If pay is not enough to cover this, you'll need to set up a direct debit or give the ticket back.

### For NatWest Group Benefit elections

When your salary stops, your pay might not be enough to cover your NatWest Group Benefits elections anymore. If so, you'll need to change or reduce some of your elections.



### Information for line managers

If you're a line manager and you know when your employee will be back, all benefit elections will continue. Just make sure you key the employee's return date in Workday.

If you don't know when the employee will be back at work, benefit elections continue except for childcare. This will stop until the employee comes back to work.

### Defined Benefit Pension Plan & Retirement Savings

If you're in the DB Pension Plan or making contributions to the Retirement Savings Plan, your membership will be unaffected and, unless you elect otherwise your contributions will continue.

## 2.12 Statutory sick pay (SSP)

- When Group sick pay ends you might still be entitled to Statutory Sick Pay (SSP). However, you can only have up to 28 weeks of SSP. For example, if you've had 26 weeks of Group Sick Pay, you may still get two more weeks of SSP.
- You can't get SSP for the first three days you're off.
- If you're based in Great Britain or Northern Ireland, you must have given a fit note for more than seven calendar days of illness.

### How much SSP can you get?

- Entitlement to SSP resets after you've been back at work for a full eight weeks.
- Payroll will calculate this and pay any SSP you're owed – you or your line manager don't need to do anything.
- You should refer to the HMRC website for more information.

### Sometimes both Group Sick Pay and SSP stops

- If both Group Sick Pay and SSP are coming to an end, and you're not ready to come back to work, you can use any holiday you've built up if you want to.
- This can give you more time with full pay before sick pay stops completely. You should also get in touch with the Department of Work and Pensions as there may be some state benefit you're entitled to.

### 3. Sickness absence triggers

Sickness absence triggers are designed as a prompt to a line manager to take the appropriate supportive action when one is reached.



#### Information for line managers

It's up to you to track when an employee has reached a trigger. To do this, look back at past absences on Workday. You should be looking for any patterns that concern you as well which may require further conversations with the employee.

#### 3.1 Types of triggers

There are three types of triggers.

1. Short term or frequent.
2. Long term.
3. During a probationary period.

##### Short term or frequent triggers

For employees in Great Britain and Offshore this trigger is reached when:

- You're off ill for the fifth time in a 12 month period.
- You have over 14 continuous calendar days of absence.
- You have two or more occasions of absence totalling more than ten working days in the last 12 months.

We adjust these numbers if you work part-time or compressed hours:

Number of working days a week	5	4	3	2	1
Pro-rata absence trigger	10	8	6	4	2

If you work a non-standard working day (e.g., four hours), we'll still treat it as one working day.

For employees in Northern Ireland and Republic of Ireland this trigger is reached when:

- You're off ill for the fifth time in a 12 month period.
- You have over 14 continuous calendar days of absence.
- You have a total of 14 working days or more of absence in a rolling 12 month period.

##### Long term triggers

Across all jurisdictions, the trigger any continuous absence lasting longer than 14 calendar days.



#### Information for line managers

If you're a line manager and want more information on what to do with long-term absence go to What to do if someone's going to be off for more than 14 days.

## Triggers during probation

For employees in Great Britain and Offshore, the triggers apply:


- The second time you've been off ill.
- If you're absent for more than five working days.

For employees in Northern Ireland and Republic of Ireland the trigger is a second absence.

## 3.2 What happens if a trigger is reached

If a trigger is reached line managers must review the situation and take appropriate action. This may include:

- Exploring relevant wellbeing support available through the Wellbeing Hub (Human Resources > Wellbeing). Referring to Occupational Health or our Employee Assistance Programme for advice and support.
- Considering reasonable adjustments, for example:
  - A temporary reduction in hours or duties
  - Changes to an employee's workstation or equipment needed to do their job
- In some cases, disciplinary action may be appropriate.
- If an employee reaches the trigger during their probationary period, line managers should tell them that further absences may result in their employment with the Group being terminated.

 Line managers should consult HR before deciding to terminate someone's contract whilst they're on probation. We'll look at each case and the circumstance before a decision is made. Type 'Probation' into **Ask Archie** for further support.

## 3.3 If you're a line manager considering disciplinary action

Sometimes it's appropriate to move to disciplinary action for absence. This is about encouraging improved attendance but also to formally warn employees when their attendance isn't acceptable.


- However, disciplinary action shouldn't be an automatic reaction to an employee reaching a trigger. Triggers are there so you know when to take extra action.
- In lots of cases that might just be having a conversation to see if help is needed, rather than starting disciplinary action.
- As part of the conversations, you should see if they need extra support and make any workplace adjustments to try and help.

Examples of when disciplinary action could be considered include:

- An employee doesn't keep in touch as agreed whilst they're off.
- They don't send in their fit notes or other medical forms.
- Their attendance is unacceptable because of the amount of time they've had off.
- They've gone over a trigger, we've talked to them, given them help, but they keep taking a lot of time off.

Disciplinary action probably wouldn't be considered if:

- They've had time off for treatment that will help them improve their attendance in the future or
- If they're off sick when they're pregnant.

 If you've read this guidance and you're not sure if you should move to disciplinary action you can consult HR. Type 'Disciplinary' into **Ask Archie** for further support.

**Here's some example situations and how to approach them:**

**An employee's had three periods of absence, totaling 12 days, all related to back pain.**

1. Arrange to meet with them.
2. Talk to them about how much time they're having off, that you'd like to see it get better, and that there are things we can do to help.
3. Ask them what treatment they're getting.
4. Ensure your employee's workstation is set up properly by completing a Workstation Assessment form (Human Resources > Working here > Life Balance > Workplace adjustments).
5. Ensure your employee is aware of the wellbeing support for musculoskeletal health issues on our Wellbeing Hub.
6. If you feel like further support is required from Occupational Health, you'll need to consult HR. You can do this by typing 'Occupational Health' into **Ask Archie**.
7. Encourage them to let you know if they need more help.
8. Don't start disciplinary action but tell them that you're hoping to see an improvement and that you'll keep reviewing their absence levels.

**An employee's been off for three weeks with depression, and it's the first time they've been off.**

1. Arrange to meet with them to see if they need any support now they're back.
2. Ensure your employee is aware of the wellbeing support available to help with mental health issues. Visit the Wellbeing Hub for further information (Human Resources > Wellbeing).
3. If you feel like further support is required from Occupational Health, you can consult HR. You can do this by typing 'Occupational Health' into **Ask Archie**.
4. Don't start disciplinary action for absence this time – focus on supporting them and helping them return to work.

**An employee always calls in sick on a Monday always saying they have a migraine.**

1. Arrange to meet with them.
2. Let them know there's a pattern that's concerning you & ask them if there is a reason behind it.
3. Agree what you'll both do to improve their attendance.
4. If there is a reason and they need further support, make sure you point them in the right direction. For example, this could be to our Wellbeing Hub (Human Resources > Wellbeing).
5. If you think their reason isn't acceptable (for example they go out late every Sunday), you could consider disciplinary action. Type 'Disciplinary' into **Ask Archie** for further support with this decision.

**An employee's already on a disciplinary warning for absence, but you're seeing little or no improvement in their attendance.**

1. Have a return to work meeting
  - o Go over their time off.
  - o Ask why they're still taking so much time off – has anything changed?
  - o Ask what they're doing to help improve the situation.
  - o Ask whether there's anything else we can do to support.
2. Depending on their answers, you could consider moving to the next stage of disciplinary action. Type 'Disciplinary' into **Ask Archie** for further support with this decision.

## **4. How we support colleagues through sickness**

**Support is available through:**

- Putting workplace adjustments in place.
- Referral to Occupational Health (OH).
- Various sources through our Wellbeing Hub.

## 4.1 Workplace adjustments

**A workplace adjustment will be needed when:**

- The medical certificate or fit note from the relevant medical professional suggests it.
- Occupational Health recommends one to be put in place.
- You and your line manager have talked about your health issues, and you think it might help.

**What workplace adjustments could you have?**

- A temporary or permanent change to your working hours.
- Changes to duties and targets.
- Short breaks during the day.
- Working from a different Group office or working from home.
- Giving you technology or equipment to help.

Once a reasonable adjustment has been agreed, it should be recorded on a Workplace Adjustment Form (Human Resources > Working here > Life balance > Workplace adjustments).

This will also help if you move to another job because it will show your new manager the support, we've agreed to give you.



### Information for line managers

You'll need to make sure you agree how often you'll review workplace adjustments with your employee to see what's working and what's not. They'll also be able to let you know if their condition gets worse, better or changes in any way.

Supporting people with workplace adjustments is the right thing to do, but in some cases, we need to do it for legal reasons.



If you're not sure you can give your employee what they need, type 'Workplace Adjustment' into **Ask Archie** for further support.

## 4.2 Rehabilitation plans

Depending on the circumstances, your line manager might give you a rehabilitation plan for when you're well enough to return to work. The aim of a rehabilitation plan is to help you get back to work.

There are a few situations where you might need a rehabilitation plan.

It could be if you were off for a long time (around four weeks or more). Or if you're not completely fit but can come back to do some work and expect you'll be fully fit soon.

**A plan should never last longer than the absence.**

It's reasonable for a plan to last one week for every month you've been off, but normally it would never be over 12 weeks. So, if you've been off for three months, you should have a plan that lasts three weeks.



If you or your line manager think you need longer on a rehabilitation plan, your line manager should consult HR through **Ask Archie**.

**We'll keep paying you during your plan.**

If Group Sick Pay didn't stop whilst you were off, you'll get paid like normal during your plan.

If Group Sick Pay stopped whilst you were off:

- You'll be paid for the hours you work during the plan.
- If you want to, you can use some holidays if you want some time at full pay.

If you are returning on a rehabilitation plan after being on Long Term Disability or Disability Cover you can find further information in either our Long Term Disability or Disability Cover policies and support packs (Human Resources > Absence). This includes details of pay during the plan.



If you're a line manager looking to adjust pay so that an employee is only paid for the hours they work, you'll need to **Ask Archie** for further support.

#### The following things should be included in a rehabilitation plan:

- A start and end date.
- Hours and days you'll work during the plan.
- What duties you'll do and/or what you won't do.
- What we'll do to help you get back to fully doing your job again (temporary workplace adjustments).
- A timeframe to get you back to their full duties.
- What we'll pay you.
- When we'll review your progress.
- Any advice from Occupational Health or relevant medical professional.



#### Information for line managers

Each case is different so, as a line manager, use your judgment. If you're dealing with a more complex case, consult HR through **Ask Archie**.

## 4.3 Occupational Health

Occupational Health (OH) can give us a medical opinion when health issues are affecting someone at work, or stopping them from coming in.

They might suggest a referral to OH if advice is needed on:

- Whether you're fit to do your job.
- How long you might be off.
- A rehabilitation plan or workplace adjustments to help you come back to work.
- Whether you might be eligible for one of our long term sickness benefits after Group Sick Pay stops. You'll find more information in either our Long Term Disability or Disability Cover policies and support packs (Human Resources > Absence).

#### What Occupational Health will do

OH will:

- Call or meet you to discuss your health.
- Take you through a health assessment.
- Give their advice on your condition.
- Make recommendations about what your line manager can do to support you.
- Sometimes they'll ask for medical reports from a GP or a treating specialist to help them give the right advice.



When an employee has a long-term illness or an illness that affects their work, you can consult HR for further advice. You can do this by typing 'Occupational Health' into **Ask Archie**.



## 4.4 Wellbeing support

We have a variety of wellbeing tools and information available to support physical and mental health on our Wellbeing Hub (Human Resources > Wellbeing).

You can find information and support on a range of health topics, e.g., emotional wellbeing and resilience, musculoskeletal health, sleep, and reproductive health.

The Wellbeing Hub will also provide guidance on how to access support from our Employee Assistance Programme, Virtual GP service, physiotherapy support services and the Bank Worker's charity.

### Who to speak to if you need wellbeing support.

The Employee Assistance Programme is a free, independent, and confidential service that can support you in all aspects of your wellbeing. You can speak to one of the consultants 24 hours a day, 7 days per week.

Call them on 0808 234 5303 in the UK, 1800 938 707 in Ireland or 00 44 203 936 1239 if you're in Gibraltar.

You can also go online. You'll need these details:

- Employee Assistance Programme
- External access: [www.guidanceresources.com](http://www.guidanceresources.com)
- Web ID: NATWEST
- Change the flag icon to choose your location

You can also download the app which will provide 24/7 access to support and information. Search for "GuidanceResources" in your app store to install the mobile app.

### Information for line managers

If you're concerned about the wellbeing of a colleague, think they may need support or someone to talk to, (with their permission) you can refer them to the Employee Assistance Programme.

As a manager you can also speak to one of the consultants through our confidential Employee Assistance Programme. They can help you with situations that you're finding difficult or give you advice on dealing with sensitive issues.

## 5. Fit Notes – certifying sickness absence

Healthcare professionals' issue fit notes or medical certificates to people to provide evidence of the advice they have given about their fitness for work.

- We need a fit note or medical certificate because it's how we confirm an employee is not well enough to work.
- Sometimes it lets us know when they might be fit for work or if we can make some adjustments to help them.
- Employees should upload a photo of the note to Workday.

### Information for line managers

Always prompt your employee to upload a fit note or medical certificate if they've not done it within a reasonable timescale.

If you've tried a few times but your employee still hasn't sent one, keep a note of when you've contacted them to ask for it. Also see If someone's taken time off but hasn't kept in touch or isn't doing what we expect while they're off sick.

### 5.1. If you're based in Great Britain or Northern Ireland

If you've been off for more than seven calendar days, you'll need to get a fit note from one of the following healthcare professionals:



- General Practitioner (GP).
- Nurse.
- Occupational therapist.
- Pharmacist.
- Physiotherapist

In some areas the fit note can be issued electronically and therefore no wet signature will be available. This will still be sufficient for Workday.

## 5.2. If you're based in Republic of Ireland

If you've been off for four calendar days or more, you'll need to get a medical certificate from your GP.

## 5.3. If you're based Offshore

- In Jersey, Guernsey and Gibraltar where the sickness absence exceeds three calendar days, you must submit a Medical Certificate.
- In Isle of Man, where the sickness absence exceeds fourteen calendar days, you must submit a Medical Certificate.
- For all Offshore jurisdictions, consecutive Medical Certificates to cover the entire period of absence should be submitted thereafter.

# 6. Holidays and sickness absence

**Does holiday stop building up while I'm off sick?**

No. It'll keep building up like normal.

**Can I take holiday whilst I'm off on long-term sickness?**

- Yes. Taking holiday whilst off can give you extra time at full pay if you're close to running out of (or have run out of) sick pay. It's important you understand you won't be able to take this holiday when you come back to work so you might want to think about if this leaves you enough time off when you come back.
- You'll need to advise HR that your employee will be taking holiday and to ensure payment is made. You can do this by typing 'Holidays whilst off sick' into **Ask Archie**.

**What should I do with the holiday I've built up?**

- Once you come back to work, you'll need to take the holiday time you've built up while you were off as soon as it's practical or carry forward a maximum of 28 days (including Bank Holidays) into the following calendar year.
- In ROI it's different. You can carry forward a maximum of 20 days (including Bank Holidays) into the following calendar year.
- We won't make one-off payments for the holidays people don't use.
- Refer to the Holiday & Other Leave Policy for more information on available leave (Human Resources > Absence).

**What if I'm sick whilst on holiday?**

If you're sick whilst on holiday, you'll be able to take their holiday another time. You should cancel your annual leave and record your sickness absence on Workday.

## 7. Meeting with an employee during long term absences

If you're off for more than two weeks and there is no return date, it is good practice for a line manager to organise a face to face meeting within the first four weeks of absence.

This is an opportunity to understand how they can support the employee further.

### Information for line managers

#### 7.1 Arranging a meeting

- Agree when and where to have the meeting:
  - It could be at their home, work, or some other location that's quiet and private. The important thing is that it's somewhere you both agree on.
  - Use your discretion as their manager to make this as appropriate as possible.
- Make sure they know that the meeting's about giving support:
  - It's not about 'checking up' on them. Let them know that, if they want, they can have a family member or friend sit in on the meeting.
- Take a colleague with you:
  - You might want someone to take notes – that way you can both focus on the conversation, while someone else is noting down what you need to follow up on.
  - Make sure the employee knows you'll have an extra person with you and let them know they'll get a copy of the notes too. It's worth reassuring them that the notes won't capture everything, especially sensitive or personal information they've shared. The notes will capture the main points of information and any actions you've agreed.

For further information on how to support a colleague on long term sickness, please see [If someone's going to be off sick for more than 14 days](#).

## 8. When an employee returns to work

### 8.1 Return to work discussions

A return to work discussion should take place in the following situations:

- If you've been off ill for a long time.
- If you're about to reach a sickness trigger and there's concern about how much you've been off.
- If there are concerns about your wellbeing.

### Information for line managers

If your employee was off for a short while or with a more minor illness (including a migraine, simple cold or covid 19), there may not be any need for a meeting. You could just have a chat to check they're ready to return. Where a return to work discussion is required, it's recommended that you complete a return to work form on [Workday](#). No matter what you decide, you should always welcome your employee back to work. And if you're not about, you should ask someone else to do it for you.

### Information for line managers

## 8.2 How to organise a return to work discussion

### Before the meeting

1. Plan time in your diary and make sure you have a private room or area to speak in. Try to book the meeting for their first day back so they feel welcomed and to have a chance to discuss any concerns they might have straightaway.
2. Gather information on all their absences within the past 12 months from Workday, such as fit notes/medical certificates, OH reports, rehabilitation plans and previous return to work forms. To find completed return to work forms in Workday, type 'RTW Discussion - v2' within the search bar).
3. Work out if they've reached, or are about to reach, a sickness trigger.
4. Find out how much sick pay they're still entitled to and check if this might stop if they're off again.

### During the meeting

1. **Welcome your employee back:** ask how they're feeling and check that they feel well enough to be back at work.
2. **Discuss why they were off:** ask them to share any information about their absence, including any medical condition, treatment or support they're getting.
3. **Ask what they need:** find out if there's anything they might need, like time off for hospital appointments, physiotherapy, or anything else. As well as seeing if we can support them – see How we support people.
4. **Talk about work issues:** if you think you need to, ask them if there are any work issues that might be affecting their attendance or how well they can work.
5. **Update on anything they've missed:** fill them in on any news, activities or changes they might not know about, including learning modules.
6. **Discuss Group Sick Pay:** if their pay stopped while they were off, make sure they know it'll start again from today. If they're returning on a rehabilitation plan, you'll need to tell the employee that they'll be paid for the hours they work during the plan. If Group Sick pay might stop the next time they go off ill, make sure they understand this might happen.
7. **Take notes:** You can use these to complete the return to work form on Workday.

### After the meeting

1. Complete the Return to Work form on Workday.
2. Store any relevant documents related to the absence appropriately - this could be rehabilitation plans or notes of conversations.
3. If Group Sick Pay stopped while they were off ill:
  - Ensure the absence dates are accurate on Workday. When the absence comes to an end it will automatically restart their pay. If the absence ends after payroll cut off, pay will restart in the following month and will include any back payments or,
  - If the employee is returning on a rehabilitation plan and working reduced hours you'll need to **Ask Archie** for advice so they only get paid for the hours they work.
4. Follow up on any actions you agreed.



If your employee gave you a fit note saying they're fit for 'some work' and you need some advice on how to help them or you want advice on a rehabilitation plan, **Ask Archie**.

## 9. When to speak to HR



If you can't find the answer to your question in this policy, or you're a line manager dealing with a complex sickness absence query and need additional support, type 'Managing Sickness Absence' into **Ask Archie**.

### What is a complex absence case?

### Complex absences are situations like:

- When someone's off with a life-threatening illness.
- When the illness is related to something at work – like going off with stress because of a difficult relationship with a colleague.
- When someone's off while they're facing disciplinary action for misconduct or have raised a grievance themselves.



As a line manager it's important for you to manage these types of absence correctly and confidently. Always **Ask Archie** if you need further advice or support.

# 10. Scenarios

## 10.1 An employee's sick on a day they're supposed to be working

For Managers	For employees
If someone's sick on a day when they're supposed to be working	If you're sick on a day when you should be working
<p><b>What you need to do</b></p> <ol style="list-style-type: none"><li>1. Your employee should make you aware that they are sick at least 30 minutes before their normal start time if this is practical. Once you have been notified you should key the absence into Workday.</li><li>2. Understand from your employee: 1) if they need any support and 2) how and when you'll speak to each other while they're off.</li><li>3. If they think they could be off for more than seven calendar days (or four in ROI), they'll need to upload a fit note from a relevant medical professional to Workday.</li><li>4. Review the absence details on Workday. You need to do this on the first day they're off.</li><li>5. Think about whether it's worth sending your employee a copy of our sickness policy and support pack (for example, if they're likely to be off for some time).</li><li>6. You also need to review their absence over the last year to see if there's any recurring illnesses, high levels of absence that we need to follow up on, any concerning patterns of absence or if they might run out of sick pay (see Sick pay and Sickness triggers).</li></ol> <p><b>When they come back to work</b></p> <ol style="list-style-type: none"><li>7. Welcome them back and check they're up to speed with anything that's changed while they were away.</li><li>8. If you need to, have a return-to-work discussion. You might not need to if they've only been off for a short time, for example with a migraine, cold/flu or covid 19. But if they've been off for a while, you're worried about their wellbeing or they've been taking a lot of time off, then you'll need to do this.</li><li>9. If you had a return-to-work meeting, record the discussion on the return to work form on Workday.</li></ol>	<p><b>What you need to do</b></p> <ol style="list-style-type: none"><li>1. If you can't come to work because of sickness, make your line manager aware at least 30 minutes before your normal start time if this is practical. Your line manager will key your absence into Workday. If this is not possible, your line manager can do this on your behalf. The longest period of time you think you'll be absent should be logged on Workday. This can be reduced should you return to work earlier than expected.</li><li>2. If you're going to be off for more than seven calendar days (or four days if you're in ROI) you'll need to upload a fit note from a relevant medical professional to Workday. Your absence may need to be logged again (concurrently with previous dates) if it extends longer than initially expected.</li><li>3. Do everything you can to get yourself well again, like seeing your GP, looking after yourself, exploring the wellbeing support available and following medical advice.</li><li>4. Update your manager if anything changes. For example, if your reason for being ill changes, you think you'll be off longer, or your manager could help you with anything – especially if it may help you back to work.</li><li>5. If you're away from work when your payslip goes online, it will still be available to view on Workday.</li><li>6. When you're ready to return to work, let your manager know. They might organise a return to work discussion with you. Remember that there are lots of things we can do to help you if you're having trouble at work (like changes to your work environment). See How we support people through sickness.</li><li>7. Make sure your absence dates are correct on Workday and provide any details about your absence when prompted. This will trigger your manager to receive the return-to-work form.</li></ol>

10. Make sure the absence dates on Workday are accurate and amend if required.

## 10.2 An employee is going to be off sick for more than 14 days

For Managers	For employees
If someone's going to be off sick for more than 14 days	If you're going to be off sick for more than 14 days
<p>If someone's off sick for 14 continuous calendar days, it's called 'long-term sickness absence'. There are two main types:</p> <ul style="list-style-type: none"> <li>Planned absence: for example, when your employee has a scheduled operation. (Also see If someone's having scheduled surgery for a medical reason.)</li> <li>Unplanned absence: for example, if someone has an accident or is ill due to depression.</li> </ul> <p>But how you manage both is similar.</p> <p><b>What you need to do</b></p> <ol style="list-style-type: none"> <li>Find out when their absence will start, and how long they'll be off for. Remember that if it's an unplanned absence then they might not be able to tell you this.</li> <li>You should key their absence into Workday, including the day they plan to come back to work. The absence needs to be recorded on the first day they're off.</li> <li>Specialist Advice People Team might get in touch with you to let you know if your employee can get extra support.</li> <li>Agree how and when you'll speak to each other while they're off to see how they're getting on. It might be that weekly calls (or even less) are enough – whatever feels right in the situation.</li> <li>If they're off for more than two weeks and you don't have a return date, it's usually a good idea to organise a face-to-face meeting. Regardless, you should always try to meet with them within the first four weeks of their absence. (See How to arrange a meeting with an employee on long-term sickness.)</li> <li>But use your discretion. Remember this meeting is a supportive measure. It's not just about finding out when the employee can return to work. It's</li> </ol>	<ol style="list-style-type: none"> <li>Your absence may be planned: for example, a scheduled operations or unplanned: for example, an accident. In both cases your line manager will key the absence into Workday. If this is not possible, your line manager can do this on your behalf. The longest period of time you think you'll be absent should be logged on Workday. This can be reduced should you return to work earlier than expected.</li> <li>Agree how and when you'll speak with each other while you're off. If you're going to be off for more than two weeks, your manager will talk to you about meeting up. If you're off for longer, you and your manager can agree how often to speak and meet up.</li> <li>Make sure you either upload any paperwork such as a medical certificate or fit note on Workday or share it with your line managers to store appropriately.</li> <li>Your line manager will also tell you how much sick pay you're entitled to.</li> <li>If you want to access your payslips while you're off, you can view these on Workday.</li> <li>Think about if there's anything your manager can do at work to make it easier for you to come back, for example a gradual return to work, or changes to your working environment. Your manager will be in touch to talk about this. (See How we support people through sickness.)</li> <li>Make sure you update your manager and Workday if anything changes, especially if you agreed a date for coming back to work and you don't think you'll be able to make it.</li> <li>If you want to keep system access whilst you're off, you need to inform your manager that you wish to do this. Your manager will update the group control system to keep access, and you will need to log in at least once every 90 days to keep your remote access active.</li> </ol>

also about keeping in touch, showing we care and keeping employees informed about what's happening in the Group whilst they're off.

7. Make sure you have the right paperwork from them uploaded onto Workday – like a medical certificate or fit note. This makes sure we have it in case we need it in the future.
8. Work out their sick pay. Make sure you tell them how much they're entitled to, and how long for. You should also let them know that it can run out, and that we might stop or withhold sick pay if they don't do what we expect of them (like keeping in touch). You will receive a notification from HR when your employee's sick pay is due to run out. It's your responsibility to let them know when that's going to happen.
9. Talk to them about any changes we can make at work to help, for example a gradual return, or workplace adjustments (See How we support people through sickness.)
10. If their absence was planned, and they end up needing more time off than they originally said, you should arrange to talk about this. Consider whether a referral to Occupational Health could help.
11. If someone's been off sick for a long time and they've had an up-to-date medical assessment that says they won't be able to come back to work any time soon, type '**Managing sickness absence**' into Ask Archie for further guidance.
12. You should discuss with your employee if it's appropriate to maintain system access whilst they're off and agree how system access will be maintained. You can opt to retain basic access rights for your employee when completing a Suspend User Account form on Service Line Express (SLX). You will also need to remind your employee to log in to the system at least once every 90 days to keep their remote access active.

### When they come back to work

1. On the first day they're back to work, ask your employee to check their absence dates on Workday to ensure they are accurate.
2. Consider if you want to have a return to work meeting with them. You will receive the return to work content in your Workday inbox to action to record any discussions you have.
3. You can view sickness absence information about your employees within the 'My Team Management' area of Workday on the 'RTW discussion' report.

### When you're back

1. Ensure absence dates on Workday are accurate and provide brief details about your absence or needs on return.
2. Your manager may have a return to work meeting to discuss your absence. If they do, they will complete a return to work form which will be sent to you on Workday for you to acknowledge.

4. If their Group sick pay stopped while they were off, it will start again automatically when you close their absence.

Follow up on anything you agreed during the return-to-work meeting.

### 10.3 An employee needs to go home early due to illness or has an accident whilst working

For Managers	For employees
If someone needs to go home early due to illness or has an accident whilst working	If you need to go home early due to illness or have an accident whilst working
<p><b>What you need to do</b></p> <ol style="list-style-type: none"> <li>1. If your employee needs to go home or log off early (or starts work late because they weren't feeling well), it still needs to be recorded on Workday. A decision should be made if it's appropriate to log the absence as full or half day depending on the time the employee leaves.</li> <li>2. You should key their absence into Workday. The absence needs to be recorded on the first day they're off.</li> <li>3. If it's happening often then you should arrange a return to work discussion to talk about it. See If someone's taking a lot of time off sick.</li> <li>4. If someone needs to go home because they've had an accident at work, you should also get more information about health and safety and incident reporting on the intranet (HR &gt; Changing your work environment &gt; Health &amp; Safety).</li> </ol>	<p><b>What you need to do</b></p> <ol style="list-style-type: none"> <li>1. Tell your manager what's wrong and that you're leaving/logging off (if they're not available, speak to someone else who can pass the message on or send an email).</li> <li>2. Your line manager will key the absence into Workday. If you can't log your absence, the manager can do this on your behalf. You should agree with your manager if the day you go home is to be recorded as a full or half day depending on the time you leave.</li> <li>3. On your first day back, ensure your absence dates are accurate on Workday and log any additional information about your absence.</li> </ol> <p>If you're taking a lot of time off, your manager might want to have a return to work discussion with you when you come back.</p>



## 10.4 An employee's taking a lot of time off sick

For Managers	For employees
If someone's taking a lot of time off sick	If you're taking a lot of time off sick
<p><b>What you need to do</b></p> <ol style="list-style-type: none"><li>1. Check your employee's past days off when you're recording their most recent absence on Workday.</li><li>2. Also see if they're near or have reached any sickness triggers.</li><li>3. When they're back at work, ask them to ensure their absence dates are accurate on Workday and arrange a meeting to talk about what you can both do to help.</li><li>4. Try to find out if there are any non-health related issues that are stopping them coming into work that you can help with. Are they stressed about their workload? Or having problems at home? If so, share the available Wellbeing support (HR &gt; Wellbeing) and understand how you can support them (How we support people through sickness). Just remember to treat each case individually.</li><li>5. If you're very concerned about how much they're off, then you might need to move to disciplinary action. If you're considering this, read If you're a line manager considering disciplinary action.</li></ol>	<p><b>What you need to know</b></p> <p>Your manager might need to investigate this. They'll check your number of days off and if it's reached one of our sickness triggers, they'll talk to you about why you've been off so much, and to see if there's anything they can do to help.</p> <p>If there are continuous problems with the amount of time you're off, they might have to start disciplinary action. Speak to your manager if you have any questions.</p>

## 10.5 An employee needs to take time off but they're not sick

For managers	For employees
If someone needs to take time off but they're not sick	If you need to take time off but you're not sick
<p>For example, if their child is ill, they need to go to a medical appointment or make arrangements for a dependent.</p> <p><b>What you need to do</b></p> <p>You need to follow our Holiday and Other Leave policy (HR &gt; Absence)</p>	<p>For example, if your child is ill, you need to go to a medical appointment or make arrangements for a dependent.</p> <p><b>What you need to do</b></p> <p>Speak to your manager and they'll start using our Holiday and other leave policy, rather than our sickness absence one (HR &gt; Absence).</p> <p>Make sure you're really clear with your manager about why you need the time off because they will want to make sure they give you the right kind of leave.</p>

## 10.6 An employee's ill when they're on holiday

For Managers	For employees
If someone's ill when they're on holiday	If you're ill whilst on holiday
<b>What you need to do</b> <ol style="list-style-type: none"><li>1. Your employee should let you know as soon as they're ill (as long as it's practical).</li><li>2. Your employee should cancel their annual leave and you should record their sickness absence on Workday. It's important that this is recorded accurately and that further details about their absence are provided by your employee. (See If someone calls in sick on a day when they're supposed to be working for more information.)</li><li>3. Let the employee take the holiday another time (follow the Holiday and Other Leave policy at HR &gt; Absence).</li><li>4. If you need to, have a return to work meeting when they come back.</li></ol>	<b>What you need to do</b> <ol style="list-style-type: none"><li>1. If you're on holiday and you're ill to the extent that you wouldn't have been able to come into work, tell your manager as soon as you can. They can arrange for you to take the holiday days another time. (Follow the Leave policy at HR &gt; Absence).</li><li>2. You should cancel your annual leave and your line manager will key your sickness absence on Workday. It's important your absence dates are recorded accurately and you provide relevant details about your absence to your manager.</li><li>3. If you're sick for more than seven calendar days (or four for the ROI), you'll need to upload a medical certificate or fit note to Workday.</li><li>4. Your manager might organise a return to work discussion with you when you get back</li></ol>

## 10.7 An employee's having scheduled surgery for medical reasons

For Managers	For employees
If someone's having scheduled surgery for medical reasons	If you're having scheduled surgery for medical reasons
<b>What you need to do</b> <ol style="list-style-type: none"><li>1. Your employee should let you know about their operation as soon as they can. Talk to them about what time they'll need off work, the expected recovery time and what you can do to support them. Occupational Health can also give you advice on what to expect and make recommendations on how to support them back to work. See How we support people through sickness.</li><li>2. If it's appropriate, give them information about the wellbeing support available to them. (HR &gt; Wellbeing)</li></ol>	<b>What you need to do</b> <ol style="list-style-type: none"><li>1. Let your manager know as soon as you can that your doctor (or other medical practitioner) has said you need an operation. There might be some extra support they can give you before or after your operation.</li><li>2. Let them know when you think you'll be able to come back to work (remember to include any recuperation time), and if there's anything they can do to make this easier. For example, a gradual return to work, or changes to your workplace environment. See How we support people through sickness.</li></ol>

3. You should key their absence into Workday, including the day they plan to come back to work. If the employee is unable to you can key this on their behalf. The absence needs to be recorded on the first day they're off.
4. Make sure you stay in regular contact with your employee. You might do this over the phone, or you could go to see them if they're likely to be off for more than a couple of weeks (see If someone's going to be off sick for more than 14 days).
5. When they come back to work, make sure their absence dates are accurately recorded on Workday and they have provided all relevant details about their absence.
6. If required have a return to work discussion and record this on Workday.
7. Follow up on anything you told them you'd do.

#### What you need to know

We count surgery that's part of someone's transition, preventative surgery or surgery supported by the NHS as surgery for medical reasons.

Anyone taking time off for fertility treatment should use the Leave policy (HR > Absence).

3. Your line manager will key your absence on Workday, including the expected return to work date.
4. Your manager will stay in contact with you whilst you are off.
5. When you return to work, you need to ensure your absence dates are recorded accurately on Workday and provide any additional details about your absence.
6. If required, your manager will have a return to work discussion with you when you come back.

#### What you need to know

We count surgery that's part of a gender transition, preventative surgery or surgery supported by the NHS as surgery for medical reasons.

Anybody taking time off for fertility treatment should use the Leave policy (HR > Absence).

## 10.8 An employee's having surgery that isn't for medical reasons

For Managers	For employees
If someone's having surgery that isn't for medical reasons	If you're having surgery that isn't for medical reasons
For example, if they're having cosmetic surgery.	For example, if you're having cosmetic surgery.
<b>What you need to do</b>	<b>What you need to do</b>
<ol style="list-style-type: none"> <li>1. People need to take holiday or unpaid leave or a combination of both – you need to decide with your employee which to choose, so you'll need to consider their wellbeing when you make this decision.</li> <li>2. Find out from them how long they'll need to be off work for (remember to include any recuperation time).</li> <li>3. You should key the holiday or unpaid leave following the usual process on Workday.</li> <li>4. Make sure you stay in regular contact with your employee. You might do this over the phone, or you could go to see them if they're likely to be off</li> </ol>	<ol style="list-style-type: none"> <li>1. You need to take holiday or unpaid leave or a combination of both for these types of procedures. Talk to your manager about how long you'll need off from work, including any recuperation time. Remember that they can decline requests for unpaid leave if they might be detrimental to the business – so it's important you speak to them about this as early as possible.</li> <li>2. Your line manager will key your absence accurately on Workday.</li> <li>3. Your manager may organise a return to work discussion for you when you come back to discuss any further support you may need.</li> </ol>

for more than a couple of weeks (see If someone's going to be off sick for more than 14 days).

5. When they come back to work, have a return to work discussion to understand if they need any further support.
6. Make sure the employee has recorded their absence dates accurately on Workday.
7. Follow up on anything you told them you'd do.

#### **What you need to know**

We count surgery that's part of someone's transition, preventative surgery or surgery supported by the NHS as surgery for medical reasons. See If someone's having scheduled surgery for medical reasons for information about these.

If your employee becomes unexpectedly unwell after their surgery and are going to be off for longer than expected, they should contact you. We'd treat this as sickness absence rather than leave.

#### **What you need to know**

We count surgery that's part of a gender transition, preventative surgery or surgery supported by the NHS as surgery for medical reasons. See If someone's having scheduled surgery for medical reasons.

If you become unexpectedly unwell after your surgery and are going to be off for longer than expected then contact your manager to let them know. We would then treat this as sickness absence rather than leave.

## 10.9 An employee's taking time off but hasn't kept in touch or isn't doing what we expect whilst they're off sick

For Manager	For employees
If someone's taken time off but hasn't kept in touch, or isn't doing what we expect whilst they're off sick	If you take time off without telling your manager, or don't do what we expect whilst you're off
<p><b>If someone's taken time off but hasn't kept in touch: what you need to do</b></p> <ol style="list-style-type: none"> <li>1. Try to speak to your employee to find out why they haven't come to work. You should do this as soon as you can on the first day they don't come in – try phoning them first to check that nothing serious has happened to them.</li> <li>2. Keep trying to reach them, including through their emergency contact. Make sure you keep a note of exactly how and when you tried to get in touch.</li> <li>3. If you still can't get hold of them, you can send them an unauthorised absence letter. Type '<b>AWOL</b>' into Ask Archie to get further support.</li> <li>4. If you don't get a response to this, you might need to stop their sick pay, and start the disciplinary process. See Sick pay and If you're a line manager considering disciplinary action.</li> </ol> <p><b>If someone isn't doing what we expect while they're off sick: what you need to do</b></p> <p>If someone's off sick, there are things they need to do, like keeping in touch with you as agreed, getting medical help, or going to Occupational Health assessments.</p> <p>If they're not doing this, then you might need to stop their sick pay. Don't do this without speaking to HR first– they'll help you decide if it's the right thing to do and whether there's anything else you should do. Type '<b>Sick Pay</b>' into Ask Archie for further support.</p>	<p><b>If you take time off without telling your manager</b></p> <p>If you can't come to work because of sickness, make your line manager aware at least 30 minutes before your normal start time if this is practical. Your line manager will need to key the absence into Workday (See If someone's sick on a day when they're supposed to be working.) If you don't do this, they'll try to get in touch with you by phone, including speaking to your emergency contact.</p> <p>If they can't get in touch with you, they'll send you an unauthorised absence letter. If you don't respond to this, they might stop your Group sick pay and start disciplinary action.</p> <p>This could lead to you losing your job, so it really is important that you keep in touch with your manager and let them know when you expect to be back.</p> <p><b>If you don't do what we expect while you're off sick</b></p> <p>When you're off sick, there are certain things you need to do, like keeping in touch with your manager, getting medical help or going to Occupational Health assessments.</p> <p>If you're not doing this, then your manager might look at stopping your sick pay or starting disciplinary action. See If you're sick on a day when you should be working to check what you need to do when you're off sick.</p>

## 10.10 An employee's off sick and their sick pay is going to end soon

For Managers	For employees
If someone's off sick and their sick pay is going to end soon	If you're off sick and your sick pay is going to end soon
<b>What you need to do</b>	<b>What you need to do</b>

1. It's up to you to keep track of how long someone should be getting sick pay for, and when it should stop. You need to give them at least four weeks' notice if it's going to stop. If you can't, for example if they only have four weeks' sick pay, you should give them as much notice as you can.
2. You don't need to fill in any forms to stop sick pay. It will happen automatically. But if you think sick pay shouldn't stop yet, needs to stop earlier, or you haven't given them notice of sick pay stopping, type '**Sick pay**' into Ask Archie for further support.
3. If both Group sick pay and statutory sick pay are coming to an end, and the employee isn't ready to come back to work, you can talk to them about using any holiday they've built up if they want to. This can give them more time with full pay before their sick pay stops completely. Remember this means they won't be able to take this holiday when they come back to work so they might want to think about if this leaves them enough time off when they come back.
4. You should also tell them to get in touch with the Department of Work and Pensions as there might be some state benefits they're entitled to.
5. In exceptional circumstances an extension to sick pay may be considered. See [Group sick pay extension](#)

You should keep track of your sick pay entitlement. Your manager will let you know four weeks before your sick pay is due to stop or at the very earliest opportunity

#### **If both Group sick pay and statutory sick pay stop**

If this happens and you're not ready to come back to work, you might want to talk to your manager about using any holiday – that could give you some paid time off before your sick pay stops.

Remember this means you won't be able to take this holiday when you come back to work so you might want to think about if this leaves you enough time off when you come back.

You might also want to get in touch with the Department of Work and Pensions. You could be entitled to state benefits.

#### **What you need to know**

You'll keep getting some benefits, and others you won't. See [When Group sick pay stops](#).

## **10.11 An employee's off with a mental health issue**

<b>For Managers</b>	<b>For employees</b>
If someone's off with a mental health issue	If you're off with a mental health issue
For example, anxiety, stress or depression.	For example, anxiety, stress or depression.
<b>What you need to do</b>	<b>What you need to do</b>
<ol style="list-style-type: none"> <li>1. Speak to them and see how you can help. For example, understand if work is contributing to the issue and if can you make any adjustments that will support them.</li> <li>2. Highlight the wellbeing support that is available to them on the Wellbeing Hub (HR &gt; Wellbeing). You will also find resources on the Wellbeing Hub that will help you have a good conversation about mental health and provide the right support as a line manager.</li> </ol>	<ol style="list-style-type: none"> <li>1. Talk to your manager as soon as possible. They might be able to help you with some extra support or changes to your workplace. (See <a href="#">How we support people through sickness</a>.)</li> <li>2. Explore the wellbeing support available on the Wellbeing Hub. (HR &gt; Wellbeing).</li> </ol>

3. Read the How we support people through sickness section to find out more information on the ways we can help.

If you're concerned about your employee's wellbeing and you think they're in danger of harming themselves, the Employee Assistance Programme (EAP) is available to provide immediate, confidential support to your employee. As a line manager, you can refer your employee to the EAP with their permission. EAP can also support you with advice and coaching on what to do next.

If you're managing a complex case and need further support, type '**Managing sickness absence**' into Ask Archie for further support from HR.

If you feel like you need someone to talk to in the moment, the Employee Assistance Programme is a free, independent and confidential support service available 24/7, 7 days a week.

## 10.12 An employee's off with peri-menopausal or menopausal symptoms

For Managers	For employees
If someone's off with peri-menopausal or menopausal symptoms	If you're off with peri-menopausal or menopausal symptoms
For example night sweats, insomnia/fatigue, anxiety or mood changes. <b>What you need to do</b> <ol style="list-style-type: none"> <li>1. Speak to your employee and see how you can support them. For example, can any workplace adjustments be made to support them with their menopause symptoms. (See How we support people through sickness).</li> <li>2. Understand how you can further support your employee through the menopause by reading the information on the Wellbeing Hub (HR &gt; Wellbeing).</li> </ol>	For example night sweats, insomnia/fatigue, anxiety or mood changes. <b>What you need to do</b> <ol style="list-style-type: none"> <li>1. Talk to your manager as soon as possible. They might be able to help you with some extra support or changes to your workplace. (See How we support people through sickness.)</li> <li>2. Explore the wellbeing support available on the Wellbeing Hub. (HR &gt; Wellbeing).</li> </ol>

## 10.13 An employee's off sick with a serious illness

For Managers	For employees
If someone's off sick with a serious illness	If you're off with a serious illness
<p><b>What you need to know</b></p> <p>It can be stressful and upsetting if one of your team is seriously ill. If you need help with what to do Ask Archie.</p> <ol style="list-style-type: none"> <li>1. Agree with your employee who will log the absence on Workday</li> <li>2. Take a look at the Wellbeing hub for support (HR &gt; Wellbeing) The Wellbeing hub has lots of information to help you, including Moments that Matter guides to support with serious illness.</li> <li>3. If you are concerned about the wellbeing of your employee, as a line manager you can refer your employee to the Employee Assistance Programme with their permission. EAP can also help with advice and coaching on how to support your employee through serious illness.</li> </ol> <p><b>For further information on what you need to do if someone's on long-term sick see</b> If someone's going to be off sick for more than 14 days</p>	<p><b>What you need to do</b></p> <ol style="list-style-type: none"> <li>1. Let your manager know and agree who will log the absence on Workday</li> <li>2. Take a look at the Wellbeing hub for support (HR &gt; Wellbeing)</li> </ol> <p><b>What you need to know</b></p> <p>Your manager will want to keep in touch with you during your illness. It will help if you can keep them up to date and let them know when it's best for them to speak to you.</p> <p>If you want to find out what benefits you've elected for health care, critical illness or accidents, you can type '<b>Benefit Elections</b>' into Ask Archie for further support.</p>

## 10.14 An employee's pregnant and needs to take time off

For managers	For employees
If someone's pregnant and needs to take time off	If you're pregnant and need to take time off
<p><b>What you need to do</b></p> <ol style="list-style-type: none"> <li>1. You should have done a new and expectant mothers' and birthing parents risk assessment when your employee told you they were pregnant. If you haven't, please check the information on our health and safety pages.</li> <li>2. You should also check whether there's any support we can give them during their pregnancy. (See How we support people through sickness.)</li> <li>3. Not everyone will be able to go through pregnancy without needing time away from work. Some of this will be planned, like antenatal appointments,</li> </ol>	<p><b>What you need to do</b></p> <ol style="list-style-type: none"> <li>1. If you have an appointment with your doctor or at an antenatal clinic, let your manager know as soon as you can that you'll need to take time off – this won't be treated as sickness absence.</li> <li>2. If you're feeling ill due to your pregnancy, follow the guidance in If someone's sick on a day when they're supposed to be working.</li> <li>3. If you're based in Great Britain, Northern Ireland or Offshore and need to take time off because of a pregnancy-related illness within four weeks of your expected week of childbirth (that's the week in which your due date</li> </ol>



while some of it might be unexpected. If they're unexpectedly ill, you should follow the usual process for absence.

4. If someone based in Great Britain, Northern Ireland or Offshore needs to take time off because of a pregnancy-related illness within four weeks of their expected week of childbirth (the week their due date falls), their maternity leave will automatically start on the day after their first day of absence. If they're already off and it runs into the four weeks before, their maternity leave will automatically start too.
5. If they're based in the Republic of Ireland, their maternity leave automatically starts two weeks before the due date. So, you should treat any absence up until that point in the usual way.

#### What you need to know

There's more information in the Maternity Line Manager Support Packs (HR> Absence).

It's also worth knowing that we wouldn't normally take disciplinary action because of sickness during pregnancy but, if you do have concerns, you can type '**Managing sickness absence**' into Ask Archie for further support from HR.

falls – it's on your MATB1 which you'll get from your doctor or midwife), your maternity leave will automatically start on the day after your first day of absence. (If you're already off and it runs into the four weeks before, your maternity leave will automatically start too.)

4. If you're based in the Republic of Ireland, your maternity leave automatically starts two weeks before your due date.

#### What you need to know

If you need any support while you're pregnant, please speak to your manager. They can talk to you about adjustments we can make for you while you're at work.

## 10.15 An employee has a disability, or a recurring or long-standing medical condition

For managers	For employees
If someone has a disability, or a recurring or long-standing medical condition	If you have a disability, or a recurring or long-standing medical condition
<b>What you need to do</b> <ol style="list-style-type: none"> <li>1. If someone has a disability or a medical condition, speak to the employee in the first instance to understand what impact their condition has on their work and if there's anything they think that would help. Look at the HR web pages on workplace adjustments. (Working here &gt; Changing your work environment).</li> <li>2. You can also ask for a workplace adjustment or rehabilitation plan for the employee yourself if you think it might help them.</li> <li>3. If you agree a workplace adjustment, you and your employee should both keep a record of this on a workplace adjustment form. This will help them if</li> </ol>	<b>What you need to do</b> <p>If you have a disability or a medical condition that makes it difficult for you to work, talk to your manager about it. There might be some support or adjustments that they can offer that will help you.</p> <p>In some cases, they might refer you to Occupational Health.</p> <p><b>If you can think of changes that might help you</b></p> <p>You should speak to your manager about them.</p> <p>Between the two of you, you can work together to find something which will help you at work.</p>

they move to another job because it will show their new manager the support we've agreed to give them. You can find the workplace adjustment form on the HR pages (Working here > Changing your work environment).

4. It's important that you regularly review any adjustments to see what's working and what isn't. You can also make changes to what you originally agreed if their condition gets better, worse or if anything changes. If you agree a change to a workplace adjustment, you and your employee should both keep a record of this on the workplace adjustment form.
5. You can type '**Workplace Adjustment**' into Ask Archie for further support from HR.

#### **If someone's hours change**

If someone's hours change temporarily because of a rehabilitation plan or workplace adjustment, this should be recorded locally. If there's a permanent change, you should arrange for a change of contract.

#### **If you have workplace adjustments**

You and your manager should both keep a record on a workplace adjustment form. This will help you if you move to another job because it will show your new manager the support we've agreed to give you.

It's important that you regularly review any adjustments to see what's working and what isn't. You can also make changes to what you originally agreed if your condition gets better, worse or anything changes.

If you don't think your adjustments are helping, please speak to your manager.