



Temporary Worker Sickness Absence Policy

Signature:

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Our Values



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PURPOSE OF THIS DOCUMENT

This policy explains what you must do if you are unable to attend an assignment due to illness. It applies to all temporary workers supplied by us to work for our client organisations. It is important that sickness absence is reported correctly so that:

- our client is aware of your absence;
- we can manage the assignment appropriately; and
- any entitlement to Statutory Sick Pay (SSP) can be assessed.

Failure to follow this process may affect your entitlement to SSP.

Reporting Sickness Absence

If you are unable to attend work due to illness or injury, you **must notify us directly**.

You must:

- Telephone your branch/contact **within one hour of your assignment start time on the first day of absence**.
- Speak to a member of the team (text messages, emails or messages through the client are not acceptable unless agreed in advance).

When you call, you must provide:

- The **reason for your absence**
- The **date the illness started**
- The **expected duration of your absence** (if known)
- Any information about **when you expect to return to work**

Ongoing Sickness Absence

If you do not know how long you will be absent, you **must contact us every day of your sickness absence**, within one hour of your assignment start time, until you return to work or provide a medical certificate.

This ensures we can keep our client informed and manage the assignment appropriately.

While absent due to sickness, you may be asked to keep in reasonable contact with us regarding:

- your recovery
- your expected return to work
- any medical advice received

Return to Work

You must inform us **before returning to work** following sickness absence so we can confirm arrangements with the client and ensure all certification requirements are completed. In some situations, e.g., in situations of ongoing sickness absence, a Return-to-Work meeting will be requested.

Medical Certification

In order to support any SSP payments, certification is required as below



- **Absences of 7 calendar days or less**
You must complete a **self-certification form** when you return to work, on request.
- **Absences of more than 7 calendar days**
You must provide a **doctor's certificate (Fit Note)** covering the period of absence.

Statutory Sick Pay (SSP)

If you meet the statutory qualifying conditions, you may be entitled to **Statutory Sick Pay (SSP)**.

From **1 April 2026**, SSP is payable **from the first day of sickness absence** (subject to eligibility).

Full details of eligibility, qualifying conditions and payment rules can be found on the UK Government website <https://www.gov.uk/statutory-sick-pay>

Key points:

- SSP is **payable for a maximum of 28 weeks**.
- SSP is **only payable while your assignment remains in place**.
- Clients may **end an assignment at any time and without notice**. If an assignment ends, SSP will normally **end at that point**.

Failure to Follow the Reporting Procedure

You must follow the notification process described in this policy.

If you **fail to notify us of your sickness absence within one hour of your assignment start time**, and do not have a legitimate reason (for example hospitalisation or a medical emergency), you **may not qualify for SSP for the days that were not reported correctly**.

If you are unsure about any part of this policy, please contact your **branch or consultant immediately**.

Review

This policy will be reviewed no less than annually.