

## 4.1.5 Absence reporting procedure

Issue 7

1. If an employee is unwell or not able to attend work, then the employee has a responsibility to contact the company to inform of their absence.
2. The employee must contact the company on the phone numbers below.
  - Text/WhatsApp messages are not accepted.
  - The employee should phone and not friends or relatives (unless employee is incapacitated)
3. **Contact must be made before the shift is due to start.** This can be a phone call (Please leave a message) or by email if it is before people are due to start work. If contact by email then please contact again by phone to confirm reasons for absence.
4. Employee must be able to explain what is wrong, when they expect to return to work and to confirm if any health service support has been sought – GP, Hospital, etc
5. All this information will be recorded and logged.

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|----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|------------------------------|
| Production staff.<br>Packers, Drivers, Orderboard, Warehouse staff,<br>Packaging staff, Line Leaders and Assistants. | Orderboard Office                                            | 01622 845153                 |
| Quality Control and QC Drivers                                                                                       | QC Out                                                       | 01622 805145                 |
| Office staff<br>HR, Commercial, Technical, Maintenance,<br>Accounts                                                  | Direct Line Manager or<br>other manager in their<br>absence. |                              |
| Farm staff and pickers                                                                                               | Office                                                       | 01622 805142<br>01622 845184 |

6. If the employee has vomiting and/or diarrhoea or discharge from their mouth, nose or ears, their managers must legally exclude staff with these symptoms from working with or around open food for at least 48 hours from when symptoms stop naturally (Without using medicines or prescriptions to reduce symptoms). Employees have a legal responsibility to report these illnesses correctly.
7. If the employee has a reportable food poisoning that has been confirmed by a Medical Professional, the employee must not return to work until they have been cleared by a Health professional. This may require testing for the illness and a negative result.
8. If an employee feels unwell whilst they are working, they must report this to a supervisor immediately. A decision can then be made as to whether the person can continue to work.
9. If an employee fails to advise the company within the timescales above, the company reserves the right to enact the disciplinary procedure which could result in warnings being issued. Continued or multiple failures to contact the company in the specified timescales could result in further disciplinary action up to and including dismissal.
10. In all cases of absence, line managers have the right to ensure that food safety is not compromised, personal safety of staff is not compromised and that the person returning to work will be safe and not be at risk. The company has a legal duty to ensure staff can return and so may request doctor's certificates, additional medical reports or seek advice from other medical, mental health, health and safety or occupational health consultants where required.
11. Any employee jeopardising food safety, other personnel or company reputation by failing to disclose their condition or reason for absence may be subject to disciplinary action up to and including dismissal.

## 12. When returning to work

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|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Production and QC staff. | When returning, the Orderboard system will notify the Orderboard supervisor prior to the start of works orders.<br>A return to work should be completed to ensure that the person is suitable to return to work before they are assigned duties. |
| Office staff             | A return to work should be conducted to ensure that the person is suitable to return.                                                                                                                                                            |

13. Persistent absence will be investigated and could escalate to a disciplinary process resulting in warnings up to and including dismissal.
14. Staff are reminded that the company are here to help and support when we can. Speaking up earlier if they are experiencing problems or issues that they might need help and support with. Before problems result in absences, there may be other ways that the company can help.
15. Staff that are unfortunately on long term absence will need to ensure that they keep the company and their line manager updated. The company would ask for regular updates including condition or health of the employee, when they have medical appointments and assessments, if the employee has been advised of changes to work practices that might help them return to work. If agreed in advance, we would also like the opportunity to contact the employee directly to check on their well-being.