



Absence Policy Statement:

This Candidate Absence Policy outlines the guidelines and procedures for managing candidate absences within our recruitment agency. As a temporary worker agency operating under UK law, we recognise the importance of ensuring effective attendance management to meet our clients' staffing requirements while maintaining a high level of professionalism and reliability.

Scope:

This policy applies to all candidates registered with our recruitment agency who are engaged in temporary work assignments on behalf of our clients.

Policy Guidelines:

Reporting Absences:

1.1 Candidates are required to promptly notify our agency of any absence due to illness, injury, or other unforeseen circumstances that prevent them from attending their scheduled work assignment.

1.2 Absences should be reported by telephone to the agency's designated contact person. If the contact person is not available, candidates should leave a voicemail message with relevant details.

1.3 Candidates must provide the following information when reporting an absence: - Full name - Contact number - Assignment details (client name, job title, location) - Reason for absence - Anticipated duration of absence, if known

Notification Timeframe:

2.1 Candidates must notify the agency of their absence before their scheduled start time, or as soon as reasonably possible if the absence is unforeseen. If no communication is received on the day of absence, this will be recorded by the client and ourselves as AWOL (Absent Without Leave).

2.2 If a candidate's absence is due to a medical condition, they should provide a medical certificate from a registered healthcare professional to validate their absence, where applicable.

2.3 In order to be eligible for Statutory Sick Pay (SSP) Candidates are required to notify the agency on day one (1) of the absence. The candidate must inform the agency of their sickness within this timeframe in order to be eligible for SSP.

Managing Absences:

3.1 Upon receiving an absence notification, the agency will: - Document the details of the absence. - Inform the client regarding the candidate's absence and expected return date, if available. - Discuss suitable alternatives with the client to minimise disruption to their operations, if necessary.

3.2 The candidate must maintain regular communication with the agency so they can monitor the progress of recovery or address any concerns related to the absence.





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Repeat or Excessive Absences:

4.1 If a candidate has a pattern of repeat or excessive absences, the agency may initiate a review process to determine appropriate actions, which may include: - Verbal or written warnings. - Reassignment to different roles or clients. - Termination of the candidate's engagement with the agency, based on the severity and frequency of the absences.

4.2 The agency reserves the right to request additional documentation, such as medical certificates, for absences where there is a repeated or frequent pattern.

4.3 The agency reserves the right to terminate a candidate's work if the client of the agency no longer requires the candidate to work due to the frequency of absences that has impacted the client's operations without prejudice.

Confidentiality:

5.1 All information regarding a candidate's absence, including the reason for the absence and any medical documentation, will be treated as confidential and handled in compliance with applicable data protection laws and regulations.

5.2 The agency will not disclose any absence-related information to clients or third parties without the candidate's explicit consent, unless required by law.

Review and Amendment:

6.1 This policy will be reviewed periodically and may be amended or updated as required. Candidates will be notified of any changes to this policy in a timely manner.

NAME:

DATE:

SIGNED:

