

## Absence Reporting Policy

If you are absent from work for any reason, and your absence has not previously been authorised, you must **personally** inform your manager by telephone of the fact of your absence and the full reasons for it as soon as possible, but you must give notice at least 10 hours prior to the start of your next shift. If your manager is not available, then please contact the Duty Manager.

Any unauthorised absence must be properly explained and in the case of an absence of uncertain duration, you shall keep the company regularly informed of its expected duration. You must telephone by 12 noon on each working day of absence unless otherwise instructed by your manager. Do not communicate by text message or leave any voice mail messages on any direct lines as this is incorrect. This may result in the absence being unpaid and possible disciplinary action being taken against you.

Where you are out of the country when taken ill it will not automatically be covered by UK SSP payments.

Immediately on your return to work after a period of absence due to illness, you shall complete a self-certification form (which you can obtain from your Manager) stating the dates and the reason for your absence, including details of sickness on non-working days as this information is required by the company for calculating Statutory Sick Pay (SSP) entitlement. Self-Certification forms will be retained by City Circle.

City Circle will require a Statement of Fitness for Work from your doctor if the absence for whatever reason lasts longer than 7 days or more (including weekends). Thereafter Statement of Fitness for Work certificates must be provided to the Human Resources Manager.

If your absence continues for an extended period, you may from time to time be required to be examined by a medical adviser nominated by the Company and at its expense. You agree to the medical adviser disclosing the results of the examination to the Company in accordance with the Medical Reports Act 1988 and shall provide the Company with such formal consent as may be necessary for this purpose.

If you are taken ill whilst abroad on holiday, then you will need to provide a sick note from a medical practitioner in that country that has been translated into English. This must be forwarded to the company immediately that you receive it. Depending upon receipt of that certificate and the information contained the Company will make a decision as to the status of your absence. You may or may not be eligible for SSP payments for any period of sickness absence taken and will be dependent upon all information relating to your absence.

The efficiency of the Company depends upon you regularly attending work. Long term and/or persistent absence due to sickness or injury jeopardises the Company's efficiency. If you are absent from work due to sickness or injury for a period or periods in excess of 30 working days in any period of 12 months' then the Company may consider terminating your employment.

Repeated or prolonged absences of any nature or absences which have not been communicated in the correct way may result in disciplinary action against you.

Upon your return you must provide a Statement of Fitness for Work from your doctor declaring that you are fit to return to work. You will not be able to return to work until you have produced a certificate from your doctor confirming your fitness. On occasions your doctor may suggest alterations to your working conditions in cases such as this you must make an appointment with your manager to discuss the situation. You will also need to attend a return-to-work interview.

## **Sick Pay**

If you are absent from work due to sickness or injury and comply with the above requirements regarding notification of absence, you will be paid SSP in accordance with the provisions of the Social Security Contributions and Benefits Act 1992 as revised April 2026.

You should be aware that failure to produce Statement of Fitness for Work may result in SSP being delayed.

If the Company is advised by its appointed medical adviser that you are fit to return to work and you do not return, or you refuse to comply with the request, the Company will cease paying you for your absence. Such absence will be deemed as unauthorised unless a valid reason can be provided.

If you are absent from work through injuries caused by the actionable negligence, nuisance or breach of statutory duty of a third party against whom a claim for compensation is to be made and from whom damages may be recoverable by you, you must inform your Manager immediately.

The Company reserves the right to review and amend this policy at any time.