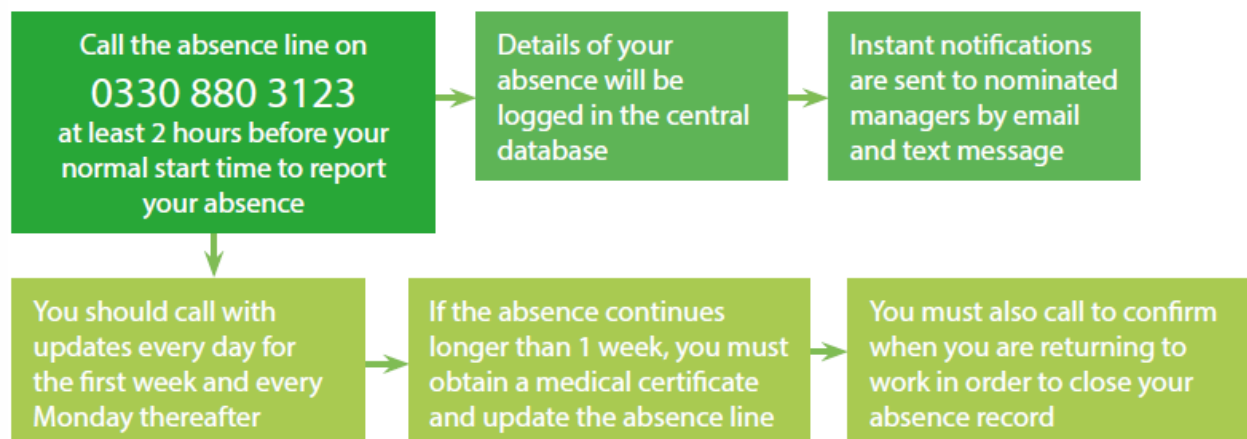


Honeydew Absence Reporting

Vertas provides employees with a dedicated 24/7 absence reporting line. You must call this number if you are unable to come to work.

- Absence reporting is be done by calling the absence line on 0330 880 3123.
- Absence must be reported as soon as possible and at least 2 hours before your normal start time using the above number which will be the only method of contact and is available 24 hours a day, 7 days a week.
- Return to work interviews will be conducted following each absence and recorded electronically.
- Employees' absence will be reviewed if any of the company trigger points are reached.
- Absence for a continuous period of 10 working days or more is considered a long term absence.
- In cases of sickness, after the 7th calendar day of absence employees must provide a doctor's note to Vertas Head Office and retain a copy for their records.
- In some cases Vertas may deem it necessary to refer an employee to an Occupational Health assessment in order to support recovery.

THE REPORTING PROCESS





Vertas Group Limited
t 0330 1758553
e mail@vertas.co.uk
vertas.co.uk



Concertus Design & Property Consultants Limited
t 01473 316600
e enquiries@concertus.co.uk
concertus.co.uk



Opus People Solutions Group Limited
t 0330 1242800
e enquiries@opus.co.uk
opuspeoplesolutions.co.uk

What level of detail will be required from the employee?

The questions that will be asked are:

- What is your employee number?
- What is the cause of absence?
- When was the first day of absence?
- Has a doctor's appointment been arranged?
- Are you taking medication?
- What is the expected return date?
- Confirm a contact telephone number in case management need to contact you

Will the absence line diagnose or recommend treatment?

No

Will they recommend employees refrain from work?

No

Will employees be asked to give medical details?

No, not other than those listed above. If the employee wishes to keep any detail private that is acceptable.

Who will be notified if I call in absent?

Your line manager

Do I need to contact my line manager as well as the absence line?

No, your line manager and senior management will be notified immediately via email and/or text message.

Will any medically confidential information be shared?

No, the reports are limited in detail and consideration is given to confidentiality.

When must employees call in?

At least 2 hours before your normal start time on the first day of absence and with daily updates for the first week. In the event of an absence longer than one week, you will need to call in every Monday and every time a Doctor's note is issued. You also need to call to confirm your return to work date before you return or you will remain recorded as absent.

What types of absence should be reported to the absence line?

You should report all types of unplanned absence such as sickness and time off for dependants to the absence line. You should also use this number to report any planned or authorised absence, like doctor's appointments and compassionate leave but NOT annual leave / holidays. Please continue to book your annual leave in the normal way through your line manager.

Is the absence line open all of the time?

Yes, 24 hours a day, 7 days a week.

Are calls recorded?

Yes. All calls are recorded for training and quality monitoring purposes and retained for 6 months.

How much do calls to the absence line cost?

Calls to 03 numbers from both mobiles and landlines cost no more than a national rate call to an 01 or 02 number and must count towards any inclusive minutes in the same way as 01 and 02 calls.

Who has access to the data?

Managers authorised by the HR department will be given personal logins to access employee records for their own team and/or department.

Do employees have the right not to disclose the reason for their absence if it is of a very sensitive nature?

Yes. In cases of a sensitive nature, the details of the reason for absence can be disclosed privately to your line manager.

Can employees review or edit their absence details?

If necessary, employees have the right to request access to their own absence records and should submit any such request in writing to their line manager. Any data inaccuracies that are reported will be rectified.

What happens to my personal absence records if my employment with Vertas comes to an end?

Absence records will be stored in accordance with the the SSP General Regulations 1982. This means that records are stored securely for a period of 3 full tax years and after that they are destroyed. During this time, only authorised staff will have access to the data and records will not be made available to future employers or other parties.

Is our personal data protected by the Data Protection Act?

Yes, the Data Protection policy is regularly reviewed and is fully compliant with the Data Protection Act. Excellent data storage and security provisions are in place to ensure employee confidentiality.

Suffolk Group Holdings Limited trading as

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Registered in England and Wales with company number 09570600.

Vertas Group Registered Address

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