



The Victoria Inn - Threemilestone  
The Victoria Inn - Roche  
The Norway Inn – Perranarworthal

**"A warm welcome with pub grub - at our tables or delivered to yours"**

## **Sickness Absence Policy**

The Norway Inn is committed to providing service and profitability. To help achieve this aim, it is essential that employees are committed to keeping levels of sickness absence to a minimum in order that high levels of productivity can be maintained.

The Norway Inn believes that any employee with over 8 weeks service who is sick should have some level of salary protection during sickness absence. It is stressed that all payments, over and above Statutory Sick Pay (SSP) are entirely at Inn Cornwall Limited's discretion. However, payments will not be withheld without good reason. If an employee is not going to be paid, they will be given reasonable notice and advised of the reason(s).

### ***Sickness whilst at work***

Employees who feel unwell whilst at work and are unable to continue to work should inform their Manager. Employees should make their own arrangements to travel home. If this is not possible The Norway Inn will make every effort to organise transport.

### ***Notification of sickness***

In the case of sickness or injury, all employees and workers must telephone their manager on the first day of absence. It is expected that unless exceptional circumstances apply, notification of sickness absence will be made at least 2 hours before the time the employee is due to start work in order to give the The Norway Inn plenty of time to organise cover for your work.

1. If unable to attend work you must personally telephone your manager as soon as possible /a minimum of 2 hours before normal start time, on the first day. If the manager is not available, the employee should leave an initial message with a team member and ensure they contact their manager later that day. It is essential that employees actually speak to someone and do not leave



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a message on the any answer phone of The Norway Inn's or any employee's answerphone/mobile or send a text message. Employees should provide the following information:-

- the nature of illness (employees do not have to disclose the nature of their illness if it is of a sensitive nature. However, if the illness is not disclosed the employee may be referred to Occupational Health)
  - the date of expected return to work
  - if the employee has seen or is planning to see their GP
  - where the employee can be contacted
  - when the employee will call again.
2. If the absence continues beyond two days you should make a further phone call to your manager on the third day. Continued phone contact should then be made at least once a week unless alternative arrangements are agreed with your manager. It is the employees responsibility to keep in touch with The Norway Inn If the absence is due to illness or other disability, you must complete a Inn Cornwall Limited Self Certification Form immediately upon your return to work
  3. For any period of incapacity due to sickness or injury which lasts for eight consecutive days or more, a doctor's certificate (Fit Note) stating the reason for absence, a phased return or that you are fit to return to work, must be obtained at your own cost and supplied to your Manager. Further certificates must be obtained if the absence continues for longer than the period of the original certificate
  4. Sick pay is only paid for periods covered by the documentation required above.

If the employee is unable to make the call personally, arrangements should be made for someone else to call on their behalf.

Failure to notify of sickness absence on the first day and to keep The Norway Inn may result in the period of absence being treated as unpaid leave. This may also result in formal disciplinary action.

### **Company sick pay**

Subject to meeting the reporting and certification requirements set out in this policy, the The Norway Inn may, at its discretion, make payment to employees during sickness absence. The payment of continued salary during absences due to sickness should not be seen as an entitlement.

The Norway Inn has a duty to pay Statutory Sick Pay (SSP). The rate of SSP depends upon the employee's normal weekly earnings. However, whenever The Norway Inn pays the employee normal salary for any sickness absence, SSP is deemed to be included and they will not receive an additional amount.

In normal circumstances, salary payment is dependent upon the following rules:-



Length of service	Maximum period of normal salary payment in any 12 month period	Maximum period of half normal salary payments in any 12 month period	Maximum Statutory Sick Pay (SSP) payable by The Norway Inn
Up to 8 weeks	Nil	Nil	28 weeks
8 weeks onwards	2 weeks	2 weeks	28 weeks

The Norway Inn will refuse or terminate payments where, in its opinion, the sickness, injury or prolongation of absence is attributable to negligence or misconduct on the part of the employee.

No employee may do other paid work whilst in receipt of The Norway Inn sick pay or SSP.

**Sickness and affect on holiday entitlement**

*Holiday entitlement in cases of long-term sickness*

Holiday entitlement will accrue whilst an employee is on sick leave. An employee will be entitled to use their holiday entitlement upon their return from sick leave, subject to the approval rules in place.

*Sick before/whilst your holiday*

If an employee is sick before their holiday commences and this prevents them going on holiday, or they are sick whilst on holiday, holiday entitlement can be reinstated for the period covered by a Doctor's Certificate and providing the company's reporting procedures have been met (see Notification of sickness section above).

Should an employee wish to reinstate their holiday entitlement as they were prevented from going on holiday or were ill whilst they were on holiday, a doctor's certificate will be required for the period of time the employee wishes to have reinstated. Where an employee is abroad, the equivalent medical certification relevant to the country will be required. Any charges made by the GP/medical practitioner in this instance will be the employee's responsibility.

**Conduct during sickness absence**

When an employee is absent due to sickness, they are expected to do their utmost to facilitate a speedy return to fitness and to work. The Norway Inn would not normally expect any employee absent because of sickness (unless the employee's GP or specialist advise that any of the following activities or a holiday would aid recovery) to:-



- participate in any activities which are in any way inconsistent with sickness, or which might aggravate the sickness and thus delay a return to work
- undertake any other work, whether paid or unpaid
- engage in manual work around the house, such as home improvements.

### ***Medical certificate***

A Doctor's Certificate is required if the absence is for a period of 8 or more consecutive days (which includes Saturdays, Sundays and public/bank holidays). These are usually provided by a GP free of charge. The Norway Inn reserves the right to require employees to provide a Doctor's Certificate for periods of less than 8 days. Any charges made by the GP in this instance will be the employee's responsibility.

Doctor's Certificates should be sent or passed to the manager by the eleventh day of absence. Failure to obtain or send the Doctor's Certificate could result in the payment of salary being withdrawn.

Should an employee be signed off work for more than one month, The Norway Inn will consider this to be a substantial illness. In this event, the employee should not return to work until they have been advised by their GP that they are fit for work. Upon return to work, the employee and line manager will conduct a 'back to work' assessment to ensure The Norway Inn is providing the employee with the appropriate support and equipment.

Should an employee who has been signed off work by their GP as unfit to work for a period of 2 weeks or less with a minor ailment, eg; Influenza, wish to return to work before the sick certificate expires, they may do so. The employee should discuss their reasons for returning early and any temporary work arrangements, e.g. lighter duties, part-time for a number of days, etc with their manager before returning to work. The Norway Inn reserves the right to require an employee to undergo a medical examination or obtain a certificate signing the employee back to work in any circumstances where there is concern about the employee's fitness to return eg; more serious ailment such as angina, stress, depression.

### ***Return to work***

On return to work, The Norway Inn's Self Certification Form should be completed and passed to your manager for authorisation. After any spell of sickness absence your manager will conduct a 'back to work' interview. This may be a conversation as simple as 'Welcome back, how are you?', or it could be far more extensive. The type of 'back to work' interview will depend upon the nature and duration of the sickness absence and the employees overall sickness record. The interview will:-

- establish if there is any help or support required upon the employee's return to work
- update the employee on what has happened during their absence



- allow the employee the opportunity to explain the reason for their sickness absence.

### ***Prolonged or frequent sickness***

The Norway Inn carefully monitors all sickness absence. Where there is either prolonged sickness or frequent short-term absence, The Norway Inn will work with the employee to ensure that the employee returns to work as soon as it is medically safe to do so. Each case will be treated on an individual basis to determine the most appropriate course of action. Action may include:-

- a request for the employee to attend Occupational Health
- a request to the employee's GP for a medical report
- regular visits by the line manager to the employee's home (with permission) to review progress
- regular progress reports from the employee during absence
- certification of all absences

If employees do not co-operate with any reasonable request which The Norway Inn makes in relation to sickness absence, The Norway Inn sick pay may be withheld or employment may be ended.

*Policy updated March 2021*

*Mark Holden – Company Director*

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