



Sick Pay Exceptions A Manager's Guide

Please note: This is a PDF version of the guide which does not have any interactive functionality (e.g. hyperlinks).

[CLICK HERE](#) to access the interactive version of this guide.

[CLICK HERE](#) to access the exceptions request form.

ROYAL MAIL GROUP

Sick Pay Exceptions Guide

This manager's guide provides guidance on the new sick pay approach and the process for exceptions for employees in non-managerial roles in Royal Mail Group Ltd.

This guide:

- is for use by all managers in Royal Mail Group Limited (including Parcelforce Worldwide but excluding PFSL);
- does not apply to agency workers, contractors, casual workers or self-employed individuals; and
- is effective from 1st October 2023.

In this document, 'Royal Mail Group Limited' will be referred to as 'Royal Mail Group'.

Roles & responsibilities

- > The Chief People Officer (CPO) is accountable for the People Policy and its associated procedures and guidelines
- > The Head of HR Policy is responsible for developing and maintaining this guide
- > Managers are responsible for making appropriate applications for the exceptions process to be considered and following this guide within their areas of responsibility
- > Employees are responsible for providing any information required in a timely manner in order to support the exceptions request process

Chief People Officer
October 2023

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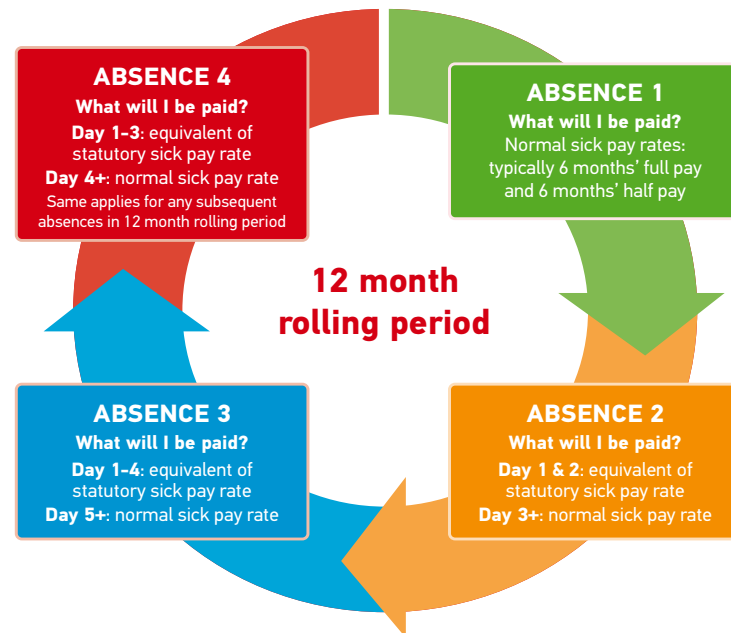
An overview



Sick pay approach for employees in non-managerial roles

If an employee is in their first year of employment with Royal Mail, they may receive Statutory Sick Pay for any period of sickness absence. Thereafter, the following arrangements apply:

SICK PAY RATES FOR ABSENCE OVER 12 MONTH ROLLING PERIOD



There will be no pay when an employee's absence totals 12 months or more (with or without pay) in any four year period.

For more information, please refer to the Sick Pay Eligibility and Conditions document which can be found via PSP → Policy & Information → Performance, Attendance & Behaviour → Sick Pay.

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Circumstances when an exception may apply



In certain circumstances, Royal Mail may exercise discretion and pay normal company sick pay to support employees where it is appropriate and reasonable to do so. This will be done on an exceptional basis.

As a manager, you will need to decide if applying discretion is appropriate. This section provides guidance on what you should consider, what you need to do, the information needed for the exceptions request and who to contact for advice and guidance.

Pregnancy related absences

If you have information that the employee's absence is directly related to their pregnancy, you should record the absence as '**Sick Pay Pregnancy Related**' and the system will automatically calculate the absence as an exception. In this case, we would expect the employee to have provided you with pregnancy related documentation, including GP/ midwife letters.

Non Blameworthy Accident on Duty Related Absences

If you have information that the employee's absence is directly related to a non-blameworthy accident at work, you should record the absence as '**Sick - Non blame AOD**' and the system will automatically calculate the absence as an exception. In this case, we would expect there to be an accident reported through the Electronic Reporting of Incidents for Collation and Analysis (ERICA) system.

Other exceptions

There may be other circumstances in which to consider an exception such as:

- > Employees who are absent due to a **severe** condition or disability that is or may be covered under the Equality Act (e.g. an employee undergoing cancer treatment, an employee has suffered a heart attack, stroke or other life-threatening condition). **This does not mean every absence that may be covered under the Equality Act should be treated as an exception.** However, consideration should be given in serious cases as to whether it is reasonable and appropriate to apply discretion

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- > When an employee returns to work but within a few days is unable to maintain their attendance and resumes absence for the same reason. We do not want to discourage employees from attempting to return to work and in most cases, where they've made an effort to do so, you may consider an exception
- > Other serious incidents leading to absence where there is a significant impact on the employee; for example, urgent and unexpected hospital admission, victim of serious crime outside of work, etc.

If you believe there may be an exceptional circumstance to consider, you should first discuss this with the employee to understand more about their situation. Based on this discussion, you should decide whether it is appropriate to request an exception. In addition to this discussion, there should also be appropriate evidence to support your request (see next section).

If you are unsure and need further advice, you should contact the People Case Advice Team (PCAT) in HR Services. You can do this by calling 0345 6042787 or creating a case note in the 'Communications' tab on People Case Manager.



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Supporting evidence for sick pay exception requests

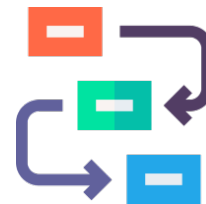


As part of a sick pay exception request, there needs to be appropriate evidence to support the request. The table below provides some examples of the types of evidence that could be used:

Exception Reason	Evidence Type Examples
Exceptional or severe conditions	GP, medical specialist diagnosis, reports, letters
Return to work attempted (and failed modification, rehab, reasonable adjustments)	Failed modification detail (informal review, further absence certification)
Hospital admission (in patient)	Medical reports, hospital admission documents, hospital discharge reports & letters
Victim of serious crime (physical attack, domestic violence, sexual violence)	Police Report, medical reports, hospital admission documents, hospital discharge reports & letters
Serious road traffic collision, accident (life changing injuries or impact)	Police Report, medical reports, hospital admission documents, hospital discharge reports & letters

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Submitting a sick pay exception request



Based on the guidance provided in this document, if you believe it is appropriate for an employee to receive an exception to sick pay, you will need to complete and submit a sick pay exemption form along with the required evidence. You can find and access the form (via the link) on the front cover of this PDF guide.

When you submit the completed form, your exemption request will go directly to the People Case Advice Team (PCAT) in HR Services, who will review it to ensure it is appropriate and consistent with the principles set out in this guide.



You should not make any commitment to employees about an exception being agreed until you have received confirmation of the outcome from the PCAT team.

If further clarity is required regarding your exception request, the PCAT team will get in touch with you directly to discuss it.

Once a request has been reviewed, a decision will be made on the exception. You will be notified of the decision by the PCAT team, and they will confirm one of the following outcomes:

- > the exception has not been agreed – rationale for the decision will be provided
- > the exception has been agreed and the employee will be paid the appropriate level of Company Sick Pay (the attendance management team will action the payment on your behalf and there is no need for you to update the absence type in PSP)

If the exception is reviewed by PCAT after payroll cut off, any arrears of pay will be paid in the next available pay period (for most employees, this will be the following week).

You must inform the employee of the decision along with any rationale that has been provided after receiving confirmation from PCAT.

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