

Absence & Sickness Policy – Workers

Whilst working at MTR Group Recruitment Ltd it is important that you understand the rules around reporting sickness and/or absence. There has been a high level of unauthorised absence recently which has impacted on our ability to meet our client's requirements.

Whilst we understand that there will be times when you are unable to work at short notice, we do expect all our workers to make every effort to abide by the following process:

Unauthorised Absence

Initial Assessment Period: 0-12 weeks

During the first 12 weeks, you are deemed to be on Assessment. Whilst every situation will be assessed on an individual basis, our normal rules are that if you are absent without authorisation on 2 occasions or more, your assignment will be ended.

Passed Assessment: 13-52 weeks

Once you have successfully passed your assessment, we will continue to monitor absences and, similarly to during your assessment period, if you are absent without authorisation on 8 or more occasions, your assignment will be ended. We will also monitor spikes in absence and if we find that you have been absent more than 3 times within a 3-month period, your assignment may be ended.

Authorised absence

There are occasions when you will need time off work and for which you can get authorisation. Such instances include:

- Death in family
- Appointments (Providing you have proof for example a doctor/hospital appointment)
- Family Issues (Child Care) or similar

If you need time off for such matters, please let us know so that we can authorise this in advance. Whilst every situation will be different, we would not expect any more than 2 absences for such matters in a 12-month period.

Notifying your absence

If you are going to be unable to attend your shift, you need to let us know as soon as possible. If you don't tell us, we can't find replacements which then impacts on our ability to meet our client's requirements.

You need to send a text message to 07716 647244 with a brief summary of the reason for your absence. You will need to do this for every day that you will be unable to attend work.

If we do not hear from you, we will attempt to contact you via telephone calls and text messages. If after attempting to contact you we do not have a response, unfortunately we will have no option but to terminate your assignment.

If you are having any issues and want to discuss this further, please do come and speak with us. We are always open and available to assist where we can.

MTR GROUP RECRUITMENT