



## Angard Staffing Attendance Management Policy

*Angard Staffing is committed to ensuring its employees maintain high standards of attendance.  
This policy sets out Angard Staffing's expectations of employees in relation  
to attendance and the consequences of not meeting those standards.*

### **Included in this Policy:**

- Scope of the Policy
- SSP Eligibility & Certification Requirements
- Sick Absence Reporting and Statutory Sick Pay (SSP) Process
- Keeping in touch – during your absence
- Support during your absence
- Returning to Work
- Absence Monitoring
- Attendance Standards
- Unsatisfactory Attendance

### **Scope of the Policy:**

This policy applies to employees of Angard Staffing (Angard) and sets out Angard's approach to monitoring and managing attendance. It outlines expectations, reporting requirements, and the possible interventions that where attendance becomes a concern. It does not form part of employees' contract of employment\*\*.

### **Angard's aim is to:**

- Maintain operational continuity,
- Support colleague wellbeing,
- Ensure compliance with statutory requirements (including SSP), and
- Provide a consistent, fair, and reasonable framework for managing absence.

Angard will review and update this policy periodically to ensure it remains compliant with current legislation and reflects the organisation's operational needs.

### **SSP Eligibility & Certification Requirements:**

Self-certification must be provided within 24 hours of notifying of sickness, or as soon as reasonably possible in exceptional circumstances: [SC2 form /fill-online/statutory-sick-pay-employer-notification/](#)

### **If you do not follow the sickness reporting process and fail to make contact without a good reason:**

- You may be ineligible for SSP for the period of noncontact.

*\*\* In Northern Ireland, other legislation including the Employment Rights (Northern Ireland) Order 1996, SSP (General) Regulations (NI) and Working Time Regulations amongst other key pieces of legislation, will apply where appropriate.*

- You may be ineligible for any other pay for the period of noncontact.
- SSP may only apply from the date you notified Angard or may not apply at all if no valid notification has been received (exceptional circumstances will be considered).

Your certification must be received by **Thursday at midnight to ensure payment of your SSP in the following week**. Claims received after this deadline will be paid in the next available payroll run.

***Eligibility for Statutory Sick Pay (SSP)***

Only SSP will apply for absence due to sickness. Company sick pay does not apply.

**You may qualify for SSP if:**

- You have an employment contract with Angard,
- You have already begun work on a shift for Angard,
- You are unfit for work due to illness, and
- You provide correct and timely notification of your sickness in line with this policy.

***Certification Requirements***

Duration of absence	Requirement
Less than 7 calendar days	SC2 Self-Certification Form
More than 7 calendar days	Fit note issued by a qualified healthcare professional

***Qualifying days***

Statutory Sick Pay (SSP) will apply for qualifying days which are normally set as **Monday to Friday** unless your individual working pattern is different.

**Where colleagues work alternative patterns:**

- Qualifying days will reflect the actual days you are due to work.
- Ensuring the calculation is fair and consistent with your schedule.

**Sick Absence Reporting and Statutory Sick Pay (SSP) Process:**

If you are unable to attend a shift due to illness that results in a Period of Incapacity for Work (PIW), you must report your sickness to Angard immediately, or at your earliest reasonable opportunity before your shift is due to start, in line with the process below.

***Steps you must take to complete your absence notification for PIW:***

1. **Cancel your shift in JoinedUp**, detailing the reason for your cancellation (you can add this in the comments section)
2. **Notify absence by email: to [payroll.queries@angardstaffing.co.uk](mailto:payroll.queries@angardstaffing.co.uk)** (using the SC2 Form below) \*\*
  - Your full name and employee number,
  - The reason for your absence,
  - The dates/shifts you will not be attending (if known)
3. **Provide Self-certification: to [payroll.queries@angardstaffing.co.uk](mailto:payroll.queries@angardstaffing.co.uk)**
  - Within 24 hours of notifying us of your sickness.
  - For the first 7 calendar days of sickness: Complete and submit an SC2 (Statutory Sick Pay Employee Statement of Sickness) form online: [SC2 form /fill-online/statutory-sick-pay-employer-notification/](#).

- From day 8 onwards: You must provide a Fit Note (medical certificate) from a qualified healthcare professional and **send to** [payroll.queries@angardstaffing.co.uk](mailto:payroll.queries@angardstaffing.co.uk).
  - Angard will confirm your eligibility for any SSP.
4. If you do not meet the government’s eligibility criteria for Statutory Sick Pay (SSP), we will notify you. However, you may still be able to access financial support through the following options:
- Eligibility:** [Statutory Sick Pay: how different employment types affect what you pay - GOV.UK](#)
- Apply for Universal Credit: <https://www.gov.uk/universal-credit/how-to-claim>
  - Apply for ESA: <https://www.gov.uk/employment-support-allowance/how-to-claim>

**\*\*Please note:** if there are local reporting procedures in place for your assignment you must follow those in addition to the steps above.

### **Keeping in touch – during your absence:**

During your sickness absence, **Angard may contact you to:**

- Complete wellbeing check ins
- Ensure required medical certificates are in place, and
- Offer support (e.g., EAP, Occupational Health referral, or discussions on reasonable adjustments).

The focus of this contact is supportive, ensuring a safe and sustainable return to assignment availability.

### **Support for you during your absence:**

Contact the Angard Helpline Number on 0333 240 8502 or email [HR@angardstaffing.co.uk](mailto:HR@angardstaffing.co.uk) if you have any queries about this policy.


For web access please go to: [www.angardstaffing.co.uk](http://www.angardstaffing.co.uk).

### ***Employee Assistance Programme (EAP)***

Supporting your wellbeing; You have free, confidential, and independent support through the Help@hand service, via the Help@hand app. If you do not already have access, please email [HR@angardstaffing.co.uk](mailto:HR@angardstaffing.co.uk) to request it.

- **Help@hand App:** 24/7 Helpline, 365 days a year, offering emotional, practical, financial, & legal support.
- **Unum’s health & wellbeing support:** on-demand content, including podcasts, articles, and webinars; plus, access to your personalised 360 Wellbeing Score through four quick assessments.
- **Enjoy everyday savings:** with a range of discounts across major supermarkets, tech brands & travel providers.
- **Accessibility:** Translation services, including BSL interpreting, and lip reading are available upon request via the 24/7 helpline

### **Contact Details:**

 **0345 266 5060**

 [help-at-hand@squarehealth.com](mailto:help-at-hand@squarehealth.com)

### **Next Steps returning to work**

During your absence, Angard will stay in contact to understand your situation, how you are feeling, and any barriers preventing you from returning to work.

Angard requires you to complete **return to work checks** before you resume work. These checks help review any ongoing health concerns, medical advice, treatment plans or follow-up appointments, and allow us to discuss any support or adjustments you may need — which may include risk assessments or a phased return, if appropriate.

If you are ready to return sooner than expected, and before the end of your self-certification- period or GP Fit Note, please email [hr@angardstaffing.co.uk](mailto:hr@angardstaffing.co.uk) with your intended return date.

#### **You will then need to:**

- Complete the return-to-work checks.
- Update your availability on JoinedUp, this ensures Angard can see your shift availability. If you do not set your availability in JoinedUp then you may not be offered work as a result.

### **Absence Monitoring (Rolling 12-Month Period)**

- Absence frequency and duration are monitored over a rolling 12-month period.
- All absences count towards the Attendance Standards unless specifically excluded.
- When applying this policy, Angard will always consider the nature of an employee's medical condition and whether any reasonable adjustments can be made under the Equality Act 2010. *\*\* (or relevant NI legislation)*

### **Attendance Standards**

Angard expects all colleagues to maintain satisfactory levels of attendance to ensure consistency, safety, and operational effectiveness.

The following attendance standards define the thresholds and behaviours that Angard considers acceptable.

#### **You should:**

- Only accept shifts you that you can attend; late cancellations or no shows are unsatisfactory attendance.
- Only attend shifts that you have accepted via JoinedUp (this is a confirmed shift).
- Attend your shift on time; poor timekeeping, and failure to adhere to works schedule are unsatisfactory attendance.
- Sign in and out for every shift, either via SISO using your QR code or through the local manual process; failure to do so will result in management not having a record of time and attendance and may cause pay to be delayed as a result.
- Devote your full working time, attention, and effort to the proper performance of your duties.
- Always attend your shift wearing your photo ID badge
- Ensure the sick absence reporting process is adhered to as outlined above.

## **Unsatisfactory Attendance**

Where attendance falls below an acceptable standard, informal support and guidance will be offered. However, if there is no meaningful or sustained improvement in attendance, Angard will review the situation and consider what further steps may be appropriate.

Attendance may be unsatisfactory when an employee's absence or timekeeping falls below the standards expected by Angard.

### **This includes:**

- Long-term absence resulting from injury or illness.
- Frequent short-term absences due to minor or recurring ailments.
- Repeated issues with timekeeping, including persistent lateness no shows and failing to comply with duty requirements.

### ***Where attendance is unsatisfactory Angard may require you to:***

Give your consent to attend a medical assessment by an independent practitioner or specialist, and cooperate in allowing findings, prognosis, and making any recommendations. Medical and HR information will help determine any appropriate support.

Where Angard has reason to believe that an absence may be due to personal, domestic, or wellbeing related issues, they may sensitively explore whether support can be offered. This may include raising the matter with the individual, signposting available support services, or considering adjustments. We encourage employees to share any concerns that may be affecting their attendance so Angard can identify appropriate support at the earliest opportunity.