



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**

### **Policy**

Inn Cornwall Limited is committed to providing service and profitability. To help achieve this aim, team members must be committed to keeping levels of sickness absence to a minimum in order that high levels of productivity can be maintained.

Inn Cornwall Limited believes that any team member 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 Limited’s discretion. However, payments will not be withheld without good reason. If a team member is not going to be paid, they will be given reasonable notice and advised of the reason(s).

### **Sickness whilst at work**

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

### **Notification of sickness**

In the case of sickness or injury, all team members 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 team member is due to start work in order to give Inn Cornwall Limited plenty of time to organise cover for your work. Please ensure you have the direct line number of your department.

### **Communication of sickness**

If unable to attend work you must personally telephone the duty manager by calling the site directly as soon as possible. A minimum of 2 hours before normal start time, on the first day. If the manager is not available, the team member should leave an initial message with a team member and ensure they contact their manager later that day. It is essential that team members actually speak to someone and do not leave a message on any answer phone of Inn Cornwall Limited’s or any team member’s answerphone/mobile or **do not** just send a text or WhatsApp message to your manager.

If you call in sick and your manager is unable to speak to you directly at the time of your message, you should expect a follow-up phone call to discuss your absence, confirm details and identify any support you may need.

Team members are expected to maintain weekly contact during sickness absence unless alternative arrangements are agreed. This contact allows us to support you, explore adjustments, and plan cover.

Team members should provide the following information:-

- the nature of illness (team members 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 team member may be referred to Occupational Health)
- the date of expected return to work
- if the team member has seen or is planning to see their GP
- where the team member can be contacted
- when the team member will call again.

If the absence continues beyond two days a further phone call should be made to their 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 team member's responsibility to keep in touch with Inn Cornwall Limited. If the absence is due to illness or other disability, you must complete an Inn Cornwall Limited Self Certification Form immediately upon your return to work.

For any period of incapacity due to sickness or injury which lasts for seven consecutive days or more, a Fit Note (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.

Sick pay is only paid for periods covered by the documentation required above.

If the team member 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 Inn Cornwall Limited updated may result in the period of absence being treated as unpaid leave. This may also result in formal disciplinary action.



### **Weekly Contact Requirement**

Team members are expected to maintain regular weekly contact during sickness absence unless an alternative agreement is made. This contact helps us understand your progress, offer support, and plan any reasonable adjustments or return-to-work measures.

### **Fit to Work Guidance – Add Alternative Duties / Adjustments**

Where appropriate, your manager may discuss alternative duties, tasks or training you may be able to undertake as part of a supported return-to-work process. This may include lighter duties, shorter shifts, training activities, or other appropriate adjustments.

These options may be shared with your GP if a fit note is required. You may be asked to provide your GP with details of these alternative options so they can determine whether you are fit for amended duties.

### **Referral for Additional Support**

As part of our duty of care, your manager may ask for your permission to make a referral on your behalf to an external organisation, charity or specialist support body if they believe this could help you during your period of sickness or recovery.

Examples include—but are not limited to—the Licensed Trade Charity, healthcare support services, wellbeing organisations, or community support providers.

Where you agree to a referral, the organisation contacted may then get in touch with you directly to offer advice, guidance, financial wellbeing assistance, counselling, or other forms of support relevant to your situation.

Any referral will only be made with your explicit consent, and we will ensure your personal information is shared securely and in line with GDPR requirements. You are under no obligation to accept a referral, but we encourage employees to take up all available support that may help recovery or improve wellbeing.

### **Occupational Health assessment**

Where absence exceeds 14 days, or where there is concern about recurrence, the company may arrange an early Occupational Health referral to support recovery and identify adjustments.

### **Mental Health & Hidden Disabilities**



Where absences relate to mental health or long-term conditions covered by the Equality Act 2010, we will consider reasonable adjustments, supportive conversations, and Occupational Health advice before any decisions regarding pay or employment are made.

**Company sick pay**

Subject to meeting the reporting and certification requirements set out in this policy, the Inn Cornwall Limited may, at its discretion, make payment to team members during sickness absence. The payment of continued salary during absences due to sickness should not be seen as an entitlement. Inn Cornwall Limited has a duty to pay Statutory Sick Pay (SSP). The rate of SSP depends upon the team member’s normal weekly earnings. However, whenever Inn Cornwall Limited pays the team member 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 Inn Cornwall Limited
Up to 8 weeks	Nil	Nil	28 weeks
8 weeks onwards	2 weeks	2 weeks	28 weeks

Inn Cornwall Limited 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 team member.

No team member may do other paid work whilst in receipt of Inn Cornwall Limited sick pay or SSP.

Any decision to withhold discretionary sick pay will be based on clear, fair, and evidenced reasons, which will be confirmed to you in writing.

**Holiday entitlement in cases of long-term sickness**

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

**Sick before or/and whilst on holiday**



If a team member 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 providing a Fit Note and ensuring the company's reporting procedures have been met (see Notification of sickness section above).

Should a team member wish to reinstate their holiday entitlement as they were prevented from going on holiday or were ill whilst they were on holiday, a Fit Note will be required for the period of time the team member wishes to have reinstated. Where a team member 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 team member's responsibility.

### **Conduct during sickness absence**

When a team member is absent due to sickness, they are expected to do their utmost to facilitate a speedy return to fitness and to work. Inn Cornwall Limited would not normally expect any team member absent because of sickness (unless the team member'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 may aggravate the sickness and thus delay a return to work
- Undertake any other work, whether paid or unpaid
- Team members should avoid any activity that may delay recovery, unless recommended by a healthcare professional. Some activities, such as light exercise or wellbeing-focused breaks, may support recovery.

### **Medical certificate (Fit Note)**

A Fit Note (issued digitally by GPs, nurses, occupational therapists, physiotherapists or other authorised clinicians) 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. Inn Cornwall Limited reserves the right to require team members to provide a Fit Note for periods of less than 8 days. Any charges made by the GP in this instance will be the team member's responsibility.

Fit Note should be sent or passed to the manager by the eleventh day of absence. Failure to obtain or send the Fit Note could result in the payment of salary being withdrawn.

Should a team member be signed off work for more than one month, Inn Cornwall Limited will consider this to be a substantial illness. In this event, the team member should not return to work until they have been advised by their GP that they are fit for work. Upon return to work, the team member and line manager will conduct a 'back to work'



assessment to ensure Inn Cornwall Limited is providing the team member with the appropriate support and equipment.

Should a team member 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, and wish to return to work before the sick certificate expires, then they may do so. The team member 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. Inn Cornwall Limited reserves the right to require a team member to undergo a medical examination or obtain a certificate signing the team member back to work in any circumstances where there is concern about the team member's fitness to return, eg; a more serious ailment such as angina, stress, depression.

### **Fit to work with adjustments**

Where appropriate, your manager may discuss alternative duties, reduced hours, lighter physical tasks, remote training or other adjusted responsibilities that allow you to remain at work or return sooner in a safe capacity. These options may be shared with your GP or fit note clinician to help determine whether you are fit for amended duties.

### **Return to work**

On return to work, Inn Cornwall Limited'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 team member's overall sickness record. The interview will:-

- establish if there is any help or support required upon the team member's return to work
- update the team member on what has happened during their absence
- allow the team member the opportunity to explain the reason for their sickness absence.

Return-to-work meetings will be used to review whether any reasonable adjustments, alternative duties or temporary changes to hours or tasks are required. These discussions will be noted for transparency.

### **Prolonged or frequent sickness**

Inn Cornwall Limited carefully monitors all sickness absence. Where there is either prolonged sickness or frequent short-term absence, Inn Cornwall Limited will work with the team member to ensure that the team member 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 team member to attend Occupational Health
- a request to the team member's GP for a medical report
- regular visits by the line manager to the team member's home (with permission) to review progress
- regular progress reports from the team member during absence
- certification of all absences

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

**THE  
VICTORIA INN**  
*- Threemilestone -*



**THE  
VICTORIA INN**  
*- Roche -*