

Smartwatch Solutions provides Static Guard, Mobile Patrol, Alarm Response and Keyholding, Virtual Guard, CCTV and Access Systems & Services to a wide range of Organisations.

This policy sets out our procedures for reporting sickness absence and for the management of sickness absence in a fair and consistent way. This policy is non-contractual in its effect and does not form part of normal terms and conditions of employment, unless otherwise stated in your contract of employment.

Sickness absence can vary from short intermittent periods of ill-health to a continuous period of long-term absence and have a number of different causes (for example, injuries, recurring conditions, or a serious illness requiring lengthy treatment).

We wish to ensure that the reasons for sickness absence are understood in each case and investigated where necessary. In addition, where needed and reasonably practicable, measures will be taken to assist those who have been absent by reason of sickness to return to work. We may vary the procedures set out in this policy, including any time limits, as appropriate in any case.

1. Disabilities

We are aware that sickness absence may result from a disability. At each stage of the sickness absence meetings procedure, particular consideration will be given to whether there are reasonable adjustments that could be made to the requirements of a job or other aspects of working arrangements that will provide support at work and/or assist a return to work. If you consider that you are affected by a disability or any medical condition which affects your ability to undertake your work, you should inform your Line Manager.

2. Sickness Absence Reporting Procedure

You should refer to your contract for details of our sickness absence reporting procedure. If you do not have a sickness absence reporting procedure in your contract, you should follow the procedure set out below. If you are taken ill or injured while at work, you should report or be taken to your Line Manager and be given permission to leave work. If you cannot attend work because you are ill or injured, you should normally telephone your Line Manager as early as possible as and no later than 4 hours prior to the time you are expected to start work. The following details should be provided:

- a) The nature of your illness.
- b) The expected length of your absence from work.
- c) Contact details.
- d) Any outstanding or urgent work that requires attention.

You should expect to be contacted during your absence by the Company to enquire after your health and be advised, if possible, as to your expected return date. If you are ill or injured during a period of pre-arranged annual leave you may elect to treat the days of incapacity as sickness absence instead of annual leave. You must inform your Line Manager of your incapacity and its likely duration as soon as possible even if you are abroad. The usual requirements for self-certification and medical certificates in this policy will apply.

3. Evidence of Incapacity

For sickness absence of up to seven calendar days you must complete a self-certification form.

For absence of more than a week you must obtain a certificate from your doctor (a "Statement of Fitness for Work") stating that you are not fit for work and the reason(s) why. This should be forwarded to your Line Manager as soon as possible. If your absence continues, further medical certificates must be provided to cover the whole period of absence.

For the purposes of any period of self-certification you shall still qualify to receive SSP (subject to fulfilling all other eligibility conditions and the statutory waiting days) if you have notified the Company of your absence, at any time, within the first seven calendar days of your sickness absence.

If your doctor provides a certificate stating that you "may be fit for work" you should inform your Line Manager immediately. We will discuss with you any additional measures that may be needed to facilitate your return to work, taking account of your doctor's advice. This may take place at a return to work interview. If appropriate measures cannot be taken, you will remain on sick leave and we will set a date to review the situation.

Where we are concerned about the reason for absence, or the level of frequent short-term absence, we may require a medical certificate for each absence regardless of duration. In such circumstances, we will cover any costs incurred in obtaining such medical certificates, for absences of a week or less, on production of a doctor's invoice.

4. Unauthorised Absence

Cases of unauthorised absence will be dealt with under our Disciplinary Procedure. Absence that has not been notified according to the sickness absence reporting procedure will be treated as unauthorised absence. If you do not report for work and have not telephoned your Line Manager to explain the reason for your absence, we may try to contact you, by telephone and in writing if necessary. This should not be treated as a substitute for reporting sickness absence.

5. Sick Pay

You should refer to your contract for details of the sick pay to which you are entitled. If a period of sickness absence is or appears to be occasioned by actionable negligence, nuisance or breach of any statutory duty on the part of a third party, in respect of which damages are or may be recoverable, you must immediately notify your Line Manager of that fact and of any claim, compromise, settlement or judgment made or awarded in connection with it and all relevant particulars that we may reasonably require. If we require you to do so, you must cooperate in any related legal proceedings and refund to us that part of any damages or compensation you recover that relates to lost earnings for the period of sickness absence as we may reasonably determine, less any costs you incurred in connection with the recovery of such damages or compensation, provided that the amount to be refunded to us shall not exceed the total amount we paid to you in respect of the period of sickness absence.

6. Keeping in Contact During Sickness Absence

If you are absent on sick leave you should expect to be contacted by us from time to time order to discuss your wellbeing, expected length of continued absence from work and any of your work that requires attention. Such contact is intended to provide reassurance and will be kept to a reasonable minimum.

If you have any concerns while absent on sick leave, whether about the reason for your absence or your ability to return to work, you should feel free to contact us at any time.

7. Medical Examinations

We may, at any time in operating this policy, ask you to consent to a medical examination by a doctor or Occupational Health professional nominated by us at our expense. You will be asked to agree that any report produced in connection with any such examination may be disclosed to us and that we may discuss the contents of the report with the relevant doctor.

8. Absence Monitoring

Where an overall level of attendance is causing the Company concern, your attendance score will be considered. The Bradford Factor originated as a method of measuring employee attendance and is now widely used throughout many companies as a way of monitoring and managing sickness absence. The factor gives a rating to each employee over a set period of time based on the number and length of their absences. Employees with many short periods of absences are penalised more than employees with a small number of long term absences. An attendance score will be taken over a rolling twelve- month period. If you have been absent on several occasions during this period, the Company may wish to look at your attendance score. This figure is achieved through the following formulae:-

BRADFORD SCORE = PERIOD X PERIOD X NUMBER DAYS

Examples

A. Employee with 2 periods of absence each lasting 2 days

$$2 \times 2 \times 4 = 16$$

B. Employee with 1 period of absence lasting 5 days

$$1 \times 1 \times 5 = 5$$

C. Employee with 5 periods of absence each lasting 1 day

$$5 \times 5 \times 5 = 125$$

D. Employee with 3 periods of absence each lasting 1 day

$$3 \times 3 \times 3 = 27$$

E. Employee with 2 periods of absence each lasting 1 day

$$2 \times 2 \times 2 = 8$$

An attendance score of 51 or more will provoke an investigation.

If this investigation raises concern, the Company may invoke the capability process which may result in disciplinary action or even dismissal.

ALL cases will be considered on their own facts and appropriate investigation and action will be taken. Attendance scores are an additional tool to help Management make decisions. They are not a means to an end in themselves. Attendance scores are generally used to highlight frequent, "ad hoc" absences and will not be used to manage underlying conditions and/or absences due to disabilities. If attendance scores are high, then a member of senior management may issue you with an objective setting contained in a letter of concern. This

objective may be what they expect your score to be in a specific time scale. If this objective is not met, or your level of attendance has not improved, then you may become subject to the Company's disciplinary procedure.

In the case of sickness where the attendance score is 901 or more, you must agree, if and when requested, to undergo a medical examination by an independent doctor, to be nominated by the Company.

9. Return-to-work Interviews

If you have been absent on sick leave we may arrange for you to have a return-to-work interview. A return-to-work interview enables us to confirm the details of your absence. It also gives you the opportunity to raise any concerns or questions you may have, and to bring any relevant matters to our attention. Where your doctor has provided a certificate stating that you "may be fit for work" we will usually hold a return-to-work interview to discuss any additional measures that may be needed to facilitate your return to work, taking account of your doctor's advice. We are committed to helping employees return to work from long-term sickness absence. As part of our sickness absence meetings procedure we will, where appropriate and possible, support returns to work by:

- a) Obtaining medical advice;
- b) Making reasonable adjustments to the workplace, working practices and working hours;
- c) Considering redeployment; and/or
- d) Agreeing a return to work programme.

If you are unable to return to work in the longer term, we will consider whether you are entitled to any benefits under your contract and/or any insurance schemes we operate.

10. Sickness Absence Meetings Procedure

We may apply this procedure whenever we consider it necessary, including, for example, if you:

- a) Have been absent due to illness on a number of occasions;
- b) You reach a sickness absence trigger point as set out in this policy;
- c) Have discussed matters at a return to work interview that require investigation; and/or
- d) Have been absent for more than 14 days.

Unless it is impractical to do so, we will give you at least two-day's written notice of the date, time and place of a sickness absence meeting. We will put any concerns about your sickness absence and the basis for those concerns in writing or otherwise advise why the meeting is being called. A reasonable opportunity for you to consider this information before a meeting will be provided.

You must take all reasonable steps to attend a meeting. Failure to do so without good reason may be treated as misconduct. If you or your companion is unable to attend at the time specified, you should immediately inform and we will seek to agree an alternative time.

A meeting may be adjourned if we are awaiting receipt of information, need to gather any further information or give consideration to matters discussed at a previous meeting. You will

be given a reasonable opportunity to consider any new information obtained before the meeting is reconvened.

Confirmation of any decision made at a meeting, the reasons for it, and of the right of appeal will be given to you in writing as soon as is practicable following a sickness absence meeting.

If, at any time, we consider that you have taken or are taking sickness absence when you are not unwell, they may refer matters to be dealt with under our Disciplinary Procedure.

11. Right to be Accompanied at Meetings

You may bring a companion to any meeting or appeal meeting under this procedure. Your companion may be either a trade union representative or a fellow employee. Their identity must be confirmed to us in good time before the meeting takes place. Employees are allowed reasonable time off from duties without loss of pay to act as a companion. However, they are not obliged to act as a companion and may decline a request if they so wish. Some companions may not be allowed: for example, anyone who may have a conflict of interest, or whose presence may prejudice a meeting. Companions should not normally work at another site, unless no-one reasonably suitable is available at the site at which you work. We may at our discretion, permit a companion who is not an employee or union representative (for example, a family member) where this will help overcome particular difficulties caused by a disability, or difficulty understanding English. A companion may make representations, ask questions, and sum up your position, but will not be allowed to answer questions on your behalf. You may confer privately with your companion at any time during a meeting.

Stage 1: First Sickness Absence Meeting

The purposes of a first sickness absence meeting may include:

- a) Discussing the reasons for absence.
- b) Where you are on long-term sickness absence, determining how long the absence is likely to last.
- c) Where you have been absent on a number of occasions, determining the likelihood of further absences.
- d) Considering whether medical advice is required.
- e) Considering what, if any, measures might improve your health and/or attendance.
- f) Agreeing a way forward, action that will be taken and a time-scale for review and/or a further meeting under the sickness absence procedure.

Stage 2: Further Sickness Absence Meeting(s)

Depending on the matters discussed at the first stage of the sickness absence procedure, a further meeting or meetings may be necessary. Arrangements for meetings under the second stage of the sickness absence procedure will follow the procedure set out in this policy on the arrangements for and right to be accompanied at sickness absence meetings. The purposes of further meeting(s) may include considering your ability to return to/remain in your job in view both of your capabilities and our business needs and any adjustments that can reasonably be made to your job to enable you to do so or possible redeployment.

Stage 3: Final Sickness Absence Meeting

Where you have been warned that you are at risk of dismissal, we may invite you to a meeting under the third stage of the sickness absence procedure. Arrangements for this meeting will follow the procedure set out in this policy. You have the right to be accompanied at sickness absence meetings. Termination will normally be with full notice or payment in lieu of notice.

12. Appeals

You may appeal against the outcome of any stage of this procedure and you may bring a companion to an appeal meeting. An appeal should be made in writing, stating the full grounds of appeal, to the person notified to you or in lieu of same your Line Manager within 5 days of the date on which the decision was sent to you. Unless it is not practicable, you will be given written notice of an appeal meeting within one week of the meeting. In cases of dismissal the appeal will be held as soon as possible. Any new matters raised in an appeal may delay an appeal meeting if further investigation is required. You will be provided with written details of any new information which comes to light before an appeal meeting. You will also be given a reasonable opportunity to consider this information before the meeting. Where practicable, an appeal meeting will be conducted by a manager senior to the individual who conducted the sickness absence meeting. Depending on the grounds of appeal, an appeal meeting may be a complete rehearing of the matter or a review of the original decision.

Following an appeal, the original decision may be confirmed, revoked or replaced with a different decision. The final decision will be confirmed in writing, if possible within 3 days of the appeal meeting. There will be no further right of appeal. The date that any dismissal takes effect will not be delayed pending the outcome of an appeal. However, if the appeal is successful, the decision to dismiss will be revoked with no loss of continuity or pay.

Signed:

Position: Managing Director



Name: Neil Jones

Date: 30/07/2025