

# Attendance at Work Policy

This is a summary of the TfL Attendance at Work Policy for non-operational employees (Bands 1 - 5, Directors, & equivalent grades) who work in TfL Corporate, London Rail and Surface Transport.

## Key points of the Attendance at Work Policy

Although some absences through illness may be unavoidable there is a need to keep this to a minimum.

- Employees should report their absence normally within an hour of their start time
- This should be done by phone, not via text or email
- Estimated return dates should be provided and regular contact maintained
- A self sickness certificate should be provided for 1 to 7 days
- A fitness for Work certificate (GP cert) should be provided for absences for 8 days or more. Although they may also be requested in exceptional circumstance for other absences.
- Medical appointments should normally be taken outside of working hours. Where this is not possible time may be taken and made up, although annual leave may be more practical in some cases.
- Keeping absences to a minimum and reducing the length of absences are the key principles of the policy and for ease absence are defined as short term absences or long term.

## Triggers for absence reviews

An employee is considered to have an unsatisfactory level of attendance if they have been absent for:

- 2 or more items in any 13 week period; or
- 8 or more working days/shifts in any 26 week period; or
- 4 or more items in any 52 week period; or
- A pattern of sickness absence has developed over a period of time that is causing concern, but has not resulted in a breach of the above attendance standards.

[See page 10](#)

Warnings may be issued as result of such infringements:

- 1<sup>st</sup> time: Informal advice & guidance
- 2<sup>nd</sup> time: Written warning valid for 52 weeks
- 3<sup>rd</sup> time: Final written warning for 104 weeks
- 4<sup>th</sup> time: Dismissal with notice

[See page 11](#)

## Long term sickness

Where an employee is expected to be absent from work for 28 days or more, or when they cannot meet the standard for satisfactory attendance because of a disability or underlying condition then the following applies:

Advice from Occupational Health should be sought, although you do not have to wait for 28 days before doing this

- Regular review meetings with the employee should take place
- Reasonable adjustments should take place to assist with helping the employee achieve an acceptable level of attendance.
- Assist the employee returning to work and undertaking their duties.
- Should reasonable adjustments not achieve an acceptable level of attendance then medical redeployment should be considered.
- If an employee is not fit to return to work or where regular absences are having an adverse impact on a department it may lead to dismissal

## Lateness

Where a pattern of lateness has been identified or the employee has been late on:

- 3 occasions in any 26 weeks, or
- 5 occasions in any 52 weeks

Warnings are issued via the [Discipline Procedure](#)

It may be appropriate to disregard lateness on days where industrial action occurs or when there are widespread transport operating difficulties that affect the chosen route to work. (Regular disruptions or planned works don't count)

Lateness of 2 hours will be treated as failure to complete a working day or shift without authority. Failure to attend work for a whole working day and fail to make contact and/or failure to complete a working day or shift without authority will be dealt with via the [Discipline Procedure](#).