



Employee Absence Reporting Procedure

This procedure sets out the required steps for all employees to report sickness absence or any unplanned absence. It ensures timely communication, accurate attendance records, and the consistent application of absence management processes.

This procedure applies to all employees, regardless of role, department, or working pattern.

When to Report

Absence must be reported before the start of your shift or before your normal start time. Unless a medical certificate has been provided or you are told otherwise by your supervisor or manager, any continued absence must be updated daily.

How to Report

From 9 March 2026, all absence reporting must be completed using the ESS Go App.

In exceptional circumstances only, employees may telephone 01724 862170 and leave a message.

No other forms of notification (e.g., text message, email) will be required.

It is not acceptable to get a message to the company through a relative, friend or colleague unless you are totally incapacitated.

Please note, it is important that we maintain contact throughout your absence, and it may be necessary for your supervisor or manager to contact you once you have reported your absence. Please refer to the Attendance Management Policy.

Non-compliance

Failure to report your absence may affect your entitlement to Statutory Sick Pay (SSP) and Company Sick Pay (if applicable).

Please note that from April 2026 changes to Statutory Sick Pay are coming into effect and the three day waiting period will be removed, meaning SSP will be payable from the first day of sickness. However, if you fail to notify the company of your absence in the correct manner, you will not be eligible for statutory sick pay until you do. For example, if you are absent from work Monday to Friday, but you only notify us of your absence before the start of your shift on Wednesday, you will receive SSP on Wednesday, Thursday and Friday. You will not be eligible for any sick pay on Monday and Tuesday.

Until April 2026, employees are only entitled to SSP after three consecutive days of absence, and will not be entitled to SSP until they have reported their absence following the correct procedure.

Please refer to <https://www.gov.uk/statutory-sick-pay/eligibility>

Your entitlement to Company Sick Pay and any waiting period is determined by the terms and conditions of your employment. If you are eligible for CSP, it only becomes payable once you have reported your absence following the correct procedure.

In addition, failure to report absence in the correct manner may lead to formal action being taken under the Company Disciplinary Policy.



Ductile Castings

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Additional Support

Employees experiencing difficulties accessing or using the ESS Go App should contact essgosupport@ductilecastings.co.uk.

We reserve the right to make changes to this procedure. Any changes will be communicated in writing.

23/02/2026

Signed on behalf of Ductile Castings Ltd

DATE: 23/2/2026