



managing absence



"ICAS provides our employees with expert assistance and advice available from a simple phone call."
British Airways

The costs to British industry of sickness absence are at an all time high. The major factors of sickness absence across all sectors are psychological and musculoskeletal.

A traditional medical approach has not proved effective in resolving the complex issues associated with sickness absence. ICAS works with Occupational Health and Human Resources departments to provide an assertive targeted approach to resolve the uncertainty of absence for all concerned.

ICAS provides a single point of contact for employers wanting to gain maximum benefit from the integration of their health, worklife and absence management strategies.

How ICAS can help

Through a consultative approach ICAS can help you to understand the causes of absence within your organisation and provides the knowledge and experience to support you in improving attendance. ICAS can help with:

- Evaluation of current attendance data
- Alignment of attendance management goals to HR strategy
- Assessment and improvement of current attendance management policies and processes
- Education and training for managers
- Communication of changes and expectations to all staff
- Implementation of new processes where necessary
- Monitoring attendance performance





Vocational Rehabilitation Services

ICAS provides assertive, targeted programmes to resolve the uncertainty of absence. Our interventions use the best from traditional models but have an entirely fresh approach to absence resolution. Using a unique blend of expertise, experience and services, Vocational Rehabilitation (VR) comprises:

- Functional capacity evaluation
- Condition management
- Removal of barriers to return to work
- Safe and sustainable outcomes resolving absence

We work with managers, OH and HR to assess and address psychological factors causing sickness absence. VR restores capacity for work, whether the loss of function is physical, psychological or a combination of both. Early and strategic intervention through VR reduces the human and financial costs of absence.

Employee Assistance Programmes

EAPs are proven to reduce sickness absence and increase productivity. Recent studies have demonstrated return to work outcomes of between 65% and 80% for employees using the ICAS EAP. This provides your organisation with a tangible return on investment.

Audits and Surveys

Using a variety of techniques we can ascertain the patterns and causes of absence in your organisation. We can identify the gaps between written policies and their application and provide recommendations for improvement in line with latest guidelines.

Policy Development and Review

We will work with your organisation to develop and implement an attendance policy from scratch or review and update your existing policies in line with current legislation and best practice thinking. An effective up-to-date policy assists in reducing the costs associated with absence.

Psychological Fitness for Work Assessments

This assessment offers a professional opinion as to whether an employee is fit for the requirements of their job, following absence or performance issues. It provides recommendations on situation resolution and can be integrated with a wider VR programme or used as an ad hoc service as required.

Health Promotion

Informative exhibitions and workshops held on your own premises cover key health and lifestyle issues, including drink and drug misuse. They can include a variety of health screening tools and biometric testing and provide employees the opportunity to meet specialists and discuss factors affecting their health.



About ICAS

ICAS, established in 1987, is one of the world's leading providers of employee support and behavioural risk management services.

With expertise in all aspects of behavioural risk, ICAS provides companies and organisations with assistance and support on a broad range of issues that affect an employee's ability to perform at work.

World-class account management allows ICAS to provide specific data for companies to benchmark employee performance across multiple sites and countries, and to direct strategic interventions where necessary.

With operations in 17 countries spanning six continents, ICAS supports more than one million employees in over 500 companies worldwide, 24 hours a day 365 days a year.

Talk to us

Whether you wish to improve attendance in response to concerns about the costs of absence, or as part of an employee support or wellbeing programme, ICAS, the leading Behavioural Risk Management company, can help.

www.icasworld.com/managingabsence

or call 01908 285200

Supporting Employees | Managing Crises | Developing People | Managing Risk | Managing Absence | Managing Stress

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