

Compassionate and Urgent Leave Policy

1. PURPOSE

1.1. To standardize the processing of Compassionate and Urgent Leave requests.

Compassionate leave is defined as the leave which may be provided to an employee due to the bereavement or passing away of a direct family member.

1.2. Urgent leave may be provided to an Employee due to the extremely serious or grave nature of the illness of a direct family member.

1.3. To notify Employees regarding the policy.

2. POLICY

2.1. Compassionate leave is informed (verbally and subsequently online) to the direct line manager or designee for immediate action.

2.2. An Online Leave application must be submitted as soon as possible for approval by the direct supervisor / manager / COO / CEO.

2.3. Reason for leave must be clearly documented on the leave application. All line managers are urged to pay attention to the reason for leave requests and the time off requested. Justification must be asked for and evidenced.

2.4. All employees are entitled to 5 days paid compassionate leave with evidence. Any days in excess of 5 days of the compassionate leave would be commuted to annual or unpaid leave depending on the leave balances.

2.5. Compassionate leave is applicable to the immediate family only (Father, Mother, Brother, Sister, Spouse, Children or proven dependents).

2.6. All compassionate leave must be approved by the direct manager or a senior management person. The intention is to expedite the travel of the employee and to support them as much as possible in this process. All system requirements may be dealt with after the fact.

2.7. Discretionary approval can be given on a case to case basis to significant others of the employee other than those mentioned in 2.5 by Dir-HR / COO / CEO respectively.

2.8. Urgent leave is defined as leave required in an emergency. If the Department manager can cover the services as required, they can approve this leave in the normal leave application process.

The Department manager may approve up to 10 days for urgent leave. This leave is deducted from the employee's unpaid leave or paid leave as per the leave balance.

2.9. If urgent leave has been requested due to the grave nature of illness that results in the death of the immediate family member, the annual leave can be converted to compassionate leave with the production of evidence of death (such as death certificate, newspaper notice of death, or an email from the hospital's senior official).

3. PROCEDURE

3.1. In the case of compassionate leave immediate verbal approval can be taken from the immediate manager. The manager can then fill in the online form on behalf of the employee. If the immediate manager is not available another senior management person can do this task even if the employee has already left.

3.2. Employees are required to fill out an online leave application form in the System for Emergency or Urgent leave.

3.3. The form shall be directed to the employee's immediate manager for approval and immediate action. The manager can verbally inform the employee of his decision.

3.4. The employee shall receive a system generated notification once the leave is approved by all the authorized approvers.

3.5. Employee's leave records shall be automatically updated in the system for future reference.

3.6. On return from Compassionate or Urgent leave if there has been any change in circumstances, the Employee should submit a revised form as per the System requirements.

4. REFERENCES

4.1. Labor Law.

5. ATTACHMENTS

None

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