

POLICY TITLE: ATTENDANCE

ORIGINAL EFFECTIVE DATE: 11/2015

REVISION DATE: 11/2018

PURPOSE

It is the policy of the Company to ensure there is an appropriate level of staffing to meet company and customer demands, quality and service standards and to operate in a safe and secure manner, on a continuous basis. This policy details the process by which all absences and occurrences of tardiness are managed.

POLICY

All employees have a responsibility to report to work as scheduled and to work the entire scheduled shift. The usual workweek period is 40 hours. Business office hours of operation are from 6:00 a.m. to 6:00 p.m. and core business hours are 9:30 a.m. to 2:30 p.m. Monday through Friday.

I. Notice

- A. An employee who is unable to attend work during any scheduled work day, is required to provide advance notice of his/her expected absence to their Manager, no later than one hour before their scheduled start time.
- B. If the absence is unforeseeable, the employee is required to contact their Manager as soon as the employee knows when they will be absent.
- C. If the employee is away from work for over three days, the employee must also contact Human Resources.

II. Scheduled Absences

- A. Planned or scheduled absences will be requested in advance, according to department and organizational policy and practice (in most cases a minimum of seven days prior), and will be approved or denied based upon the needs of the department and the organization, as well as applicable State and Federal laws.
- B. Scheduled Absences are defined as:
 - 1. Pre-scheduled and Approved Vacation
 - 2. Qualified Family Medical Leave
 - 3. Jury Duty as detailed in the Leaves of Absence Policy
 - 4. Bereavement Leave as detailed in the Leaves of Absence Policy
 - 5. Approved Personal Leave of Absence as detailed in the Leaves of Absence Policy
 - 6. Worker's Compensation
 - 7. Lay-Off
- C. Scheduled and approved absences will not be counted against an employee's attendance history.

- III. **Unscheduled Absences**
 - A. Unscheduled absences occur when an employee is unable to work their scheduled shift and does not have a documented scheduled absence for that shift.
 - B. Unscheduled absences are defined as:
 - 1. Personal illness or injury
 - 2. Illness of family member
 - 3. Inability to attend work due to weather-related conditions and situations
 - 4. Any other personal matter inhibiting your ability to report to work

- IV. **Excessive Unscheduled Absences**
 - A. Unscheduled absences which interfere with departmental and organizational operations may subject an employee to disciplinary action, up to and including termination.
 - B. Unscheduled absences will be taken into consideration during Performance Reviews, opportunities for promotion and transfer, and wage increases.

- V. **Consecutive Absences**
 - A. Employees who have unscheduled absences of more than three (3) consecutive days due to employee or family illness will be required to contact Human Resources.
 - B. The employee may be required to provide a certification form from a medical provider and a Request for Leave of Absence form.
 - C. Approval of Request will be based on State and Federal law, and provisions detailed in the Leaves of Absence Policy.

- VI. **Failure to Notify (No Call/No Show)**
 - A. Employees who fail to show or work their entire scheduled shift, and who fail to notify a manager or the organization will be subject to disciplinary action up to and including termination.
 - B. When an employee fails to show and notify for two (2) consecutive scheduled shifts without a reasonable explanation, it will be considered a voluntary resignation.

- VII. **Tardiness/Leaving Work Early**
 - A. Employees are expected to be at their workstations, ready to work at the scheduled start of a shift, when returning from scheduled rest and lunch breaks, and throughout their entire scheduled shift. Excessive tardiness and frequently leaving early, which interferes with departmental and organizational operations, may subject an employee to disciplinary action, up to and including termination.
 - B. Tardiness and leaving early will be taken into consideration during Performance Reviews, opportunities for promotion, transfer and wage increases.
 - C. Emergency situation may warrant someone to be tardy or leave their shift early. Under these circumstances, an employee who anticipates being tardy or having to leave early due to an emergency should contact their manager and report the tardiness as soon as possible, or notify their manager during their shift. Approval of tardiness or leaving early is at the sole discretion of the organization.

VIII. Discipline

- A. The following steps are guidelines for managers to follow for Attendance Policy violations and excessive absences or tardiness by employees:
 - 1. Verbal Warning
 - 2. Written Warning
 - 3. Final Written Warning/Final Opportunity Notification
 - 4. Termination
- B. Managers, with the approval of Human Resources, have the authority to bypass any of the above steps depending on the severity of Attendance Policy violation.

IX. Benefit Hours

- A. Employees are required to use accrued benefit hours (vacation or sick) for absences and tardiness according to the Vacation and Sick Policies.
- B. Working additional hours within the pay period may be approved by the employee's manager to make up missed time, therefore reducing the number of benefit hours required to be used.

REFERENCES

Vacation Policy

Sick Time Policy

Leaves of Absence Policy