

ATTENDANCE POLICY

Purpose:

To provide clear guidelines for requesting planned time off while ensuring adequate staffing and continuity of business operations.

Request Procedure:

1. Submission

- All requests (vacation, personal, unpaid time off, etc.) must be submitted through the “Request Time Off” channel in SLACK.
- Requests must include the start and end date, the type of time off, and whether the request is for a full day(s) or partial day.

2. Notice Requirements

- Vacation/PTO requests: Minimum of 2 weeks notice for planned time off.
- Single day personal leave: At least 3 business days notice.
- Sick leave/Emergency: At least 30 minutes before your designated shift start time.

3. Approval Process

- Time off requests must be approved through SLACK by a manager/supervisor.
- If multiple employees request the same dates, approval will be granted on a first-come, first-served basis.
- This company reserves the right to designate blackout dates during peak business periods. These dates will be communicated in advance.

4. Partial Day Requests

- Employees requesting to arrive late or leave early must notify their supervisor and submit a request in SLACK.
- Frequent or repeated partial-day requests may be counted as part of an attendance violation.

Limitations:

1. Unscheduled Absences

- Any absences not following these procedures may be considered unexcused and subject to disciplinary action in accordance with the Attendance Policy.
- Excessive or repeated last-minute requests may result in denial of future requests.

2. Doctor's Note Requirement

- For absences of 3 or more consecutive days due to illness, a doctor's note may be required.

3. Abuse of Time Off

- Any abuse of time off (e.g., falsifying reasons, patterned absences such as frequent Mondays/Fridays off or absences before/after holidays) may result in disciplinary action, up to and including termination.

4. Management Discretion

- While this policy provides structure, final approval of time off requests remains at management's discretion to ensure adequate staffing and business operations.

Unscheduled Absences:

- Any absences not following these procedures may be considered unexcused and subject to disciplinary action in accordance with the Attendance Policy.
- Excessive or repeated last-minute requests may result in denial of future requests.

Attendance Violation Guidelines:

1. Unexcused Absences

- 16 hours of unexcused absences may result in termination

2. No-Call/No Show

- 2 consecutive days without notifying a supervisor will be considered voluntary termination

3. Tardiness/Early Departure

- Tardiness is defined as not being present and ready to work at your scheduled start time.
- Repeated instances will follow the progressive steps below \

Additional Provisions

1. Appeal/Dispute Process

- Employees who disagree with a disciplinary action may submit a written statement within 5 business days of receiving the write-up.
- This statement will be attached to the disciplinary document and placed in the Employee's personnel file.

2. Supervisory Responsibility

- Supervisors are responsible for monitoring attendance records regularly and addressing issues promptly.
- Failure of supervisors to consistently enforce this policy may result in corrective action.

PROGRESSIVE DISCIPLINE ATTENDANCE MODEL	
Verbal Coaching (First Step)	<ul style="list-style-type: none"> • For a first instance of tardiness, early departure, or unexcused absence, the supervisor will issue a verbal coaching. • This will be noted in the Employee's file but is not a formal write-up.
First Written Warning (Write-Up #1)	<ul style="list-style-type: none"> • Issued if the Employee continues to violate attendance policy after verbal coaching. • The document will describe the incident(s), required improvement, and consequences of further violations.
Final Written Warning (Write-Up #2)	<ul style="list-style-type: none"> • If attendance issues continue, a final written warning will be issued. • This step makes clear that another violation may result in termination.
Termination (Write-Up #3)	<ul style="list-style-type: none"> • Further violations after the final written warning may result in termination of employment. • The Company reserves the right to bypass progressive steps and proceed directly to termination in cases of serious or willful misconduct (e.g., multiple no-call/no shows, job abandonment).

Attendance Discipline Policy Acknowledgment

I acknowledge that I have received, read, and understand the Attendance Discipline Policy of Service Activation Center.

I understand that:

- I am responsible for following the Company's attendance and time-off procedures
- Violations of the attendance policy may result in progressive discipline, including verbal coaching, written warnings, and possible termination.
- I understand that the Company reserves the right to bypass steps of the progressive discipline process in cases of serious or willful misconduct.

I further acknowledge that my signature below confirms that I have read and understood this policy, but it does not alter my at-will employment status with Service Activation Center.

Print Name: _____

Employee Signature: _____

Date: _____