



HUMAN RESOURCES POLICY MANUAL

Policy: Tardiness & Attendance
Policy #: HR 325

Page 1 of 3
Effective Date: 6/1/17

POLICY STATEMENT:

Each employee has an important role and responsibility in the overall operation of Pilot Catastrophe Services, Inc., and its client(s) and the success of our business. Regular attendance and punctuality are essential for providing efficient and quality service.

APPLIES TO:

All employees are expected to adhere to this policy and are subject to the corrective action process for occurrences of absenteeism and/or tardiness. Absenteeism/tardiness will also have a negative impact on an employee's performance evaluation and future with Pilot.

DEFINITIONS:

SCHEDULED/EXCUSED ABSENCE

A request for time-off must be submitted and approved 48 hours or more in advance of the requested period off. This type of absence is classified as a **Scheduled Time Off**.

UNSCHEDULED/UNEXCUSED ABSENCE

A request that is not submitted within 48 hours will be considered unscheduled time off. A physician's note may be required for unscheduled absences at the discretion of the manager. This note does not necessarily excuse the absence. A pattern of absence, with or without a physician's note, will result in corrective action. This type of absence is classified as **Unscheduled Time Off**.

OCCURRENCE:

An unscheduled absence of one day or consecutive days will be considered as one occurrence of absenteeism. If an employee is absent more than one day, he/she is required to contact his/her supervisor each additional day so that he/she will be absent. A physician's note is required for absences, which exceeds 24 consecutive scheduled work hours (generally 3 days) and may be required for anything less than that at the discretion of the local manager.

TARDINESS:

All employees are expected to be at their assigned work site at the start of their assigned shift. Therefore, employees who do not meet these expectations will be considered tardy.

CALL IN PROCEDURES:

HUMAN RESOURCES POLICY MANUAL

Policy: Tardiness & Attendance
Policy #: HR 325

Page 2 of 3
Effective Date: 6/1/17

Employees who are absent or tardy are required to notify their manager at least 1 hour prior to the start of their scheduled shift. Employees are expected to give as much notice as possible. This will help ensure that arrangements for coverage can be made.

An employee who fails to report for work and fails to notify his/her supervisor on a scheduled day will be subject to the corrective action process. An employee with absences of 2 or more consecutive days, without notifying the supervisor or manager, is considered to have voluntarily quit and is subject to termination pending an investigation.

GENERAL PROVISIONS:

The following guidelines define the standards for attendance and tardiness. The time frame to record unscheduled absences and tardiness will be for a 12-month period. This time will be measured from the current date back to the previous 12 months excluding approved Leaves of Absence or occurrences due to serious health conditions covered by the FMLA.

Trends and patterns should be noted, for example, an employee who frequently calls in sick on Mondays, Fridays, before or after a holiday. Also, an employee who has many occurrences of unscheduled absences or tardiness within a short time frame. These types of issues may result in corrective action at the discretion of the manager.

All approved leaves of absence, including absences covered under the Family and Medical Leave Act (FMLA) or Worker's Compensation, will not result in corrective action under this policy. An employee with an absence of three consecutive days may be eligible for leave under the FMLA.

PROCEDURE:

An employee's first absence without supervisor notification and approval, that does not warrant termination, will result in a verbal warning, documented as a written counseling statement in the employee's Personnel File.

The second absence without supervisor notification and approval, that does not warrant termination, will result in a written warning documented as a written counseling statement placed in the employee's Personnel File.

The third absence without supervisor notification and approval may result in termination. The supervisor notifies the Human Resource Department, completes the appropriate paperwork and informs the employee.

RESPONSIBILITY:



HUMAN RESOURCES POLICY MANUAL

Policy: Tardiness & Attendance

Page 3 of 3

Policy #: HR 325

Effective Date: 6/1/17

Supervisors/managers will discuss verbal and written counseling statements with their Human Resources representative prior to discussion with the employee.

All matters relating to the potential discharge of any employee should be reviewed with a Human Resources Manager. Members of the Human Resources Department are available to advise and assist supervisors/managers in the process of corrective action issues.