

ATTENDANCE AND PUNCTUALITY POLICY

In order to maintain and enhance the relationship between AnswerNet and our various clients, it is necessary for employees to consistently work their scheduled shifts. This Attendance and Punctuality Policy has been designed to define attendance requirements and to implement a corrective action plan for excessive absenteeism, including tardiness. Dedicated, punctual employees are highly desired by AnswerNet and the clients we serve. Excellent attendance contributes to the success of our offices.

California/Massachusetts/Oregon Employees:

*Please see the **Sick Time Policy** applicable to your state, as it may alter application of this Site Attendance and Punctuality Policy.*

Specifically, where an Employee has a qualifying sick time absence and the Employee has unused accrued sick time available – and provides notice of the absence in accordance with the Sick Time Law – the absence will not result in an occurrence or other adverse or disciplinary action.

1. Tardiness & Partial Shift Absence

Tardiness occurs any time you are late for work. A partial shift absence occurs any time you leave prior to the end of your shift. These “late ins” and “early outs” will be addressed through this Attendance Policy and for which an employee will be subject to occurrences.

2. Tardies/Occurrences

Any period of absence of late arrival or early out, without prior approval and without proper/equivalent coverage, results in the occurrence value listed below. This is applicable to any scheduled shift.

Absent less than 25% of work shift	.25 occurrence
Absent MORE than 25% of work shift	1.00 occurrence

3. Grace Period

Employees are expected to report to work on time, as scheduled. However, you will be permitted a Grace Period of 5 minutes

4. Absences

Each day that an employee does not report to work as scheduled will be counted as an absence, whether for illness or otherwise. (Please note, however, that a *multi-day absenteeism of up to 3 days for a medical reason & with a doctor’s note*, will be counted as only 1 absence.) Pre-approved time off or vacation time is not an absence. A state of emergency due to inclement weather is not an absence.

5. Critical Needs Day

A site/office (or General Manager) may declare, in advance, a day in which attendance is critical to the operation of the site (a “Critical Needs Day,” also known as a “Black Out Date”).

The first absence on a scheduled Critical Needs Day will result in 2 occurrences being assessed. In a rolling 12-month period, 2 absences on scheduled Critical Needs Days constitute grounds for termination. The following are examples of Critical Needs Days: Black Friday, Special Projects (w/ certain clients), Holidays as well as the days immediately before and after Holidays.

6. Weekend Absences

2.0 occurrences will be assessed for each Saturday or Sunday absence after the second weekend absence.

7. Call-In Procedure

It is each employee’s responsibility to be at work for each scheduled shift. Should an employee be absent or late for any reason, that employee must call ***the designated number for their site*** – and do so ***no later than two (2) hours prior to the start of their scheduled start time*** (email or text is NOT sufficient; a call to the designated number for the site is the ONLY acceptable way to call off).

Please consult your supervisor/manager to obtain the designed Call-In Phone Number for your site.

8. No Call/No show (NC/NS)

If an employee fails to comply with the call-in procedure set forth herein (i.e., fails to timely call the designated number for their site) or otherwise fails to report for work on time, the absence will be considered to be a failure to call or report. (i.e., a “no call/no show”), which constitutes job abandonment and is grounds for immediate termination. Moreover, whenever an employee leaves their shift early without prior approval from their GM or designated Supervisor (including failing to return to work to complete their scheduled shift following a meal or rest break), their failure to return to work shall constitute job abandonment and is grounds for immediate termination.

Failure to call within 2 hours of an employee’s start time may be considered a NC/NS at the General Manager’s discretion.

This could be considered grounds for immediate termination.

Abandoning a work shift without prior notification is also considered a NC/NS.

In the rare instance where an employee is unable to arrive at work or is delayed due to emergency circumstances beyond the employee’s control (e.g., car accident), the General Manager (for agents) or supervisor/manager has discretion to choose not to treat such an absence as a no call/no show.

Additionally, if approved by the General Manager (for agents) in advance, a “shift trade” will not count as an absence. (***ONLY the General Manager is able to approve a shift trade*** and shift trade is a *privilege, not* a right.) If an employee trades shift with another employee without prior approval of the General Manager, an absence will be assessed against the employee for not working their shift. Shifts may **ONLY** be covered by an operator of equal skills. No overtime may be involved in any shift trade.

9. Progressive Disciplinary Process for Excessive Absenteeism

The following is designed to address those employees with excessive absenteeism.

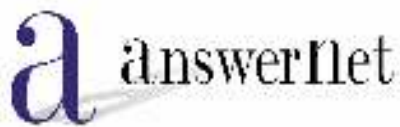
During first 90 days

1 occurrence	Grounds for Immediate Termination (per GM discretion)
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After first 90 Days (during rolling 12-month period)

1 occurrence	Verbal Warning
3 occurrences	Written Warning
5 occurrences	Final Written Warning

The warnings as set forth in the above chart, are intended to, among other things, alert the employee of the number of occurrences to date (although the employee is responsible for monitoring their own attendance and occurrence level as well).



Failure to issue an individual level of warning does not preclude AnswerNet’s ability to issue the next higher level, up to and including termination.

Employees who experience six (6) occurrences during the rolling 12-month period may be terminated.

Employee Acknowledgment

If you have any questions or concerns regarding this Policy, please discuss those questions or concerns with your supervisor/manager or a member of Corporate Administration (corporateadministration@answer.net) before completing this acknowledgement.

I have read and understand AnswerNet’s Attendance and Punctuality Policy, and I acknowledge my responsibility to follow the requirements set forth in this Policy. I understand that violation of any of the above policies may result in discipline, up to and including my termination.

PLEASE COMPLETE THE EMPLOYEE ACKNOWLEDGMENT TO CERTIFY AND ATTEST THAT YOU HAVE RECEIVED, REVIEWED, AND UNDERSTAND THIS POLICY AND THE INFORMATION CONTAINED HEREIN.