

## Attendance Policy – Customer Service

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### Purpose:

Excessive absenteeism and/or tardiness negatively impacts the Company’s ability to maintain consistent and efficient operations. The purpose of the Attendance Policy is to establish and maintain standards for Customer Service employee attendance and punctuality that will be close to, if not, the same as any future Attendance and Absenteeism Policy from Human Resources. It sets forth a standard for acceptable attendance so that each employee understands what is expected of them. It also details the disciplinary action to be taken when expectations are not met.

### Principle:

All Customer Service employees are expected to report to work on time and as scheduled. It is an employee’s responsibility to follow all policies and procedures concerning absences or tardiness. Each hourly employee is expected to clock in and out through ADP for the start of their shift or meal periods, and at the end of their shift. Employees should provide advance notification (an hour or more from the start of the shift) when he/she is going to be tardy or absent by calling the “Attendance Line” (480-434-6868), whenever possible. Employees will be held accountable for adhering to these expectations.

Unexcused tardiness and/or absences may result in disciplinary action. Employees who receive disciplinary action under this guideline are expected to improve their attendance and/or punctuality. Failure to improve and/or sustain improvement may result in the employee receiving additional disciplinary action, up to and including termination. Excused Absences will not result in disciplinary action.

### Corrective Action Process:

Occurrences/Days	Discipline Steps and Action
1-5 Occurrences	Counseling
6 Occurrences	Verbal/Notification
7 Occurrences	Written Warning
8 Occurrences	Final Written Warning
Occurrences within 6-month Final Written Warning	Termination

1. The outline for corrective action is as follows:

- a. **Counseling.** One to Five Occurrences in any six-month period will be the basis for counseling between the employee and direct lead and/or supervisor. The purpose of the coaching session is to make the employee aware that he/she has been absent or

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tardy frequently enough to draw attention, and to be certain that the employee understands this Policy and the consequences of violation.

b. **Verbal Notification:** Six Occurrences in any six-month period will be the basis for placing the employee on corrective action.

c. **Written Warning:** Seven Occurrences in the same six-month period will result in a Written Warning, delivered by the employee's direct supervisor. The Written Warning serves to notify the employee that he/she is in violation of this Policy and that additional Occurrences will result in the further disciplinary action.

d. **Final Written Warning:** Eight Occurrences in the same six-month period is cause for a Final Written Warning. This is considered the final step in the disciplinary process regarding attendance and punctuality.

e. **Termination:** An additional unscheduled absence or tardy within the following six months of the Final Written Warning is cause for termination of employment.

Notwithstanding the Corrective Action set forth above, the Company retains the right to take any enforcement action it deems necessary, up to and including termination, without following the performance management actions addressed in this Policy.

2. Employees will be counseled upon identification of a pattern. However, if the patterns (listed below) continue, this behavior may result in disciplinary action up to and including termination. Patterns of unexcused absenteeism will be monitored by WFM and Supervisors as follows:

- Friday or Monday absences or the same day each week
- Days preceding or following holidays and Profit sharing payouts
- Weekend absences during which work is scheduled
- Tardiness within the first 5 minutes of your scheduled shift, or return from scheduled break or meal period

**3. Nothing in this guideline shall be construed as a limitation on an employee's right to request and receive FMLA. Furthermore, nothing in this guideline shall be construed as a refusal on the part of the company to provide reasonable accommodation to qualified individuals with disabilities requesting reasonable accommodation.**

### New Hire Orientation Period

An employee, within his/her Orientation/Training period (first 90 days), who has two occurrences will receive a Written Warning. If the employee accumulates more than two occurrences within the Orientation/Training period, employment may be terminated. Should the Orientation period be extended, this rule still applies.

### Definitions:

**1. Occurrence:** Unexcused absence from work of more than half of your scheduled shift. An Occurrence includes the length of time from the first day of the absence through the last day of the same period of absence. Occurrences are counted in a rolling six-month period. Occurrences expire six months from the date of the incident.

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**2. Tardy:** The failure to (1) report to work at the scheduled time; (2) be ready to work at the scheduled time; (3) return to work after a permissible break or meal period; or (4) absence from work of less than half of your scheduled shift, including leaving work before the end of the scheduled shift without approval. A Tardy will not count until you are late by 5 or more minutes from your scheduled start time – this is a grace period that is meant to be used ONLY when the circumstance is not within the control of the employee (ex. Traffic delays, power outage, etc). Two Tardies equal an Occurrence.

**3. Excused Absence:** Approved time away from work, none of which count as an Occurrence or Tardy:

- Any approved Leave of Absence
- Approved FMLA
- Paid Time Off (PTO) scheduled and approved in advance
  - PTO should be requested at least two weeks in advance, when possible.
  - Management's approval of requested time off is based on department business needs.
  - Submit request in ADP and/or email WFM with date and times.
- If PST and/or PTO is not available for the requested time frame, the request most likely will not be approved
- Approved Holidays
- Any absence where Paid Sick Time (PST) is used
- Approved bereavement or jury duty leave
- Absence due to work-related injuries
- Any approved Voluntary Time Off (VTO)

Please refer to the appropriate policies for guidance on how to request and use the excused absences described above.

**4. Unexcused Absence:** Absence from work that is not excused.

\_\_\_\_\_  
Employee's Name (Print)

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

APPROVED BY:	SIGNATURE:	DATE:
Mary Beth Reisinger, Chief Human Resources Officer		
Will Franks, Director, Human Resources		