

POLICY H.2.1
Attendance Policy
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OFFICIAL

Revisions:

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Director of Human Resources

Purpose:

The purpose of this policy is to define a reasonable and acceptable level of absenteeism while providing fairness and consistency in disciplining employees whose level of absenteeism exceeds the maximum acceptable level. KES, Inc. has established an expectation of professionalism, team work and exceptional customer service from all KES, Inc. employees. Excessive absenteeism and tardiness adversely affects productivity, disrupts normal operating effectiveness, and overburdens other employees who must cover for the employee who is absent.

Policy:

The ability for KES, Inc to efficiently operate and provide service to our clients depends on regular attendance. All employees who are to be absent or tardy are expected to report the absence in advance to their Program Manager. An absence is defined as being absent from work on any scheduled workday or portion of a workday. Each unexcused absence will be counted as one occurrence. The first two (2) workdays of consecutive absence due to medical condition, illness, or injury of the employee or employees child will be recorded as (1) occurrence. Additional consecutive days up to 5 work days for the same illness or injury will be recorded as the same single occurrence if a medical excuse for those days is provided within 2 days of return to work. If the absence is to exceed 5 work days the employee must contact Human Resources and their Program Manager to request a leave of absence.

KES, Inc. understands that the amount of paid time off accrued by employees may not be enough to cover all their absences from work and does allow employees to take leave without pay. KES, Inc. has established a threshold of what is considered an excessive use of "leave without pay". Any absences that utilize leave without pay that exceeds the acceptable threshold in a year, even if the absence was planned in advance, will be considered an occurrence and will be counted when calculating the total number of occurrences in a year.

KES, Inc. employees are expected to manage their leave and plan ahead. KES, Inc. reserves the right to decline requests for time off for employees who have exceeded their vacation accrual and acceptable level of leave without pay. Employees who wish to take an extended vacation (longer than 2 weeks) must have at least half of the vacation time accrued and have not exceeded the leave without pay threshold. Any one vacation cannot exceed 4 weeks in duration. (see procedure for requesting time off)

No Call/ No Show:

Not reporting to work and not calling to report the absence is a no call/no show and is a serious matter. The first instance of a no call/ no show will result in a final written warning. A second offense may result in termination of employment with no additional disciplinary action. Any no call/ no show that lasts 3 days will be considered job abandonment and will result in immediate termination of employment.

Tardiness:

Tardiness can be just as serious of an issue as excessive unexcused absences. Employees are expected to arrive to work on time every day. Employees should be at their work station and ready to begin their day at their scheduled start time. If an employee can't report to work as scheduled, the employee should notify their Program Manager prior to their

scheduled start time or as soon as possible. Notifying your Program Manager is required but does not excuse the absence. KES, Inc. understands that employees may occasionally arrive a few minutes late due to heavy traffic or other circumstances. The first late arrival of 5 minutes or less in a pay period will not be counted as an occurrence but any additional late arrivals will be documented and counted against an employee's attendance record. You will be considered late if you have not clocked in within the first 3 minutes of your start time. If an employee is having a technical problem with their computer and can't log in within the first 3 minutes, they should immediately call their Program Manager.

Definitions:

Excused Absence- An absence is considered excused and therefore not counted as an occurrence when the following conditions are met: 1) the employee provides sufficient notice 2) the absence has been approved by the employee's Program Manager and 3) the employee has sufficient accrued paid time off or has not exceeded allocated leave without pay.

Sufficient Notice: To be considered an excused absence sufficient notice should be given to the employee's Program Manager.

Sufficient notice is:

- i) For absences of 40 hours or more, employees should give two weeks' notice.
- ii) For absences of 16 hours or more but less than 40 hours, employees should give one week notice.
- iii) For absences of 8 hours, employees should give 2 days' notice.
- iv) For absences of less than 8 hours a minimum of 24 hours notice should be provided.

Unexcused Absence- An unexcused absence occurs when any of the 3 conditions of an excused absence are not met. However, even if your absence is unexcused you are still required to notify your Program Manager prior to the beginning of your work shift or as soon as possible. If you are unable to call, have someone make the call for you.

On-Time: You are considered on-time if you are at your work station ready to work at your scheduled start time. For example if your start time is 5:55 am, then you should be logging into your computer at 5:55 am and your initial time card login should show up no later than 2 to 3 minutes after the beginning of your shift. Employees who show up several minutes after the beginning of their shift will be considered tardy.

Tardiness- Tardiness is defined as reporting to work or returning from a meal period after the scheduled starting time, but no later than thirty (30) minutes after the scheduled starting time. One occasion of tardiness will be charged as one-fourth (1/4) of an occurrence.

Partial Day Absence- Employees who report to work later than thirty (30) minutes after the scheduled starting time or leave before the end of their shift will be charged one-half of an occurrence.

Excessive Use of Leave Without Pay:- The following establishes reasonable thresholds of leave without pay based on the rate paid time off is accrued. Leave without pay that is taken during the mandatory base shut down is not counted when calculating excessive use of leave without pay.

Employees who accrue 2 weeks of Vacation: Excess of 80 hours

Employees who accrue 3 Weeks of Vacation: Excess of 40 hours

Employees who accrue 4 weeks of Vacation: Excess of 20 hours

Approved Absences- The following absences will not count as an occurrence:

- Approved periods of unpaid Bereavement (3 Days under most circumstances)
- Jury Duty
- Subpoenaed to appear in court

- Approved medical treatment due to company related workers compensation injury
- Approved Vacation and or Holiday time
- Approved Leave of Absence
- Approved Military Leave

Excessive Absences and Tardiness

Absences are considered excessive if an employee exceeds more than 5 occurrences in a year. Tardiness is considered excessive if an employee exceeds sixteen (16) quarter occurrences in a year or four (4) quarter occurrences in a 30 day period.

General Provisions for Disciplinary Action:

Absence records will be maintained for twelve- (12) month periods beginning July 1 and ending June 30 of each year. The following is a guideline line for corrective action.

Corrective action will generally be administered as follows:

Four (4) occurrences: Will result in a coaching session between the employee and manager. The purpose of the coaching session is to make the employee aware that their attendance is approaching an excessive level and to be certain the employee understands this policy and consequences of violation. The coaching session will be documented.

Six (6) occurrences: Will result in a formal verbal warning. The verbal warning serves to notify the employee that he/she is in violation of company policy and additional occurrences will result in further disciplinary action.

Seven (7) occurrences: Will result in a written warning putting the employee on formal notice of violation of company policy. Additional occurrences will result in further disciplinary action up to and including termination of employment if the problem is not resolved.

Nine (9) occurrences: Will result in a final written warning or termination of employment

The corrective action measures are intended as a guideline and does not dictate strict adherence. KES, Inc. reserves the right to make adjustments to the provisions as deemed necessary. Some circumstances may not result in a verbal or written warning in accordance with this schedule or some circumstance may warrant providing additional time for the employee to take corrective action. This policy in no way alters the at-will employment status.

*Note: Under certain conditions, consecutive day absence of more than (3) days and/or the need for intermittent or partial day absences may make an employee eligible for leave of absence under the provisions of Family and Medical Leave Act (FMLA). The specific conditions for such leaves are summarized in the FMLA policy. If an employee qualifies for a leave mandated by the FMLA, no absence occurrence will be charged against the employee for the time away from work on an approved leave of absence.

Procedures for Requesting Leave:

Request for Leave Form: All employees must complete a "Request for Leave" form for all absences. Employees should complete the form in its entirety including the following information:

1) Date: The date you are requesting the time off.

2) Name: Your name

3) Leave Status: Is this paid leave or leave without pay

4) Requested day(s) Off: Please include the day or days in which you are requesting off. If the absence is for a partial day please indicate how much of the day you will be absent. (Example: 30 minutes, 4 hours etc.)

Request for Vacation Days: Employees who are requesting five (5) or more days off should submit their vacation request two weeks in advance. Requests for time off for periods of 2 to 4 days should be made at least a week in advance. KES, Inc. will make every attempt to accommodate requests for vacation but must coordinate all time off with KES, Inc. clients and business work schedules. KES, Inc. reserves the right to decline requests for vacation based on scheduling conflicts or lack of necessary accrued leave. Each request will be evaluated on a case by case basis.

Vacation requests may not exceed 4 weeks in duration. Employees requesting extended vacations that exceed two weeks must have at least 50% of the vacation time accrued and must be within acceptable level of leave without pay.

Request for Personal Time Off: KES, Inc. understands the need to occasionally take care of personal matters during a normally scheduled work day. Employees should make every attempt to notify their Program Manager with as much advance notice as possible. Employees taking a full day off should provide at least 2 days notice. Partial day absences require at least 24 hours notice.

Unexpected Absence or Late Arrival: If you are unable to report to work, or if you will arrive late, you should contact your manager prior to the beginning of your scheduled start time. If you are unable to do so, it is your responsibility to contact your Program Manager as soon as possible. If you are unable to call in yourself because of an illness, emergency or for some other reason, be sure to have someone call for you. Failing to report to work without notice is a serious issue. An absence from work for three (3) consecutive days without notifying your Program Manager or the Human Resources Representative will be considered a voluntary resignation.

Leave of Absence: Any approved leave of absence, regardless of the length, will not count against an employee's attendance record and should be handled through Leave of Absence Policies (see applicable leave of absence policies for full details and eligibility). Typical leave of absences include Family Medical Leave, Workers Compensation, Disability leave and Military leave. You should contact Human Resources if you believe you need a leave of absence for any reason.

Revisions: