



**eLink Systems & Concepts Corp.**

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# Attendance Policy



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3.0	02/16/2021	L Malinao	I Barria	F Pasion Jr.	Updated the following: - 4.3 Sanctions - Table 4.9.2 Point System Accrual - Table 4.9.3 Disciplinary Actions  Deleted the following: - 4.8 Absence Without Official Leave (AWOL) and re-numbered



<b>Amendment History</b>		
<b>Version</b>	<b>Change</b>	<b>Reason</b>
3.0	Added Table 3 References	
	Updated the following: - 4.3 Sanctions - Table 4.9.2 Point System Accrual - Table 4.9.3 Disciplinary Actions	These sections were updated to show only the infractions related to attendance and to align with the infractions and sanctions stated in HR-PO-0004 - eLink Code of Discipline and Ethical Standards
	Deleted the following: - 4.8 Absence Without Official Leave (AWOL) and re-numbered	This section is deleted to avoid confusion with the same infraction stated in HR-PO-0004 - eLink Code of Discipline and Ethical Standards
4.0	Updated the following: 2.5 References 2.6 Superseded Documents 4.6 Undertime 4.8 Schedule of Penalties 4.11 Roll Off 4.13 Prescriptive Record 4.15 Redemption Clauses	



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## **1.0 Policy Statement**

eLink Systems and Concepts Corporation (eLink), in its pursuit to maintain good and excellent attendance, which translates to productivity and excellent service will put into effect its intrinsic right to regulate or discharge an employee by utilizing the progressive penalty and consequence rule with respect to the procedural due process in accordance to the Labor Code of the Philippines.

## **2.0 Introduction**

### **2.1 Overview**

In the industry that eLink is in which is the Business Process Outsourcing, it is imperative to command excellence in attendance. Needless to state, attendance is the basic requirement of employment. Clients and stakeholders always include it as one of the required KPIs and service requirements. The consequence of good attendance record would mean high productivity. The service we give our customers and stakeholders is dependent on the manpower religiously following their schedules and puts premium in punctuality.

Unwarranted and unscheduled absences at work in any form is expensive. In fact, this will interrupt work schedules, exacts additional work on others, and unconstructively affects morale of the employees who are available and punctual. An employee whose attendance record shows an undesirable pattern of attendance may also impact employee's salary, promotion, and even employment. Thus, disciplinary action shall be given which is usually based on the pattern of absences and the number of absences that are unscheduled within a defined timeframe.

### **2.2 Objectives**

- 1) To provide clear guidelines on how the company promotes exemplary conformance to attendance in order to provide excellent service to our clients and stakeholders.
- 2) To address absenteeism specifically and improve an employee's performance, generally; this can be used for annual performance, progressive discipline management, performance bonus and other company initiated incentive program;
- 3) To ensure accurate recording of attendance for purposes of measuring employee's performance



## 2.3 Scope

This policy shall cover all employees of eLink.

## 2.4 Terms, Abbreviations and Definitions

Specific terms and abbreviations used in this document are listed in the tables below:

**Table 1 Abbreviations**

Abbreviations	Definition
AWOL	Absence Without Official Leave
BL	Business Leader
HR	Human Resources
NCNS	No Call No Show
NOD	Notice of Decision
NTE	Notice to Explain
RA	Reports Analyst
RTWN	Return to Work Notice
TL	Team Leader
TS	Team Supervisor

**Table 2 Term**

Term	Definition
Absence	Failure to report to work on designated work schedule/shift ( <b>4 to 8</b> hours).
Company	For the brevity and application of this policy, Company refers to eLink Systems and Concepts Corp
Excused Absence	Absence with notification at least two ( <b>2</b> ) hours prior to their shift, and employee able to submit (within the required period) valid document/s to substantiate the emergency nature of their absence.
Fit to Work Certificate	A document issued by an accredited physician, clinic or hospital indicating that the employee is out of illness and is ready to resume work.



Term	Definition
Next of Kin	The closest relatives, as defined by state law.
NCNS	Absences without notification from employee by the end of his/her shift, of his or her location.
NOD	A notice given to an employee indicating the disciplinary action or sanction due for a particular NTE after all due proceedings has been implemented.
NTE	A notice given to an employee requiring from said employee for a formal explanation for an occurrence or incident report filed.
Notification	Employee informs through call or text to his/her immediate superior or person authorized to receive the notice, of imminent absence or tardiness.
Tardiness	Failure to report to work at the start of the designated work schedule/shift (up to one hour only).
Under Time	Failure to render complete designated working hours in a shift (more than <b>1</b> hour but less than <b>4</b> hours).
Unexcused Absence	Absence without notification at least two ( <b>2</b> ) hours before their shift and employee fail to submit (within the required period) valid document/s to substantiate the emergency nature of their absence.

## 2.5 1.4 Reference

**Table 3 References**

Doc ID	Document
OE-TM-0001	Sign-off Sheet
HR-PO-0004	eLink Code of Discipline and Ethical Standards
HR-PR-0014	Disciplinary Action Progression Procedure
HR-PO-0002	Timekeeping Policy

## 2.6 Superseded Documents

This policy supersedes HR-PO-0003 Rev 3.0.





## **3.0 Roles and Responsibilities**

### **3.1 Team Supervisor (TS) / Team Leader (TL)**

The TS / TL has the responsibilities of:

- Cascading and monitoring the daily attendance report within the first **2** hours of the shift, and
- Exercising diligence and timely submission of change in work schedule.

### **3.2 Reports Analyst (RA)**

The RA has the responsibility of extracting, authenticating, combining and forwarding the daily attendance report to the HR Supervisor.

### **3.3 Human Resources (HR) Supervisor**

The HR Supervisor has the responsibilities of:

- Preparing notice to explain (NTE),
- Serving the NTE to the employee,
- Performing timekeeping validation generated by the RA, and
- Verifying payroll disputes.

### **3.4 Employee**

The employee has the responsibilities of:

- Making sure that his/her work schedule has been properly recorded by his/her TL/TS,
- Ensuring notification in case of disputes (within the prescribed period) in order to prevent salary discrepancies, and
- Acknowledging any corrective actions related to NTEs.

### **3.5 Business Leader or Manager**

The Business Leader (BL) or Manager has the responsibility of enforcing this policy as well as the discipline of his/her staff in case of violation thereof.



## 4.0 Guidelines

### 4.1 Work Schedule

eLink work schedule is the normal working hours of every employee who, for all the time, is permitted to work and is required to be on duty, or to be at the Company's premises, or to be at a prescribed workplace.

Five days a week with total of nine hours daily which includes the thirty **(30)** minutes paid break and the one **(1)** hour unpaid lunch break.

### 4.2 Emergency

An emergency is an unforeseen occurrence that cannot be foreseen, and requires immediate remedy. An emergency includes:

- 1) Life or death situations involving the employee or;
  - His/ her immediate family member (1<sup>st</sup> degree)
    - E.g. Parent, Spouse, Children
  - Extending only up to parents-in-law, for married employees
  - Grandparents and siblings (2nd degree)
  - Adoptive parents
  - Adoptive children
- 2) Immediate threat to human life, or immediate serious damage to property.

### 4.3 Sanctions

In concurrence with the procedures outlined in this code, the subsequent types of disciplinary actions may be imposed upon employees found to be in violation thereof.

**Table 4 Sanctions**

Sanctions	Code
Coaching	CTET
Verbal Warning	VW
eMail Warning	EW
First Written Warning	1WW



Second Written Warning	2WW
Final Written Warning	FWW
Suspension (1 day)	S1
Suspension (2 days)	S2
Suspension (3 days)	S3
Dismissal	D

#### **4.4 Login / Logout**

All employees must tap-in and tap-out as proof of attendance. Refer to Schedule of Penalties for corresponding sanctions.

#### **4.5 Tardiness**

1. Every employee shall follow the official time set for reporting in, and leaving from work.
2. Employees are expected to report, ideally, at least fifteen **(15)** minutes prior to their shift at all times.
3. An employee who is tardy will still be allowed to log in and continue working. Appropriate corrective actions will be administered. (*refer to Schedule of Penalties*)

#### **4.6 Undertime**

1. Under time will only be considered under emergency situations as defined in Table 2 - Terms of this policy.
2. Disciplinary actions will be administered based on HR-PO-0004 - eLink Code of Discipline and Ethical Standards if under time is committed without the written approval from the immediate superior.

#### **4.7 Absences**

1. Employees will not be permitted to apply PTO benefit to unexcused absences.
2. Probationary employees who will incur unexcused absences will be subjected to the Schedule of Penalties and all absences associated hereto shall form part of the basis for his/her regularization.



3. An employee is required to notify his/her immediate supervisor or the person in charge of his/her emergency absence at least two (2) hours before his/her scheduled shift and state therein the reason(s) of his/her emergency.

In medical cases, when it is physically impossible for the employee to make the notification within the prescribed period, notification by the next of kin shall be permitted, provided there is a certification from the attending physician of the physical condition of the patient at the time of notification, or before the fifth (5<sup>th</sup>) day of absence counting from the first day of absence. If next of kin is not available, authorized representative is permitted.

Failure to comply with the conditions herein set forth shall be considered as either unexcused absence or NCNS, and must be sanctioned accordingly.

4. For each day that an employee is absent, he/she **must communicate daily** and inform his/her immediate superior or the designated person in charge of his/her absence.

It is the duty of all Supervisors and Managers to make themselves accessible for cases such as these, so there should be no reason whatsoever for the employee to state that there is no appropriate person to handle the employee's call.

5. Supervisors and Managers have the discretion to consider an absence unexcused despite the employee's notification and reason in the event of established patterned absenteeism, proof/reports that may prove the reason invalid, among others and consult this matter with the Human Resources with the concomitant conformity.
6. Any employee found to be falsifying nature of his/her leave upon filing, or presenting falsified documents shall be meted the maximum penalty of dismissal as provided for in eCODES.

## 4.8 Schedule of Penalties

**Table 5 Failure To Login and/or Logout**

1 <sup>st</sup> Offense	2 <sup>nd</sup> Offense	3 <sup>rd</sup> Offense	4 <sup>th</sup> Offense	5 <sup>th</sup> Offense	6 <sup>th</sup> Offense	7 <sup>th</sup> Offense	8 <sup>th</sup> Offense
Coaching	Verbal Warning	eMail Warning	1st Written Warning	2nd Written Warning	Final Written Warning	Suspension (3 days)	Dismissal



**Table 6 Points System Accrual**

<b>Incidents</b>	<b>Point Equivalent</b>	<b>Critical Workday</b>	<b>Remarks</b>
<b>Tardiness (1-29 minutes)</b>	0.5 point	1 point	
<b>Tardiness (30-60 minutes)</b>	1.0 point	2.0 points	
<b>Unauthorized Under time (61 minutes – 239 minutes)</b>	1.5 point	3.0 point	
<b>Tardiness (3X in a week)</b>	2.00 point		
<b>Unauthorized Absence (half day = 4 hours)</b>	2.00 point	4.00 point	
<b>Unauthorized Absence (whole day)</b>			Refer to HR-PO-0004 - eLink Code of Discipline and Ethical Standards
<b>No Call No Show (1 day)</b>			Refer to HR-PO-0004 - eLink Code of Discipline and Ethical Standards
<b>No Call No Show (2 consecutive days)</b>			Refer to HR-PO-0004 - eLink Code of Discipline and Ethical Standards

**Table 7 Disciplinary Actions**



Sanctions	Code	Total Points Equivalent	Remarks
Coaching	CTET	0.50 – 1.50	
Verbal Warning	VW	1.75 – 3.00	
eMail Warning	EW	3.25 – 4.75	
First Written Warning	1WW	5.00 – 6.50	
Second Written Warning	2WW	6.75 – 8.25	
Final Written Warning	FWW	8.50 – 9.75	
Suspension (1 day)	S1	10.00 -10.50	The enforcement of dates of suspension shall be discussed and decided by the Department Manager and HR
Suspension (2 days )	S2	10.75-11.25	
Suspension (3 days )	S3	11.50-11.75	
Dismissal	D	12.00 or more	

#### 4.9 Attendance Points System

1. Issued NTE will indicate the correct point value.
2. Succession and/or progression of disciplinary action must be strictly adhered.
3. The points have equivalent disciplinary action and accumulation of twelve (**12**) points can lead up to dismissal from employment.
4. Attendance Points system is used as a guide to the full sternness and the importance of policy infractions.
5. Acknowledged critical work days shall be twice the points as that of ordinary days.

#### 4.10 Critical Workdays

The following are deemed Critical Workdays:

- ✓ Day before and after rest day
- ✓ Day before and after leave
- ✓ Day Before and After Philippine and US Holidays
- ✓ Philippine and US Holidays
- ✓ Day Before and After Payday
- ✓ Payday



- ✓ Client and/or Company Specific Events
- ✓ Specific for Sales: Any day on the last week of the month
- ✓ Other declared critical workdays by Management.

#### **4.11 Roll Off**

1. Attainment of one (1) whole month of perfect attendance will entitle a reduction of 1.0 point, but only applicable for those who already have accrued attendance points.
2. Required overtime due to business needs will be open first to those with accrued attendance points wherein a 3-hours overtime will be equivalent of 1.0 roll off the points.

#### **4.12 Retraction of Points**

1. Points can be retracted if inaccurately issued or if absence is validated within **48** hours upon issuance of Notice to Explain.
2. In alignment with due process, this will give the agent an opportunity to explain his/her side and convince his/her immediate superior that his/her absence is valid and authenticated. There will be no other process for retractions or the validation of the same to be considered.

#### **4.13 Prescriptive Period**

The penalties for the offenses herein stated shall have a corresponding prescriptive period, and shall run from the latest and most current infraction's prescriptive period. An occurrence of the same violation after this period shall be considered as a first offense.

##### **Table 8 Prescriptive Period**



<b>Sanction</b>	<b>Prescriptive Period</b>
<b>Coaching</b>	1.0 month
<b>Verbal Warning</b>	1.5 months
<b>Email Warning</b>	2.0 months
<b>First Written Warning</b>	2.5 months
<b>Second Written Warning</b>	3.0 months
<b>Final Written Warning</b>	4.0 months
<b>Suspension (3 days)</b>	6.0 months
<b>Dismissal</b>	Not Applicable

- Cleansing Period – if the employee will not incur ANY attendance infraction within the prescriptive period, the employee will be cleared fully (NOT just downgraded to the lower sanction).
- Roll Off – if the accumulated points rolled off will move the sanction/status backward, the prescriptive period of the new status shall apply.
- Downgrade of Sanction/Status – there is no need to issue any document to the employee, any form of update will work.

#### **4.14 Administration**

1. All incoming employees shall be oriented in detail with this policy during their onboarding orientation.
2. Discipline management is primarily a line management function. As such, Managers and Supervisors are responsible for making this policy acknowledged by the employees on their team and taking corrective action steps in a timely manner in accordance with the policy guidelines.
3. Failure to execute this policy shall be construed as a violation of the Code of Discipline and Ethical Standards.
4. No internal rules on attendance other than this policy can be implemented by any department or business unit. Nevertheless, in the event that there is contradictory interpretation of this policy, the decision of what action to take will be entirely of the HR Department.
5. Department Heads will guarantee acknowledgement of this policy from each employee under their department.





#### **4.15 Redemption Clause**

This Attendance Policy shall be effective on January 1, 2023; and shall replace and supersede any prior policy and procedures on this subject matter.

Further, all employees will start with a clean slate; which means all attendance infractions incurred until Dec 31, 2022 that categorically falls under the new point system shall be wiped out.

In view of the fact that our business is subject to modification for purposes of adaptation and continued existence, the company reserves the right to infer, change, defer, withdraw, or dispute with or without prior notice any part or all under this policy any time. Nevertheless, all employees will be duly informed of these changes and the effective dates as determined by Management.

#### **4.16 NTE Issuance Timeline**

Refer to Disciplinary Action Progression Procedure HR-PR-0014.