

Attendance and Punctuality Policy

V_1.0



Policy

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Name			
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1 Objective

- The purpose of this policy is to set forth process and procedures for handling employee absences and tardiness to promote the efficient operation of the company and minimize unscheduled absences.
 - This Policy is applicable from 17-08-2021.
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2 Scope

This policy is applicable to all the interns, contractors, and permanent employees of **ABC Company**

3 Policy Outline

- Punctual and regular attendance is an essential responsibility of each employee at **ABC Company**. All the employees are expected to report to work according to their schedules and remain at work for entire scheduled time.
 - Late arrival, early departure or other absences from scheduled hours are disruptive and must be avoided. This policy sets clear expectations on scheduled adherence by each employee towards the organization.
 - It details out the guidelines and procedures for employee attendance management who work on weekends due to some business exigencies/project deliveries, work from home or are deployed to client location.
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4 Procedures

4.1 Guidelines on attendance and recording of working hour

- All employees of **ABC Company** are required to attend their duties as defined by the organization or depending on the project necessities.
- Employees working in production support teams are required to report to the office as per their roster timings.
- Identity cum access cards is issued to all employees with access to their respective office premise location, such cards are used for capturing attendance.

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- Employee are required to record their attendance through biometric system and ID Card by swiping in though biometric Machines.
 - Administration of attendance and late coming are reviewed through swipe cards and biometric systems when working from office and through attendance record request in the portal when working remotely.
 - In case any employee forgets ID card, they can reach out to facilities, who will be issuing a temporary ID card for that day.
 - Any sort of misuse or inappropriate use of ID Cards while swiping in or out will lead to disciplinary action resulting up to termination of services.
 - Non-compliance of recording attendance will result in absence and may attract deduction of EL's/Loss of Pay as defined in the leave policy.
 - Employees should inform their reporting authority at least 30 minutes in case of sudden unplanned leaves. or reporting late
 - If the reporting officer is not available, then the same should be informed to HR

4.2 Absenteeism

- It is the frequent absence of an employee from their job responsibilities.
- An unexcused or uniformed absence counts as one occurrence for the purposes of discipline under this policy.
- Employees with five or more consecutive days of excused absences because of illness or injury must give proof of physician's care and a fitness for duty release prior to returning to work.
- If an employee has an unexcused or unreported absence for longer than five days, without notifying his or her supervisor will be considered to have abandoned the job and voluntarily terminated the employment relationship.

4.3 Tardiness

- It is when an employee comes in late, takes longer breaks than entitled to and constantly leaves work early without a reason.
- Employees who plan to leave work before the end of their scheduled shift must notify a supervisor immediately.
- Excessive tardiness is regarded as disciplinary issue, which may require necessary interventions.

4.4 Workdays

- The normal working days at **ABC Company** are 5 days a week from Monday to Friday, unless otherwise specified and communicated.
- Employees of **ABC Company** may be asked to work during weekends due to business exigencies/project deliveries, which is compensated through Comp off's or through Allowance based on the eligibility.

4.5 Working Hours.

- **ABC Company** working hours shall be as follows:

10:00 AM – 7:30 PM

4.6 Flexible Working Hours

- **ABC Company** recognizes that employees may require stretching their working hours on certain days to attend conferences/ project deliveries/ business exigencies either late in the evenings or early mornings. In such cases, **ABC Company** provides flexible working hours for the employee.

4.7 Guidelines for Flexi-timings

- Total working hours during the week should not be less than 45 hours and total work duration on any day shall not be less than 8 hours.
- Manager shall have prior knowledge of the utilization of flexi-timings for the employee.
- In cases where an employee worked over night, the reporting officer shall define the employee reporting time.

4.8 Guidelines for remote work

The general guideline shall be that of deterrence for any request to work from home. Remote work during the designated working hours for the specific role under any of the special circumstance cited to be either agreed and approved or disagreed and not approved shall be at the sole discretion of the organization.

- Remote Work approval cannot be granted automatically but will be considered based on job and role related factors such as the nature of the employee's assignment and tasks,

departmental workflow, team collaboration needs and organization's responsibility and commitment to customer service needs.

- Those availing this facility need to raise Work from Home Request in the portal, which shall be approved by designated supervisory authority. (Refer IT Security and Work from home Policy)

4.9 Deployed Employee Work Hours

Employees deployed at the customer location/ site need to follow the work norms of customer organization, and in case of conflict **ABC Company** Policy shall prevail,

4.10 Weekend Work Plan and Comp Off

- An employee is eligible for a compensatory off for working full day at weekend or on a general holiday. Comp off is strictly not provided for completing pending work, which is expected to be completed during regular working hour.
- Employees who are working on a weekend or Company holiday need to raise a request under Weekend Work Plan in portal, by selecting C1 and above levels in the hierarchy as approver.
- It is recommended to raise this request prior to the working day, however in shorter notices employee may raise this request on the actual working day or within 1 week after actual working day.
- The submitted request should be mandatorily approved by the selected authority (C1 and above)
- Post approval of the manager, system will automatically credit a Comp Off into the employee's account.
- Credited Comp Off is available for utilization within 90 days from the date of working.
- Employees who work on a roster for production support projects will not be eligible for Comp offs for working on a weekend. They will be eligible for comp off only when they are working on a company holiday or more than 5 days in a week for business exigencies.

4.11 Permission during Work Hours

Permission to be away from work during the working hours for personal reasons will be limited to four hours in any month, with three spills, as required by the employee.

Any permission, going beyond four hours may be treated as absence from work.

Any employee, staying away from the workstation for a long period should switch off their system and inform their expected time of return to his/ her reporting officer/ colleagues.

Procedure for Permission:

- Employees leaving out for personal reasons need to get prior approval from the reporting officer.
 - Any requirement of leaving premises on official duty during the working hours will be treated as on-duty and the employee needs to raise an On Duty request in the portal upon resuming work for attendance purpose.
 - Any instance of leaving premises without permission shall be treated as indiscipline, and disciplinary action may be taken to that extent, if the employee continues the same often.
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5 Responsibilities

5.1 Employee

- Employee are expected to be mindful and cognizant of their attendance and presence in the premises or when working remotely.
- Employees are required to remain at their workstations unless the needs of the job require them to be at other location, except during breaks and in case any deviances such request are to be approved by the Reporting Manager.
- To be available for exigencies at work which may necessitate an employee to be available at the workplace beyond their shift time and or on a holiday, such availabilities are duly compensated.
- Inform your Reporting Manager or senior team members at least 30 min prior to your work time in case you are going to be late or absent.
- No employee is allowed to give proxy, swipe in or out for another colleague, else may lead to disciplinary actions.
- Similarly, no employee should raise work from home request or On Duty Request for the days they haven't worked or for future days in advance.

5.2. Managers

- To Monitor and Ensure Compliance around the process within their respective projects/accounts.
- To duly verify and approve the appropriate requests.

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- To keep the Respective HRBP's informed in case of any deviations from the process.

5.3. HR Business Partner

- To Educate, Monitor and Ensure Compliance around the process.
- To Monitor and take disciplinary action as and when required.
- Providing support, guidance, consultation, and assistance to employees and supervisors
- Developing, communicating and implementation any changes made to the policy.

5.4. Facilities

- To provide temporary id cards in case of an employee forgetting/losing their ID card.
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6 Frequently Asked Questions (FAQ's)

1. Who are governed under this policy?

A: This policy is applicable to the employees who join **ABC Company** as intern, contractors, and full-time employees.

2. What are the normal work timings?

A: The work timings of the organization are 10:00 am to 7.30pm. For those working in shift other than mentioned, timings will be defined by the Reporting Manager.

3. How is the attendance of employees captured?

A: The attendance of the employees is captured through bio metric and swipe card. And through WFH request when working remotely.

4. What if an employee forgets his/her employee id card?

A: The employee shall reach out to facilities team and request for a temporary access card.

5. How are employee's attendance captured, while they are working remote?

A: Employees who are working remote need to raise a work from home request on or before 23rd of a given month to record attendance.

6. Where can an employee raise work from home request?

A: Portal > Mysite > Work from Home.

7. Can the work from home request be raised for future dates?

A: The work from home request cannot be raised in advance for further dates.

8. How many days in a month, will an employee be eligible to work remote?

A: Eligibility for number of days shall be at the discretion of the management and business based on the functioning of the project and client requirement.

9. What are the total working hours an employee should clock in a week?

A: An employee should work not less than 45 hours a week.

10. What request should an employee raise, if they are required to work on a weekend or Company Holiday?

A: An employee should raise a Weekend Work Plan request in the portal if he/she needs to work on a weekend or Company Holiday.

11. By when should an employee raise the Weekend Work Plan request?

A: The employee should raise the Weekend Work Plan request at least a day prior to the weekend or within 1 week from the date of working.

12. Who are eligible for Comp Off?

A: a) Any employee who has worked on a weekend due to business exigencies/project deliveries and not to complete pending work.

b) Any employee who has worked on a weekend or on a Company Holiday and had logged in for 8 hours on those days will be eligible for a Comp Off.

c) Production support team will be eligible for comp off if they have worked for more than 5 days in a week.

13. How many Comp Off is an employee entitled to?

A: An employee is eligible for 7 Comp Offs in a year.

14. What is the utilization period of Comp off?

A: The Comp Off must be utilized within 90 days from the date of working.

15. Can Comp off validity be extended, if unable to utilize within the 90 days?

A: If an employee is not able to utilize his/her Comp Off within 90 days from the date of working, then Comp Off will lapse and such cannot be extended.

16. What sought of request should an employee raise, if they are required to work on a weekend or Company Holiday?

A: An employee should raise a Weekend Work Plan request in the portal if working on a weekend or Company Holiday.

17. By when should an employee raise the Weekend Work Plan request?

A: The employee should raise the Weekend Work Plan request at least 2 days prior to the weekend or within 1 week from the date of working.

18. How is a Comp Off Credited?

A: Once the employee raises a weekend work plan request such requests are duly approved by respective manager, and basis approval Comp Off's are credited to the employee's account.

19. What are work timings for employee who have been deployed to client locations?

A: The employees who have been deployed to client locations will be following the client organizations work timings.