

# Attendance Policy

**Effective Date:** January 2026

**Version:** 1.0

**Last Updated:** January 2026

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## 1. Purpose and Scope

This policy establishes expectations for employee punctuality, attendance, and workplace presence. The policy applies to all employees and is designed to: - Foster a productive and collaborative work environment - Ensure consistent service delivery to clients and stakeholders - Set clear expectations for attendance and behavior - Define consequences for non-compliance

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## 2. Working Hours and Attendance Expectations

### 2.1 Standard Working Hours

- **Full-time employees:** 40 hours per week (9:00 AM – 6:00 PM, Monday–Friday)
- **Core hours:** 10:00 AM – 4:00 PM (all employees must be present)
- **Flexibility:** Flexible start times permitted (8:00 AM – 10:00 AM) with manager approval
- **Remote work:** Eligible employees may work remotely 2-3 days per week with manager consent

### 2.2 Attendance Requirements

- Employees are expected to be present during scheduled working hours
  - Punctuality is essential for team collaboration and service delivery
  - Regular and consistent attendance contributes to performance evaluations
  - Attendance records are maintained in the company portal
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## 3. Absence Reporting Procedure

### 3.1 Notification Process

**For planned absences (annual/casual leave):** - Submit requests 5 business days in advance through the company portal - Obtain manager approval before finalizing plans

**For unplanned absences (illness/emergency):** - Notify manager **before or within 30 minutes** of scheduled start time - Provide clear reason for absence

- Send email confirmation within 1 hour of notification - For absences exceeding 2 days, provide medical certificate (for illness)

### **3.2 Late Arrivals**

- Notify manager of expected arrival time
- Arrive within 1 hour of scheduled start time
- For recurring lateness (>2 times/month), discuss with manager to identify root causes

### **3.3 Early Departures**

- Obtain manager approval before leaving earlier than scheduled end time
  - Ensure work coverage and handover
  - Mark departure in the attendance system
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## **4. Unexcused Absences and Tardiness**

### **4.1 Definition**

**Unexcused absence:** Absence from work without prior approval or valid explanation

**Unexcused tardiness:** Arrival >30 minutes after scheduled start time without notification

### **4.2 Consequences**

**First unexcused absence/tardiness:** - Verbal warning from manager - Documented conversation - Clarification of policy expectations

**Second violation within 90 days:** - Written warning - Meeting with HR to discuss patterns - Mandatory acknowledgment of policy

**Third violation within 6 months:** - Suspension of leave privileges for 30 days - Final warning (documented) - Performance improvement plan (if part of pattern)

**Repeated violations (4+ within 12 months):** - Disciplinary action up to and including termination - HR review of employment status

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## **5. Excused Absences and Accommodations**

### **5.1 Legitimate Reasons for Absence**

The following reasons constitute excused absences (subject to documentation):  
- Approved leave (annual, casual, sick, bereavement) - Medical emergencies or

health-related appointments - Family emergencies (death, serious illness, child-birth) - Legally mandated obligations (jury duty, court appearances) - Official company business

### **5.2 Medical Certificates**

- Required for unplanned absences exceeding 3 consecutive days
- Must be submitted within 2 business days of return
- Should clearly state the period of incapacity
- Doctor's contact information must be included

### **5.3 Reasonable Accommodations**

Employees requiring schedule modifications due to health conditions, family responsibilities, or disabilities should:

- Discuss with manager and HR
- Provide supporting documentation
- Work collaboratively to identify sustainable arrangements
- Accommodations are reviewed periodically

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## **6. Monitoring and Attendance Tracking**

### **6.1 Attendance Records**

- Attendance is tracked via biometric/digital system
- Managers review attendance data monthly
- HR conducts quarterly audits to ensure compliance
- Attendance records are confidential and used for legitimate business purposes only

### **6.2 Excessive Absenteeism**

Employees with:

- >8 unplanned absences per year, or
- >5 days of unapproved tardiness per quarter

...will be subject to:

- Performance review meeting with manager and HR
- Root cause analysis
- Development of improvement plan
- Possible reassignment or performance management

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## **7. Remote Work and Flexible Schedules**

### **7.1 Eligibility**

Employees may request flexible arrangements:

- Remote work: 2-3 days per week (eligible roles only)
- Flexible hours: 8:00 AM – 10:00 AM start time
- Compressed schedules: 4-day weeks (subject to approval)

## **7.2 Approval and Requirements**

- Submit formal request to manager with business justification
- Maintain daily core hours (10:00 AM – 4:00 PM) availability
- Ensure adequate team collaboration and communication
- Performance expectations remain unchanged

## **7.3 Monitoring**

- Regular check-ins to assess arrangement effectiveness
  - Arrangements reviewed every 6 months
  - Can be modified or discontinued if performance/collaboration is impacted
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# **8. Special Circumstances**

## **8.1 Quarantine and Health Protocols**

During pandemics or health emergencies:

- Employees on mandated quarantine are considered on approved leave (no deduction from leave balance)
- Work from home is permitted where possible
- Compensation continues during statutory quarantine periods

## **8.2 Extended Absence Due to Illness**

- Absences >15 consecutive days require HR intervention
  - Medical fitness certificate may be required
  - Modified duties or temporary reassignment may be arranged
  - Job security protected under applicable statutory provisions
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# **9. Performance Impact**

Attendance is a key performance indicator that influences:

- Performance rating (up to 10% weighting)
- Promotion eligibility
- Eligibility for incentives/bonuses
- Team role assignment

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# **10. Policy Violations and Escalation**

Persistent violations may result in:

- Formal disciplinary action
- Suspension of benefits or privileges
- Demotion or reassignment
- Termination of employment (in severe cases)

All disciplinary actions follow due process and documentation requirements.

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## **11. Employee Rights and Support**

- Employees have the right to appeal attendance-related decisions
  - Confidential discussions with HR to address underlying issues
  - Support services available (counseling, stress management, financial advice)
  - Whistleblower protections for reporting policy violations
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**Document Custodian:** Human Resources Department

**Next Review Date:** January 2027

**Acknowledgment Required:** All employees must acknowledge receipt and understanding of this policy