

Attendance Policy

Effective Date: January 2026

Version: 1.0

Last Updated: January 2026

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

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

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

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

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

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

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.

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

Document Custodian: Human Resources Department

Next Review Date: January 2027

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