

PERFORMANCE

H O S P I T A L I T Y

We deliver. Bottom line.

Elevating the CASE

Attendance Policy



Elevating the CASE



C
A
S
E

Communication
Accountability
Systems
Evolution

Attendance

The properties managed by Performance Hospitality are 24 hour operations and as such, all schedules are made to fit the needs of our business. In order to deliver the highest quality of service to our guests all associates are expected to report to work in uniform at their scheduled start time and resume work on time after authorized breaks and meal periods.



Communication Accountability Systems Evolvement

Attendance

Absenteeism and tardiness detracts from our level of service and causes an undue burden on those who must fill in for absent or late associates.

As schedules are not guaranteed due to the change in business demands, it is the associate's responsibility to write down their schedules on a weekly basis and report to work on the days and times scheduled.



Communication Accountability Systems Evolvement

Attendance

Associates who are going to be absent or late for any reason must personally call and speak to his or her immediate supervisor as soon as possible, but no less than two (2) hours prior to a scheduled start time. An estimated time/date of arrival must be given to the immediate supervisor during this call.



Communication Accountability Systems Evolvement

Attendance

Calls from any individual other than the associate are not permitted. The associate calling in is ultimately responsible for ensuring communication is received. Therefore voicemail, text, or email messages are not a reliable way of confirming communication.



Communication Accountability Systems Evolvement

Attendance

While there are times that an absence or tardy is unavoidable, the attendance policy allows for those times. The company uses "occurrences" as a basis for monitoring the absenteeism and tardiness level of each associate.

The Attendance Policy is recorded exclusively via the Attendance Action Form.



Communication Accountability Systems Evolvment

ATTENDANCE ACTION FORM

Effective Date -				
Associate:	Job Title:	Department:	Property:	Supervisor Completing Document:

Type of Action As an at-will employer, the company has discretion to decide on the appropriate corrective action depending on the nature of the offense. There is no requirement of or expectation that progressive disciplinary steps be followed.

- ☐ Notification for Tracking Purposes Only
☐ Written Warning
☒ Suspension Pending Termination (prior HR discussion required)
- ☐ Document Verbal Warning
☐ Final Warning

Details Regarding This Notice:

Based upon the Attendance Policy, as _____ you have incurred _____ occurrences within the last 90 days.
Occurrence Type:

- ☐ Absence (1 occurrence)
☐ Early Out/Late Arrival (1 occurrence)
☒ Tardy/Late (1 occurrence)
☐ Job Abandonment (5 occurrences/suspension)
- ☐ Call out (1 occurrence)
☐ Improper call (1 occurrence)
☐ No Call/No Show (3 occurrences)

Describe Corrective Action Required: List specific goals, objective and standards that are required to rectify the situation. Include consequences for repeated violation(s).

Further Occurrences May Result In:

- ☐ Further disciplinary action, up to and including separation/termination
☐ Separation Pending Termination

This meeting is confidential and should only be discussed with your manager and/or Human Resources. Please understand the infraction noted above must be corrected and any future violation(s) can result in further disciplinary action, up to including termination.

If you are being placed suspension, you are encourage to submit your written statement directly to the Human Resources Department whom will contact you upon the conclusion of the investigation. Please do not communicate with any other Associate about this incident. You are not permitted to return to your work location until contacted by the Human Resources Department.

Associate's Comments:

Your signature below is not an admission of guilt. It serves as an acknowledgement that you have read, discussed and have been encouraged to respond in writing.

Associate Signature/Date:	Supervisor Signature/Date:	Witness (if applicable) Signature Date:

This form must be forwarded to the Human Resources Department.

Attendance

For the purposes of this policy, an occurrence is defined to include, but not limited to the following:

- Leaving work early (unless excused by your manager)
- Lateness/tardiness
- Non-attendance at mandatory department meetings
- Mandatory hotel meetings and mandatory training sessions (unless pre-approved by your manager)



Communication Accountability Systems Evolverment

Attendance

For the purposes of this policy, an occurrence is defined to include, but not limited to the following:

- Excessive failure to clock in and out
- Altering or changing the posted schedule without management approval
- Undocumented personal illness or accident or undocumented family illness or accident, or similar non-work-related incident



Communication Accountability Systems Evolvment

Attendance

Occurrences Defined:

Call Out = 1 Occurrence

Personal and direct on-the-phone conversation with Supervisor regarding anticipated absence (or tardy) at least 2 hours prior to the start of a scheduled shift.

Improper Call Out = 2 Occurrences

Failure to personally connect with Supervisor regarding anticipated absence (or tardy) at least 2 hours prior to the start of a scheduled shift.



Communication Accountability Systems Evolvment

Attendance

The Company reserves the right to request a medical release for any absence. In the event of an absence of more than three (3) consecutive days, a medical release is required prior to allowing the associate to return to work. The medical release does not excuse an absence, but is simply a statement of the associate's ability to return to work. All doctors' note(s) must be submitted in a confidential manner directly to the Human Resources department.

If a serious health condition prevents an associate from returning to work or working their normal schedule after three (3) consecutive days of absence, the associate must contact Human Resources directly to discuss.

Consecutive days of absence due to an illness will be considered one occurrence. Split days (after reporting to work) will be counted as separate occurrences.

Attendance

Tardy/Late = 1 Occurrence

6 or more minute(s) after the start of their scheduled shift, or after an approved break.

Failure to report to work within two (2) hours of the start of a shift is considered a no-call / no show.



Communication Accountability Systems Evolvment

Attendance

**Associate requested early out or late arrival (not manager directed)
= 1 Occurrence**

*Management and Human Resources reserves the right to make exceptions to this policy for situations such as documented and qualifying emergencies or medical situations.



Communication Accountability Systems Evolvement

Attendance

No Call / No Show = 3 Occurrences

If an associate does not report for any one scheduled shift, and does not personally call and speak directly to their immediate supervisor within 2 hours after the scheduled start time to report the absence, it will be considered a No Call / No Show.

Three consecutive No Call / No Shows is equivalent to Job Abandonment and results in the associate being placed on suspension pending termination for Job Abandonment.



Communication Accountability Systems Evolvment

Attendance

Job Abandonment = 6 Occurrences / Suspension Pending Termination

If an associate wishes to leave earlier than the end of their scheduled shift, they must personally speak to their direct supervisor to request an early-out. Failure to personally notify and gain approval from their direct supervisor of the intent to leave early will result in the associate being placed on suspension pending termination for Job Abandonment.



Management and Human Resources reserve the right to make exceptions to this policy for situations such as documented and qualifying emergencies or medical situations.

Communication Accountability Systems Evolvment

Attendance

Missed Punches

It is the associate's responsibility to ensure they are clocking in and out for their scheduled shifts and breaks. Excessive missed punches are considered an infraction of the Attendance Policy and as such an associate who has four (4) missed punches in a two (2) week period will receive documentation about the need to improve their performance as it relates to properly clocking and out. Further occurrences thereafter may lead to further disciplinary action.



Communication Accountability Systems Evolvment

Attendance

Meal Breaks

All associates, working more than four (4) continuous hours, are expected to take a meal break if the operation allows for it. Depending on your position and assigned shift, meal breaks are usually 30 minutes.

Non-exempt (hourly) employees must **not** perform any work during a rest or meal period as such time is not considered “worked” hours and are therefore not compensable.



Communication Accountability Systems Evolvment

Attendance

Documentation process for introductory Associates (within 90 calendar days of hire)

Occurrences are tracked by observations of the management team and/or the time and attendance system.

- 1 Occurrence = Documented Verbal & Policy Review
- 2 Occurrence = Written Warning & Policy Review
- 3 Occurrence = Suspension Pending Termination



Communication Accountability Systems Evolvment

Attendance

Documentation process for Associates past 90 calendar day introductory period

- Occurrences are tracked by observations of the management team and/or the time and attendance system.
- Occurrences generally expire within a rolling three (3) month look back period.

The Management team and Human Resources together reserve the right to modify the expiration cycle in cases of excess occurrences and/or where trends of exploitation of the rolling three (3) month look back period are present.



Communication Accountability Systems Evolvment

Attendance

Documentation process for Associates past 90 calendar day introductory period

3 occurrences = Documented Verbal Warning & Policy Review

4 occurrences = Written Warning & Policy Review

5 occurrences = Final Written Warning & Policy Review

6 occurrences = Suspension Pending Termination



Communication Accountability Systems Evolvement

Attendance

The company reserves the right to deviate and accelerate the documentation process up to and including immediate termination during holidays, noted special occasions (all hands on deck) situations, and before and after approved or denied PTO.



Communication Accountability Systems Evolvment

ATTENDANCE ACTION FORM

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Associate Signature/Date:	Supervisor Signature/Date:	Witness (if applicable) Signature Date:

This form must be forwarded to the Human Resources Department.

Read-Only Time Sheet

Time-Off Summary

Mar 09, 2019 to Mar 15, 2019

03/09/2019 - 03/15/2019 (Current Period)



ADD PUNCH CHANGE REQUEST

Date	Pay Code	IN	Allocation	OUT	IN	Allocation	OUT	Hours	Total Hours	Dollars	Comments	Missing Punch	Delete
Sat 03/09													
Sun 03/10													
Mon 03/11													
Tue 03/12													
Wed 03/13													
Thu 03/14													
Fri 03/15													
Weekly Totals										\$0.00			

Approve Up to Date 03/14/2019

APPROVE DATE

Add Punch Change Request



Date

mm/dd/yyyy



IN DAY



Punch Time

Allocation

640-Performance Hospitality Corporate-Human Resources Manager-Performance Hospitality Corporate

Reason for Punch Change Request

Tax Profile



CANCEL

ADD REQUEST

ASSOCIATE PAYROLL CONSENT FORM

Date:

Associate Name:	Job Title:	Department:	Location:
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Date Issued	Item Description	Qty. Issued	Total Cost Per Item	Number of Deductions	Deduction Amount Per Pay Period

I, the undersigned, do hereby fully understand that I am responsible for the above-mentioned items during my employment with Performance Hospitality. I understand that should I lose/misplace or need a replacement, I am responsible to pay the replacement cost. I acknowledge that I am prohibited from loaning or sharing my assigned company issued equipment with another Associate.

I hereby authorize Performance Hospitality to deduct the item cost(s) from my pay check in the requested deduction amount per pay check listed above. Furthermore, I authorize Performance Hospitality to deduct the item cost(s) from my final pay check should I fail to return any of the above (with the exclusion of shoes for crews).

If the company is unable to collect replacement costs for any of the above-mentioned items via final paycheck, or any other means, you may be invoiced for said costs, and/or the cost(s) for un-returned items may be reported to the Internal Revenue Service as earned income.

Associate Signature & Date:	Supervisor Signature & Date:	Witness (if applicable)
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This form must be forwarded to the Human Resources Department

Attendance

- Not all occurrences are created equal
- Random audits will take place
- Attendance is the #1 reason for workplace separation



Communication Accountability Systems Evolvement

A close-up photograph of a hand holding a wooden gavel, poised to strike a wooden block on a wooden surface. The background is blurred, showing what appears to be a courtroom or a formal meeting setting with other people seated at desks.

We deliver
important,
consistent, relevant
and inspiring
information to all
associates across all
properties

In 2019 We Elevate
the CASE

PERFORMANCE
HOSPITALITY

We deliver. Bottom line.

PERFORMANCE

H O S P I T A L I T Y

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