

Customer Experience Support Call Center Attendance Policy

Purpose:

This updated policy, for all Customer Experience Support contact center sites (UCC), addresses changes to the first action (given earlier than our prior policy), and provides a modification to no call no show (NCNS) warnings and next step progressions. These guidelines are based on a rolling 6-month period and are effective January 4, 2016 for US locations.

We depend on you to report to work, on time, every day. When you arrive late or miss work, you put added pressure on your coworkers that ultimately affects clients.

Your work time is measured based on your phone login and logout. Follow these guidelines:

- Begin working immediately after logging into the phone
- Never log in for someone else or have someone else log in for you; this is equivalent to theft of time, and you can lose your job for engaging in this practice.

You are paid based on the time you are logged on the phone each day. Whether you are on auto-in, set to any aux state, in After Call, or taking a call, you are paid for the time you are logged in to your phone. Log off your phone when you go to lunch and log back in when you return from lunch. At the end of your shift, after toggling off, and logging off the computer, you should log off your phone.

We know that occasionally you will be late or absent. Let us know as soon as you can that you will be arriving late or will be absent. The more notice we have, the better we are able to cover for your unscheduled absence or late arrival. If you fail to notify us, you will be given an 'absence without notice.'

When providing notice that you will be late, absent, or leaving early, **you must call the sick line**. It is not acceptable to only tell your supervisor or a coworker. You may notify your supervisor, however remember that attendance is tracked by the Workforce Management Team and that is who you are required to notify via the sick line. Your supervisor can provide you with the sick line telephone number.

To help you with our policy, there are some terms and definitions that you need to understand:

- **Unscheduled Absence:** Failure to report to work or failure to report when called without getting prior written approval and confirmation in IEX for the absence from Workforce Management. If you notify the Workforce Management team, via the sick line, prior to the beginning of your shift that you will be absent, such absence will be considered to be 'with notice'. Failing to notify the Workforce Management team prior to the start of your shift will result in an absence 'without notice'
- **Late Arrival:** Failure to report to work at the time and place scheduled without getting prior written approval and confirmation in IEX from the Workforce Management team.

- **Work Hours Missed:** Any time missed during your scheduled work hours including late arrivals and early departures.
- **Tardy:** A “no call/no show” two (2) hours into your shift.
- **Incident:** Defined as late arrivals (tardies) and early departures without advance written approval. Voluntary or forced flex is not count as an incident.
- **Approved Leaves of Absence or an Extended Absence:** Time which has been approved in advance by your supervisor. The time off is not counted as work hours missed.
- **Rolling 6-Month Period:** Looking back over the last 6 months from the last date of an incident or work hours missed.

Absence Excuse

An employee can be ‘excused’ from the accumulation of work hours missed up to a maximum of three (3) incidents per twelve (12) months by providing a valid note from the treating physician stating the absence was the result of an illness of the employee, minor child in the custody of the employee, or a dependent parent of the employee. However, that note must be provided on the day the employee returns to work to be considered.

Failure by the employee to provide a valid note from the treating physician or failure to provide such documentation upon the employee’s return to work will result in the issuance of the appropriate number of work hours missed.

A valid note from a treating physician completely covers a single incident. A single incident is one day or consecutive days off. A scheduled off day is considered a break in consecutive days. This means that if you miss multiple days of work, the note would remove all work hours missed associated with the incident before the schedule day off. For example, if your shift is Monday through Friday, a scheduled day off may be Saturday and/or Sunday. An absence on Friday and the following Monday would count as two (2) incidents.

After (5) consecutive unscheduled absences, the Harte Hanks leaves of absence policy will be applied.

All available Paid Time Off (PTO) must be used before any time off is without pay. Using available PTO will not erase the work hours missed you accumulated for the absence.

Work Hours Missed and Incident Details

Your work hours missed will be counted over a rolling 6-month period. Work hours missed over six (6) months old will not be counted. If you accumulate missed work hours during any six (6)-month period of time according in the schedule below, the following action(s) will be taken as soon as it is practical.

CUMULATIVE WORK HOURS MISSED	OR	NUMBER OF INCIDENTS	ACTIONS:
12 Hours		3	Coaching (documented)
20 Hours		6	Verbal Warning
36 Hours		12	Written Warning
48 Hours		14	Final Warning
56+ Hours		17+	Termination of Employment

- Failing to report to work without (timely) notification (no call/no show") for one (1) scheduled work day will result in a **Written Warning**.
- Failing to report to work without (timely) notification ("no call/no show") for any two (2) scheduled work days or leaving work without permission may results in the **Final Written Warning**
- Failing to report to work without (timely) notification ("no call/no show") for any two (2) consecutive scheduled work days or leaving work without permission may results in the **termination of your employment**.

FedEx Account Without Notice (No Call No Show) is defined as failure to contact the **Sick Line 30 minutes** or more prior to start of your shift.

Austin Microsoft Accounts After Hours Without Notice is defined as:

- After Hours:** Any working shift that begins directly at or during the hours of 12am (midnight) thru 7am, Monday – Friday and the entire day on Saturday and Sunday
- Without Notice (No Call No Show):** Failure to contact the Sick Line 2 hours or more prior to start of your shift. You must also call your reporting supervisor to provide time to contact a replacement for your shift.

Buy Backs for Overtime

- Buy Back 25%** - If an agent works a minimum of 4 hours of overtime this Exception Code will reduce 1 hour from total hours missed for the last 6 months. Once buy back is applied to total hours missed they cannot be used again.
- Buy Back 50%** - If an agent works 4 hours of overtime this Exception Code will reduce 2 hours from their total hours missed for the last 6 months. Once buy back is applied to total hours missed they cannot be used again.

The Ops Manager will communicate the applicable exception code to Workforce Management. This is an incentive to be used at the Ops Manager's discretion and is not an automatic entitlement.

Other

Absences addressed in this policy do not include approved leaves of absence or extended absences, PTO, funeral leave, jury duty or active military duty.