



ATTENDANCE AND PUNCTUALITY POLICY

Effective Date: 4/1/15

Revision Date: **10/4/21**

SUMMARY OF OCCURRENCES AND POINTS, definitions begin on Page 3

Note: Call-out/Late Calculation Method is based on a **rolling 12-month period**, beginning with the first occurrence. Each attendance point(s) is removed one year from the date it occurred.

| <u>Type of Call-out Occurrence</u> | <u>Number of Points (each occurrence)</u> |
|--|--|
| Call-out with 2 hours' or more notice | 1 point |
| Call-out with less than 2 hours' notice | 1 ½ points |
| Call-out on the workday of, before or after a recognized holiday or vacation | 2 points |
| No Call / No Show (additional progressive discipline) | 2 points |
| Consecutive Call-out with Doctor's Note (Multiple days) | 1 point |
| Late (7 minute grace period) | ½ point |
| Trend Call-out (definite pattern) | 2 points |
| Incomplete Shift | ½ point |
| Failure to call to check if work is available by 7:00am, when assigned to | ½ point |

PROGRESSIVE DISCIPLINE

| <u>Number of Points</u> | <u>Type of Progressive Discipline</u> |
|--------------------------------|--|
| At 3 points | · Point Review / Discussion |
| At 5 points | · Verbal Warning (Meeting) |
| At 7 points | · Written Warning (Meeting) |
| At 9 points | · Final Written Warning / Suspension |
| At 10 points | · Termination of employment |

PURPOSE:

To set forth standards for attendance and punctuality and to define its relationship to Kramer Beverage Company's productivity and success.

POLICY:

Kramer Beverage Company is in business to provide superior service to its customers. KBC's success in accomplishing this depends, in large part, on the regular attendance and punctuality of its employees. Regular attendance and being on time for scheduled shifts, meetings and training is expected from each employee.

All Managers and Supervisors are responsible for documenting and tracking all occurrences.

One year from the date of any progressive discipline notice issued, the discipline will not be given consideration in subsequent progressive discipline actions. KBC will maintain required records.

PROCEDURES:

1. Each employee is responsible for notifying Operations at least two (2) hours prior to the start of their shift if they are calling out of work, by calling 609-704-7000 (Ext. 1500). A doctor's excuse does not necessarily justify excessive callouts; however, a doctor's note will be required to return to work after three (3) consecutive days of callouts except in circumstances where other certification requirements may apply as dictated by federal, state or local law.

2. Attendance violations will be treated as a violation of work rules; therefore, discipline will be implemented appropriately. Employees will be given verbal warnings and/or a written warning up to and including termination for absenteeism. Managers/Supervisors are responsible for documenting points for each occurrence beginning with the first event.

~~3. When an employee calls out, the employee must notify Operations to make themselves available for the following days' work. This must be done by 5pm the day before the next workday (i.e. if the call out occurs on a Friday, the employee must make themselves available by 5pm Sunday for Monday work). If the employee fails to make themselves available by that time, the following day will be treated as an additional call out. The same rules will apply to an incomplete shift.~~

4. For unscheduled callouts of employees, the employee may request the use of an available personal day(s) to cover pay for that day. This does not excuse any call-out from the issuing of attendance points.
5. A copy of an attendance summary report may be provided periodically or upon request to each employee. This report includes the date(s) and employee's attendance point(s) for each attendance callout and late occurrence.
6. Call-out/Late calculation method is based on a rolling 12-month period, beginning with the first occurrence. Each attendance point(s) is removed one year from the date it occurred. For example, a call-out on January 10, 2021 will be removed on January 10, 2022.

A. DEFINITION

1. Call-out:

The failure of an employee to report for work during the hours he is scheduled to work. This includes mandatory meetings and training.

- a. Call-out with two (2) hours' notice prior to start of the shift equals one (1) point.
- b. Call-out with less than two (2) hours' notice prior to start of shift equals one and one-half (1 1/2) points.
- c. Call-out on the workday of, before or after a holiday equals two (2) points for each day.
- d. Call-out on the workday before or after a scheduled vacation equals two (2) points for each day.
- e. Consecutive Callouts: Consecutive callouts up to three (3) consecutive workdays will only be assessed points for the first day if due to an illness and with a doctor's note. Any consecutive callouts without a doctor's note will be assessed points for each day. A consecutive call-out due to extenuating circumstances may be reviewed by the Director of Operations.

On the first day back to work following the consecutive call-out, the employee must bring the doctor's note to Operations. Failure to provide a doctor's note in the specified timeframe to Operations will result in each day of the call-out being treated as separate occurrences. The proper attendance points will be assessed.

Operations is responsible for adjusting any consecutive attendance point(s) when the doctor's note is provided to Operations.

2. Late:

Unavailable to report to work on time for scheduled shift, mandatory meeting or training. A late occurs when an employee does not report to work within 7 minutes of their start time. At 8 minutes, the employee will be issued one-half (1/2) point. If the employee reports to work and work is no longer available due to lateness, the employee will be sent home and one (1) point will be issued. If an employee is going to be late, they should notify Operations immediately. This notification will improve the chance of work being available.

3. Trend Callouts:

Three (3) or more callouts that occur and form a definite pattern.

- a. Trend call-outs equal one (1) additional point.
- b. The Manager/Supervisor will inform the employee that if the pattern continues in the next rolling six-months, two (2) additional points will be counted against the attendance record.
- c. The Director of Operations will review the pattern callouts with the Manager/Supervisor and issue the points associated with the trend.

Examples: Calling out on the same day, week after week. Calling out on bad-weather days, etc.

4. Holidays:

KBC recognizes ten (10) holidays as defined in the collective bargaining agreement. A call out on the workday of, before or after a holiday equals two (2) points for each occurrence.

5. No Call/No Show:

Occurs when an employee has failed to contact Operations and has failed to report to work within one (1) hour after the start of their shift.

- a. A no call/no show equals two (2) points for each occurrence.
- b. In addition to the attendance points, each no call/no show in a rolling calendar year will be documented in the following manner:
 - a. 1st no call/ no show – Written Warning
 - b. 2nd no call/no show – Final Written Warning / Suspension
 - c. 3rd no call/ no show – Termination of employment
- c. Three (3) consecutive days of No Call/No Shows will be considered job abandonment resulting in immediate termination.

6. Leaving Work without Approval:

An employee, who leaves work without completing their shift and without management permission, may be considered having abandoned their job, and may be subject to immediate discipline, up to and including termination. The employee will also be subject to attendance points for an incomplete shift.

7. Incomplete Shift:

An incomplete shift occurs when an employee requests and is authorized to leave before the end of their shift for any personal reason.

- a. Incomplete Shift equals one-half (1/2) point for each occurrence.
- b. This does not apply for pre-planned and approved situations.

8. Failure to call-in:

A failure to call in to check if work is available by 7:00am, when assigned to call-in.

- a. Failure to call in equals one-half (1/2) point for each occurrence.

9. Attendance Points Reduction:

If an employee does not call-out, is not late and has not earned any attendance points during a seventy-five (75) calendar day period, the employee may be eligible to have an attendance point reduced. Up to one (1), the most recent attendance point event, will be reduced from the employee's total attendance points.

B. CALL OUT PROCEDURE

1. Each employee is responsible for contacting Operations at 609-704-7000 Ext. 1500, at least two (2) hours prior to the beginning of each shift if they are going to call-out.

2. Each employee must provide their name and the reason for calling out.

3. In instances of consecutive workday call outs, the employee must call out every day they are not able to report to work. If the employee fails to call out every day, then each day they fail to call out will be treated as a no-call/no-show.

- a. If the employee knows they will be unavailable for multiple days, then the employee must provide the reason and length of time in writing or email to avoid the requirement to call out each day.

4. If the absence will continue for more than three (3) working days, the following must occur:

- a. The Manager/Supervisor must notify the HR Department.
- b. The employee must complete the appropriate Leave of Absence paperwork and must return the completed paperwork to the HR Department within the specified timeframe.

5. Each employee is responsible for notifying Operations of any intermittent leave time taken, additional call-out or lateness each day, except in bereavement circumstances.
6. Operations will note the call out in the attendance log. Each Manager/Supervisor will determine if the call out needs to be covered and will be responsible for covering all call outs and tardiness events.

C. PROGRESSIVE DISCIPLINE

1. Based upon an employee receiving the following number of points within a rolling calendar year, the following progressive discipline will be administered.

| <u>Number of Points</u> | <u>Type of Progressive Discipline</u> |
|-------------------------|---------------------------------------|
| At 3 points | · Point Review / Discussion |
| At 5 points | · Verbal Warning (Meeting) |
| At 7 points | · Written Warning (Meeting) |
| At 9 points | · Final Written Warning / Suspension |
| At 10 points | · Termination of employment |

2. In circumstances where leave is covered by FMLA policy or other federal, state, or local leave entitlements, employees will not be assessed points under this policy, subject to an employee satisfying applicable notice and certification requirements. When an employee calls out due to intermittent FMLA, the employee must call out through the normal procedure, then also contact HR immediately after. Kramer Beverage Company reserves the right to review each situation on a case-by-case basis. Employees who miss work due to the medical need of themselves or an immediate family member should review the Leave of Absence guidelines. It is also understood there may be extenuating circumstances when an employee has attendance issues and such circumstances may be considered in the administration of this policy.