## [Business Logo/Name Here]

## Employee Attendance Policy Template

**Purpose:** To provide clarity and consistent guidelines for employee time-tracking and attendance issues. This document outlines our expectations regarding work hours, employee time and accountability for time infringements.

**Policy Statement:** We are a team at [Business Name] and rely on each employee to follow their schedules to ensure all of our jobs are completed. We expect every team member to be timely, consistent and accountable to the business and crew members. We all benefit from a productive work environment and respect for each other’s time.

Team schedules are in place to ensure the efficient completion of jobs while respecting everyone’s skills, time and safety. We at [Business Name] understand absences are inevitable, but not consistently following your schedule can cause issues for you and the rest of your team.

**Schedules:**

Employee schedules are created in the [job management software] and are available on work/personal devices and office equipment. As [Business Name] handles field service jobs, schedules are expected to differ from week to week, so it’s necessary to keep up-to-date with your assigned jobs from the app/software. Employees can review their schedules and job locations from the app/software at any time.

Clock in and out must be done on the [job software/app] for each employee. Employees are not permitted to clock in other employees.

It’s a requirement that all employees utilize the software during work hours, as the automatic time-tracking system will ensure accurate location and schedule tracking.

**Definitions:**

Absence: an employee not being present for their scheduled work for any reason. We understand absences can happen at any time for many reasons, including excused and non-excused absences. Excused absences include medical reasons, personal or family emergencies, extreme weather and serious accidents.

Absenteeism: the habitual non-presence of an employee from their job and responsibilities as scheduled. This includes failure to report to work and inability to remain at work as scheduled.

Presenteeism: being present at work outside of your scheduled work hours when overtime hours haven’t been approved and being present at work with impaired productivity such as illness or injury. Working while sick doesn’t benefit you or the team and it’s important for team members to utilize available sick leave when required.

Tardiness: not being present on time for your scheduled work hours. This includes arriving after the start of your shift or failing to report for work at the scheduled time, leaving work before the scheduled end without approval, and taking an extended break. We understand crew members won’t always be able to be on time but expect employees to be consistent.

Paid Time Off/PTO: Paid time off must be approved by a supervisor with 14 days' notice. In the case of medical leave, a doctor’s note/medical certificate must be provided to your manager/supervisor and not providing one can result in an unexcused absence.

**Violations:**

An attendance policy violation is an instance of tardiness, absence/absenteeism, presenteeism or unapproved PTO/sick leave. Employees must use their work account on [software/app] to clock in and out. Failure to do so also counts as a policy violation.

Not all violations result in official warnings. No employee will be able to attend every day of work, but all employees must notify their manager/supervisor of absences as soon as possible.

**Reporting:**

If you’re running more than 15/30 minutes late, notify your [supervisor/manager]. (Can put specific manager, office and supervisor numbers and emails here if required.) If an employee is absent, they must notify [office/manager] of any absence as soon as possible and ensure the notice has been submitted to the [management software].

Non-reported absences will be classified as no-call no-shows. We understand there are times when a crew member may be unable to contact the office. However, if an employee does not notify a manager/supervisor or return to work within 3 days, it will be counted as abandonment of employment, and the employee will be terminated.

To keep [Business Name] running effectively and support your crew, keep us in the loop.

**Warnings:**

Policy violations are addressed with a warning system, and all warnings are to be documented in writing. After a 6/12-month period, all violations are cleared. If at any time an employee needs to discuss their warnings, they should contact [supervisor/manager/HR].

No Warning Needed: If an employee has an excusable unforeseen absence or isolated incident of tardiness, no warning is required. Reporting an absence as soon as possible to a supervisor or manager means the rest of the team can adapt and work efficiently.

Verbal Warning: In the instance of a policy violation, a supervisor/manager may issue a verbal warning. This is an opportunity to clarify the attendance policy and speak with the employee. A verbal warning should be followed up with an email about the violation and a conversation with the employee. Everyone makes mistakes, and these warnings are not intended to be punishments.

These are used for tardiness, presenteeism and/or unexcused reported absences.

Tardiness: 3 verbal warnings

Presenteeism: 3 verbal warnings

Unexcused Reported Absence: 2 verbal warning

1st Written Warning: If the pattern continues or an additional violation is recorded within a 12-month period and an employee has received 2/3 verbal warnings, the 1st written warning will be issued. This must be in writing, and the previous instance of violation and notice must be explained in addition to the current policy violation.

A no-call no-show immediately receives a written warning.

2nd Written Warning: If there is a repeated policy violation or an additional violation within a 6/12-month period and an employee has received a written warning, a second written warning will be issued. This must follow the process of the first and explain the current and previous circumstances.

Final Warning: If an employee has not acted upon the previous warnings and policy violations continue, a final written warning will be issued. This is the last opportunity to improve and act on recorded violations and recommendations.

Termination: If violations continue to occur and an employee has received 3 written warnings, the employee will have their employment terminated. This is a last resort option if an employee fails to improve upon previous warnings.

Three no-call, no-show days in a row result in termination.

**Good Attendance:**

If an employee has 4 or fewer instances of absenteeism or tardiness for each 6/12-month period, they’re an example of an employee with ‘good attendance.’

Good attendance means consistently attending scheduled hours, arriving to work on time, leaving work on time outside of overtime hours, notifying your supervisor of absences/tardiness and having justified reasons to be absent/tardy.

We appreciate employees who come to work consistently, it benefits you and the whole team. If an employee demonstrates good attendance, they will receive an additional paid day off for the period.

**Supervisor Responsibility:**

It is the responsibility of the supervisor/manager to monitor and review employee attendance and be the point of contact for employee reporting. As a supervisor, it’s your duty to notice instances of policy violations and respond accordingly.

Supervisors are responsible for meeting with employees about absences and appropriately responding to issues. If employees need assistance or to change their schedule to meet standards, supervisors/managers need to make time for the employee and address any issues.