

# Attendance Policy

## IAM Represented Employees Passenger Service, Fleet Services, Storekeepers

Effective Date: September 15, 2023

Rev. September 15, 2023

## **INTRODUCTION**

The purpose of the Attendance Policy is to manage attendance in a fair and consistent manner. It sets forth a standard for acceptable attendance so that employees understand what is expected of them. It also details the disciplinary action to be taken when expectations are not met. An employee's attendance record contains a record of all absences from duty. It is used to establish and to document absences from work and tardiness. This policy is for IAM Represented Employees under the 2016-2021 IAM Agreement (Passenger Service, Fleet Services, Storekeepers) and subsequent agreements. If this policy conflicts with any federal, state, local, or international laws, the law prevails.

## **APPLICATION OF POLICY**

It is the intent of management to apply this policy in a fair and consistent manner. Management will consider mitigating circumstances for any issue covered under this policy. Employees are expected to report any absence from work prior to the start of their shift, unless extenuating circumstances prevent them from doing so. In the event extenuating circumstances prevent an employee from reporting an absence prior to the start of their shift, they must notify management of the absence and provide an explanation of the extenuating circumstances as soon as practicable.

To the extent this policy conflicts with any federal, state, local, or international laws, the law prevails.

## **DEFINITIONS**

- **Employee Sick Absence** - Any single specific period of continuous time away from work due to an employee's non-occupational illness/injury.
- **Dependent Care (spouse or dependent minor child) Absence** – Any single specific period of continuous time away from work using accrued sick leave, up to 3 days per rolling year, to care for the injury or illness of a spouse or dependent minor child.
- **Personal Absence** – Any single specific period of continuous time away from work other than an Employee Sick Absence or Dependent Care absence, such as time away from work due to caring for others or due to inclement weather, car trouble, damaged badge, etc.
- **Accountable Absence** – Time away from work for any reason which assesses attendance points (see *Accountable Absences* section below)
- **Non-Accountable Absence** – Time away from work for any reason which does not assess attendance points (see *Non-Accountable Absences* section below)
- **Occupational Injury Time** - Time absent from work due to an injury or illness incurred on the job. The injury or illness must be one that is covered by the applicable state Workers' Compensation law, and must be verified in writing by the employee's treating physician.
- **AUTO (Authorized Unpaid Time Off)** - Unpaid time absent from work, authorized by the Company.
- **Late Reported Absence** - Using the required process to alert the appropriate individual after the start of shift to report an unplanned absence from work for any reason unless extenuating circumstances prevent the employee from doing so.

- **Tardy** – Reporting for work after a scheduled start time:
  - Tech Ops – Up to 4 hours into work assignments
  - Contact Centers – Up to ½ the time of the work assignment
  - Airport Ops up to 2 hours into the work assignment

***NOTE:** For absences that exceed the time spans above, 1 point will be assessed*

- **Minor Tardy** – First three (3) occurrences of tardiness of less than fifteen (15) minutes each in a rolling twelve (12) month period.

***NOTE:** Not applicable to the Contact Centers. Flex coupon policy will apply to Contact Centers.*

- **No Call, No Show (NCNS)** - Failing to use the required process to alert the appropriate individual (no later than the end of your regular shift, overtime assignment, or day or shift trade) to report an unplanned absence from work for any reason, accompanied by failing to appear for work.
- **Leaving Work Without Notification** – When employee leaves work for any reason, including assigned overtime, without notifying the immediate Supervisor.
- **Leaving Work Without Permission** - When employee leaves work for any reason, including leaving assigned overtime, having notified the immediate Supervisor, but without prior supervisor approval. (This does not include employees who fail to swipe / punch in and/or out. The latter will be treated as a performance disciplinary matter and not under the attendance policy).
- **Point** - A unit of measure used to track absence and tardiness.
- **Work** – A scheduled work shift or assignment including assigned overtime, and day or shift trades.

### **NON - ACCOUNTABLE ABSENCES**

Properly Reported Absences from duty for the following reasons will not be assessed a point:

- Minor Tardy
- AUTO
- Vacations
- Holidays
- Trade Days Off
- Personal Emergency Leave (per Article 6.A.8)
- FMLA – Any absence covered by the Company’s Family and Medical Leave policy
- Jury Duty
- Approved Leaves of Absence



- Occupational Injury Time (OI)
- Company Declared Adverse Weather Day (officially declared by management)
- Any other absence protected by federal, state, local, or international law.

**FAILURE TO SWIPE IN / FAILURE TO SWIPE OUT**

Failure to swipe in or failure to swipe out will normally be treated as a performance disciplinary matter. However, if it is determined that an employee was also not present at work at their designated work time, it will be treated both as a performance issue and an attendance issue under this policy.

**POINT INCENTIVE PROGRAM**

Any employee that does not incur any type of absence which includes accountable tardies in all of the following five (5) months in a calendar year will receive one (1) point added to their points bank the following January. Points total will not exceed a cumulative total of eight (8) points at any given time for any employee. The point incentive award in January is the only means to move past seven (7) points in the point scale. So an employee will need to be at six and a half (6.5) or seven (7) points at the time of the point incentive award in January to move past seven (7) points.

The following are absences that will not disqualify an employee from the Point Incentive Program:

- Jury/civic duty
- Absence due to a family member’s critical illness/impending death
- Military leave (under 91 days)
- Company-requested time off (under 31 consecutive days)
- Employees who miss work due to an approved Family Medical Leave and use either vacation or a personal holiday to be compensated for their time away from work.

In addition, employees on paid suspension are eligible for the point incentive pending the outcome of an internal investigation. If the suspension changes to an unpaid (disciplinary) suspension, the employee will be disqualified from perfect attendance. This list is not intended to be all inclusive.

<b><u>Airport Operations &amp; Stores</u></b>	<b><u>Contact Centers</u></b>
June	March
July	June
August	July
November	August
December	December

**OVERTIME ASSIGNMENTS**

As per Article 4.D.1.d., once overtime hours are awarded or assigned to an employee, they are that employee’s responsibility to work and the overtime hours cannot be traded or cancelled by the employee or cancelled by the Company, provided that twice per calendar year, an employee may cancel planned overtime hours no less than 10 hours before the commencement of the hours that were awarded.



An employee who fails to report or leaves early from an awarded or assigned overtime assignment, including job continuation overtime and mandatory overtime, will be subject to progressive discipline in accordance with this Attendance Policy.

Leaving work **WITHOUT** notifying management may be considered job abandonment and may result in termination of employment. All employees should ALWAYS notify and obtain management approval prior to leaving work before the end of their shift.

*NOTE: Please refer to any Letter of Agreement(s) for exceptions to the policy.*

**ACCOUNTABLE ABSENCES**

Accountable absences are applied to regular work shifts, overtime assignments, and day & shift trades. Employees are expected to report absences prior to the start of their work assignment. Accountable absences will result in the following point totals:

No Call, No Show	3 points <i>per No Call No Show occurrence</i>
*Failure to report for an assigned overtime shift with less than 10 hrs. of notice	1 point
Canceling OT with less than 10 hrs. of notice (or on 3 <sup>rd</sup> occasion of canceling overtime)	1 point
Leaving work early with notification to management but without approval	1 point
Properly reported Employee Sick Absence or Dependent Care Absence	1 point per single/continuous period of time away from work
Any Late Reported Absence (reported prior to end of shift)	2 points per late report
Properly Reported Personal Absence	1 point <i>per day</i>
Tardy	½ point
Leaving Mandatory Overtime early with notification to management but without approval	1 point
Leaving Mandatory Overtime early without notification	3 points
Contact Center: Failure to report to work- Inadvertently not reporting to work for a scheduled shift will result in a 1 point deduction for the 1 <sup>st</sup> occurrence and 3 points for each occurrence thereafter in a 12 month rolling calendar year.	1 point/3 points

\*In situations where management determines that an employee willfully failed to report or willfully abandoned their awarded overtime shift without a reasonable explanation, management may assess 3 points regardless if it was their first occurrence. Likewise, management will review all situations to determine if extenuating circumstances exist to mitigate application of points.

## **PROGRESSIVE ATTENDANCE CORRECTIVE STEPS**

Management will track attendance points on a rolling 12 months of active service. An employee's points will determine their level of discipline per the applicable table below. Points will re-accrue on a rolling 12-month basis. Extended periods of unpaid or inactive status will not count in the calculation of a rolling 12 months. Attendance points will be frozen while an employee is on an unpaid or inactive status and be re-activated once the employee returns to paid/active status. The 12-month calendar will then be re-activated. Notwithstanding the rolling 12-month calendar, if an employee reaches a point level warranting a Termination Warning, no points will be re-accrued for a full four-month period from the date the employee incurred the Termination Warning triggering point(s).

Normally, an employee's points increase by three upon completion of probation (i.e. from 4 points to 7 points). However if an employee is on a point freeze upon completing probation, their points will not increase during the four month freeze. Following the four months, the employee's points will no longer be frozen, point re-accrual and placement of the appropriate level of discipline will follow the normal process outlined in this policy. No points will be re-accrued while pending a meeting or hearing.

If due to the occurrence of an absence(s) that results in the accumulation of points at a rate that outpaces the Company's ability to issue the letters and/or disciplinary steps and/or convene required meetings, the employee will be held accountable for the point total they accumulated and the appropriate "result" stated in the applicable table below will follow. For example:

- If an employee is at 3 points and has three separate occurrences in quick succession that reduce the employee's balance to zero points before the Company has had a reasonable opportunity to meet with the employee and issue the Termination Warning, this employee's point total will be zero regardless of whether any letter was sent or meeting took place. The Company will propose Termination without the need to first issue a Termination Warning.
- If an employee is at 3 points and has a no call/no show occurrence that reduces the balance to zero points before the Company has had a reasonable opportunity to meet with the employee and issue the Termination Warning, this employee's point total will be zero regardless of whether any letter was sent or meeting took place. The Company will propose Termination without the need to first issue a Termination Warning.

The Company's obligation to notify and counsel employees and provide for meetings/hearings as stated in the table below will be satisfied if a scheduled meeting or hearing does not take place due to an employee or Union representative failing to appear.

Non-Probationary Employees will begin with a balance of seven (7) points. Probationary employees will begin with a balance of four (4). Points are deducted for accountable absences.

The following point system will be used to manage accountability for attendance:

Point Range	Results
7.0 to 4.0 points	Acceptable Attendance
3.5 to 2.5 points	Documented Verbal Warning
2.0 to 1.5 points	Written Warning
1.0 to 0.5 points	Termination Warning ( <b>Meeting Required, unless employee outpaces as described above</b> )
0 points	Termination – Hearing

**NEW HIRE PROBATIONARY ATTENDANCE CORRECTIVE STEPS**

Point Range	Results
4.0 to 3.0 points	Acceptable Attendance
2.5 to 2.0 points	Written Warning
1.5 to 0.5	Termination Warning
0 points	Termination
No Call No Show	Termination
Leaving Work Without Permission	Termination

**DAY AND SHIFT TRADES**

Article 4(C) of the Collective Bargaining Agreement contains language governing day and shift trade privileges and situations that may result in day / shift trade suspensions.

During the administration of this policy, if an employee has accountable absence(s) that occurred on a day / shift trade that contributed to their overall point total, the Company may suspend an employee’s day / shift trade privileges in accordance with the schedule below:

Written Warning (2.0 - 1.5 points)	30 day trade suspension
Termination Warning (1.0 - .5 points)	60 day trade suspension

**UNACCEPTABLE ABSENTEEISM PATTERNS**

If management, in consultation with Human Resources, determines that an employee exhibits an unacceptable pattern of absenteeism or lateness, the progressive disciplinary steps may be accelerated. Patterns include, but are not limited to: repeated absences or tardies in conjunction with regular days off, vacation or holidays, being absent during the same time(s) of the year, repeatedly being late on the same patterns of days, etc. Once management determines that a pattern exists, they will provide the employee a warning that an absenteeism pattern has occurred. After the warning, management will thereafter accelerate the disciplinary attendance corrective steps if they determine that a pattern continues.

**ADDITIONAL CONSIDERATIONS**

- In an effort to administer the program fairly, special consideration may be given to individuals with extenuating circumstances. Local leadership and Human Resources will determine the appropriate action upon review of the circumstances. Mitigating circumstances will be considered in order to arrive at a fair and consistent application of this policy.
- Use of pass travel while on sick leave without management permission may result in termination.

- Providing false documentation or explanation for an absence may result in termination.
- Falsely claiming sick leave or dependent care may result in a termination.
- Absences, as determined by management, may require a doctor's certificate as per Article 6.B.1. of the Agreements. Absences verified by medical or other documentation will still be considered as part of an employee's overall dependability record.
- As per Article 7.E.4. of the Agreements, an employee will lose all forms of seniority under this Agreement and be removed from all seniority lists for an absence from work for two (2) consecutive days without properly notifying the Company of the reason for absence, unless the failure to notify the Company of the absence was due to verifiable circumstances beyond the control of the employee. In such event the Company will notify the employee of their separation, and no termination hearing shall be required.