



WFS North America Attendance Policy

November 4, 2023

INTRODUCTION

Punctuality and regular attendance are expected from all employees. 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 employees have a clear understanding of expectations. It also details the disciplinary actions to be taken when expectations are not met.

ACCOUNTABILITIES

Employee:

- Report to work on time.
- Must call in greater than two hours prior to the start of their shift when expected to be absent
- When you expect to be late as far in advance of your scheduled starting time as possible.
- During your shift, remain in the area necessary for the efficient performance of your work.
- Remain at work until your shift ends unless you are authorized to leave early.
- Check in or off duty in the prescribed manner and for yourself only.
- Unauthorized appearance on the premises of the Company while off duty is not encouraged and your presence must not interfere with the orderly work of others who are on duty.

Supervisor/Manager:

- To treat employees fairly, consistently and in compliance with the Attendance Policy and other related policies and procedures, including the collective bargaining agreement.
- To foster a healthy and positive work environment.
- To raise awareness about the importance of regular attendance.
- To maintain, monitor and be accountable for attendance levels within their respective teams – monitor and manage situations where employees have excessive occurrences or patterned absences in consultation with HR.
- To understand the requirements for reporting and managing work-related and nonwork related illness and injury situations.
- To maintain regular contact with an employee during the employee's absence from work.

DEFINITIONS

- **Absence** – Any single specific period of continuous time away from work. Inclusive of scheduled days off.
- **Occupational Injury** – Time absent from work due to an on-the-job injury.
- **Reported Personal Absence** – Using the required and established “call off” process to alert the supervisor or manager or appropriate designee 2 hours prior to the start of a shift (timestamped) to report an unplanned absence from work for any reason. (Note – Guidelines will vary by station or team to meet the needs of the business).
- **Late Reported Personal Absence** – Using the required and established “call off” process to alert supervisor, manager, or appropriate designee less than 2 hours prior to the start of a shift to report an unplanned absence from work for any reason.
- **Tardy/Late** – Reporting for work 6+ minutes after the start of a shift
- **No Call/No Show** – Failing to use the required and established “call off” process to alert the supervisor/manager to report an unplanned absence from work for any reason and accompanied by failing to report for a shift. Not calling or showing up 30+ minutes past your scheduled start time will be considered a no call/no show for that shift.
- **Leaving Work Without Notification** – Leaving work for any reason without notifying your immediate supervisor.
- **Leaving Work with Notification** – Leaving work for any reason, having notified your immediate supervisor.
- **Point(s)** – A unit of measure to track absences and tardiness.
- **Work** – A scheduled work shift, assigned overtime (including mandatory overtime), or approved change of shift.

NON-ACCOUNTABLE ABSENCES –

- Scheduled Days Off
- Approved Vacation
- Change of Shift Off
- FMLA – Any absence covered and approved by the Company’s Family Medical Leave Policy
- Jury Duty
- Approved Leaves of Absence (Non-medical) – (personal leave, military leave, bereavement/funeral leave)
- Medical leave of absence – Can be leveraged when an employee does not qualify for FMLA and should be approved by Human Resources and in accordance with WFS Employee Handbook, collective bargaining agreement, or federal/state or local leave guidelines.
- Injury on Duty (IOD)
- Military Leave
- Bereavement/Funeral Leave
- Union Business Leave

FAILURE TO CLOCK IN / FAILURE TO CLOCK OUT

All hourly paid employees are required to clock in at the start of their shift, clock out at the end of their shift, and meal breaks. Failure to clock in or failure to clock out will be treated as a performance disciplinary matter.

Employees will not clock in or out for another employee under any circumstance. This is considered “timecard fraud” or “theft of time” and is grounds for immediate termination.

Employees will not clock in and leave their facility only to return later to clock out. This is considered “timecard fraud” or “theft of time” and is grounds for immediate termination.

ACCOUNTABLE ABSENCE

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

Event	Points
No Call / No Show*	6 points per no call/no show
Reported Personal Absence(>2 hours prior)	1 point per instance
Late Reported Personal Absence (2 hours or less)	2 points per instance
Tardy less than 30 minutes	½ point per instance
Tardy greater than 30 minutes	1 point
Leaving work early without notification	2 points per instance
Leaving work early with notification**	1 point per instance

* If an employee has 2 no call / no show unexcused events within a 12-month rolling period, they will be subject to further disciplinary action up to and including termination.

** Without prior approval

ATTENDANCE CORRECTIVE STEPS

For non-probationary employees, supervisor/manager will track attendance points on a rolling 12 months. An employee’s point total will determine their level of progressive discipline per the table below. Points will re-accrue on a rolling 12-month basis. Extended periods of unpaid or inactive status will not count toward the calculation of the rolling 12 months. Attendance points will “freeze” or stop while an employee is on an unpaid or inactive status and will be re-activated once the employee returns to paid/active status.

The point total will determine the level of progressive discipline. 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 a letter and/or disciplinary steps and/or convene employee meetings, the employee will be held accountable based on their point total.

Employees will transition to the new attendance program with a balance of zero (0) points if they are not on any attendance related disciplinary action on the transition date. Those employees that are on an existing attendance related warning/disciplinary will transition to this attendance policy with their existing level of discipline. Points will be added for accountable absences or tardy.

The following point system will be used to manage accountability for attendance for non-probationary employees:

Point Range	Results
0 to 4 points	Acceptable Attendance
4.5 to 6.5 points	AM150 – Attendance Review
7 to 9.5 points	AM303 – First Warning
10 to 11.5 points	AM303 – Final Warning
12 points	Termination

PROBATIONARY EMPLOYEES

It’s important to note that the first 180 days of an employee’s tenure is a strong indication of their ongoing performance and conduct. Therefore, during the probationary period an employee’s attendance and performance should be closely monitored and evaluated.

Unsatisfactory attendance and/or performance should be addressed as soon as possible and may result in corrective action, including termination, much sooner than the guideline outlined above for non-probationary employees.

Please be sure to obtain the approval of the station general manager and human resources manager/director, before proceeding with any termination.

UNACCEPTABLE ABSENTEEISM PATTERNS

If an employee exhibits an unacceptable pattern of absenteeism or lateness the disciplinary steps may be accelerated. Patterns include, but are not limited to repeated absence or tardy in conjunction with regular days off, vacation or holidays, being absent during the same time of year(s), repeatedly being late on the same patterns of days, etc. If determined a pattern exists, it will be handled as a performance issue outside of the attendance policy.

ONE TIME CONVERSION *(Upon implementation of the policy)*

Current Discipline/Level	New Policy Point Value
AM150	4.5 points
AM303 - First Warning	7.0 points
AM303 - Final Warning	10.00 points

THREE CONSECUTIVE NO CALL/NO SHOWS

An employee who fails to report to work for three consecutively scheduled workdays without notice to, or approval by their supervisor will be considered a voluntary resignation.

ADDITIONAL CONSIDERATIONS

- To administer the attendance program fairly and consistently, special consideration may be given to individuals with extenuating circumstances. Supervisor/manager and Human Resources will determine the appropriate action upon review of the circumstances. Mitigating circumstances will be considered.
- Providing false documentation or false explanation for an absence may result in termination in accordance with WFS Rules of Conduct.
- Absences, as determined by supervisor/manager, may require a doctor's certificate. This can include for an individual employee and/or specific time periods. (For example: holiday periods, high volume periods). However, presentation of such certificate does not mean that an absence is excused, nor does it mean that a point(s) under the Attendance Policy will not be assigned.

FREQUENTLY ASKED QUESTIONS

Q. Why start this now?

A. As WFS continues to grow, it's imperative that we have the employees to support such an operation and attendance policy is a fair and consistent method to achieve that goal.

Q. What constitutes a pattern?

A. An unacceptable pattern of absenteeism or lateness includes, but is not limited to: Repeated absence or tardy in conjunction with regular scheduled days off, vacation or holidays, being absent during the same time of the year's, repeatedly being late on the same pattern of days, etc.

Q. What is considered a tardy/late?

A. Reporting to work after scheduled start time: If the employee reports that they will be tardy to their supervisor, manager or designee and shows up within 30 minutes of the start of their shift they will receive ½ point. If the employee shows up tardy greater than 30+ minutes from the start of their shift, they will receive 1 point.

Q. If an employee is at 10.5 points and was issued an AM303 – Final Warning and points “roll” off and the employee now has a balance of 8 points, will an AM150 – Attendance Review then be issued?

A. NO. Employee meetings and discipline will be issued as an employee accrues attendance points, not decreases. Any discipline issued will remain in effect for 24 months.

Q. How long will discipline stay on my record?

A. Attendance points will remain a maximum of 12 months or until the point's “roll” off to an acceptable level. Any discipline issued will remain in effect for 24 months.

Q. What does the Attendance Policy apply to?

A. The Attendance Policy applies to all scheduled work, overtime, mandatory overtime and shift trades.

Q. Does an employee receive one point for each day they call out, or one point for the entire absence?

A. As long as the employee has not returned to work they will receive one point for the entire absence. An absence is defined as any single specific period of continuous time away from work for a single reason.

Example 1: An employee calls out sick prior to the start of their shift for their scheduled shift on Monday, Tuesday, and Wednesday. They will receive one point for the entire 3-day absence.

Example 2: An employee calls out sick prior to the start of their shift for their scheduled shift on Monday and Tuesday, they return to work on Wednesday, and they call out sick prior to the start of their shift for Thursday, they will receive one point for the two-day absence on Monday and Tuesday and they will receive one point for the absence on Thursday.

Q. An employee has a No Call/No Show on day one and on day two they call in sick, how many points will they receive?

A. They will receive a total of 6 points for the higher of the two-point values.

Q. What happens if an employee comes to work and then goes home sick?

A. Provided the employee advised their leadership they are sick and going home, they will receive one point.

Q. What happens if an employee comes to work late and then goes home sick they receive the ½ point for being late and one point for going home sick?

A. They will receive the higher of the point values, so they will only receive one point for going home sick.

Q. What happens if an employee has a late reported absence on Monday, and then continues to call out sick on Tuesday and Wednesday.

A. Since an employee would receive 2 points for a late reported absence, the entire absence (Monday, Tuesday and Wednesday) would be considered one absence therefore the employee would receive 2 points.



A Member of the SATS Group

Q. My employee was approved to take five days off per month for a medical condition (FMLA); however, they take ten days off instead. Will they receive a point for each day beyond the approved amount?

A. If the absence is covered by approved FMLA and within the approved FMLA usage they will not receive attendance point(s). However, if an employee uses intermittent FMLA outside of what has been approved, the employee may be required to recertify. If recertification does not support the intermittent use out of scope, then an attendance point(s) could be assigned.

Q. My employee is represented by TWU and has accumulated enough points for a First Written Warning. Do I still need to investigate before issuing the warning?

A. Yes; please see [Article 22](#) of the collective bargaining agreement which states that the employee will be afforded an opportunity to discuss the matter with their supervisor before corrective action is administered.

Q. If the employee provides a doctor's note/medical certificate for their absence, will they still receive an attendance point(s) for their absence?

A. Yes, whether or not a doctor's note/medical certificate is provided for the absence, the employee was still absent from work and the appropriate attendance point(s) would apply.

Q. If my absence is covered by FMLA, will I receive an attendance point(s)?

A. As long as your absence is covered by approved FMLA and within your approved FMLA usage you will not receive an attendance point(s).

Example of the points timeline:

800	900	1000	1100	1200	1300	1400	1500	1600	1700	1800	1900	2000	2100
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