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## Attendance

Goodwill and its management staff depend on employees to be at work as scheduled each day to avoid placing an added workload on other employees, disrupting work schedules, causing unnecessary overtime and adversely affecting our ability to service our customers. We expect employees to keep unapproved absences, late arrivals and early departures to a minimum.

### Attendance Definitions

Approved Absence: Approved absences are not counted as points under the Attendance Policy. An approved absence is a day that has been requested by the employee and approved by the Supervisor at least 24 hours prior to taking the time off. Other absences that are not considered points when approved by the employee’s Supervisor and/or Goodwill, regardless of 24-hour notice, include vacation, holiday, bereavement leave, jury duty, military duty, voting, Family and Medical leave and Workers’ Compensation leave.

Unapproved Absence: An unapproved absence is a day that has not been requested by the employee and approved by the employee’s Supervisor at least 24 hours prior to taking the time off.

Tardiness: An employee is expected to be at his/her work area ready to work at the time established by his/her Supervisor. An employee is considered tardy if he/she did not clock in on time (for non-exempt employees) and is not in his/her work area working. An employee is also tardy if he/she is late returning from lunch. If an employee is not able to be in his/her work area as scheduled, he/she must contact his/her Supervisor immediately.

Early Departure: An employee is expected to work his/her scheduled work day. An employee is considered to have made an early departure if he/she does not request and receive Supervisor approval at least 24 hours prior to leaving early. If an employee needs to leave work early, the employee must speak with his/her Supervisor before leaving. If the employee’s Supervisor is not available, the employee must speak with a Supervisor within his/her department or the Department Head. An employee is also considered to have made an early departure if he/she leaves early to go to lunch without Supervisor approval. Please be aware that leaving a shift before completion and without permission may also be grounds for termination.

### Non-Exempt Attendance Corrective Action Process

Point: A point is an unapproved absence, a tardy or an early departure from work as defined above. An absence-related point is 3 consecutive scheduled work days or less. Examples of points are as follows:

* Being absent for one scheduled work day, such as May 4, is one point.
* Being absent for 3 consecutive scheduled work days is one point, such as May 4 through May 6.
* Being absent for 4 consecutive scheduled work days such as July 10 through July 13 is 2 points, one for July 10 through July 12 and another for July 13.
* Being absent for 7 consecutive scheduled work days, such as July 10 through July 16, is 3 points, one for July 10 through 12, one for July 13 through 15 and one for July 16.
* Arriving tardy, after scheduled work time, is one point.
* Leaving early without requesting and receiving Supervisor approval at least 24 hours in advance is one point.
* Leaving early one day and being absent the next 2 consecutive scheduled work days is 2 points.
* Being absent for one scheduled work day and tardy the next scheduled work day is 2 points.
* Being tardy and leaving early the same scheduled work day is 2 points.
* Being tardy when returning from lunch is one point.
* Leaving early for lunch without Supervisor approval is one point.

Measurement Period: An employee’s attendance will be measured over a backward rolling 12-month period.

* For example, an employee has points on March 10, May 15, October 11-13 and October 14-15, 2008 as well as January 8 and February 10, 2009.
  + Based on the backward rolling 12-month period on February 10, 2009 (the last point) the employee has 6 points.
  + Based on the backward rolling 12-month period on June 18, 2009 the employee has 4 points as March 10 and May 15, 2008 have dropped off.

Attendance Corrective Action Process:

* 5 points will result in first written counseling
* 7 points will result in second written counseling
* 9 points will result in third written counseling
* 10 points may result in termination

If an employee requests a leave of absence and the employee fails to submit certification or documentation related to the leave within the specified timeframe or the certification or documentation does not support the stated reason for the leave, then the absences will be treated as points under the Attendance Policy. If the leave is not approved and the employee returns to work, absences related to the leave will be applied retroactively consistent with the terms of the Attendance Policy. Depending on how many points an employee has under the Attendance Policy, he/she may be at the point of corrective action up to and including immediate termination.

If a non-exempt employee misses work for more than 10 consecutive scheduled work days that are not approved absences, the employee will be considered to have voluntarily resigned. This applies even if the employee calls out during this time period. The Calling Out section or No Call No Show section of this policy should be referred to when an employee does not call out or come to work. If the employee reaches 10 points first in this instance, the employee will be subject to termination as per the Attendance Corrective Action process above.

An employee is not eligible to apply for internal job opportunities for 90 days after the date that the last written counseling was delivered.

### Employee Responsibility

Even if an employee provides satisfactory explanation of absenteeism, tardiness or early departure, excessive points, other than approved time off, cannot be permitted and may result in termination of employment.

Please note that Goodwill reserves the right, in its sole discretion, to impose any corrective action it deems appropriate in a given situation. While Goodwill may elect to follow a progressive discipline procedure, Goodwill is in no way obligated to do so. Using progressive discipline is at the sole discretion of Goodwill. Corrective action may include, but is not limited to, verbal counseling, written counseling, suspension and termination. Goodwill reserves the right to deliver the level of corrective action it feels is appropriate based on the situation. Additionally, circumstances may warrant immediate termination of an employee without any prior corrective action.

The following responsibilities apply to all Goodwill employees:

Scheduling Time Off

To help Goodwill and Goodwill’s management team plan for time off, employees should give their Supervisor as much advance notice as possible when scheduling time off. Requests for time off are considered and approved or denied based on business needs. Employees should give at least one week advance notice to their Supervisor when requesting time off. Supervisors may not be able to approve requests that are received with less than the requested advance notice. The employee should submit a Time Off Request form. The employee must obtain approval from his/her Supervisor to take time off prior to taking the time off.

Calling Out

If an employee is going to be absent from work he/she must call and speak directly to his/her Supervisor within two hours of the employee’s scheduled start time at the beginning of the first day of the absence. If an employee must rely on another person to make the phone call because he/she is unable to do so, the call must still be received within two hours of the employee’s scheduled start time. Then, unless other arrangements are approved by the employee’s Supervisor or the employee’s absence is approved, he/she must call again at the beginning of each day during the absence. If the Supervisor is not available, the employee may leave a message on the Supervisor’s voicemail and a phone number where the employee can be reached. Using e-mail or text messaging instead of calling are not acceptable methods of notification when an employee is going to be absent.

All personal injuries or illnesses prohibiting or limiting ability to work, resulting in loss of work will require a written release from a doctor if absent for more than three (3) consecutive days. It is the responsibility of the employee to inform their immediate supervisor and the HR Manager of any restrictions resulting from any injury or illness.

No Call No Show

An employee who does not call out or come to work for 1 scheduled work day will be considered to have abandoned his/her job and voluntarily resigned his/her position. Goodwill recognizes there may be times when extenuating circumstances, such as hospitalization due to an accident, prevent an employee from contacting his/her Supervisor in a timely manner. On those occasions, the employee, or a person acting on his/her behalf, should contact the Supervisor as soon as possible so Goodwill management is aware of the situation.

An employee who is considered to be no call no show will be removed from payroll and will receive a separation notice through the mail. The employee is not entitled to receive any available vacation or sick pay.

Walking Off the Job

An employee who walks off his/her job and leaves Goodwill without Supervisor approval will be considered to have abandoned his/her job and to have voluntarily resigned his/her position.

Employees of Goodwill are employed for an indefinite period and employment may be terminated, with or without cause, at any time at the will of either the employee or Goodwill.