

**People Services
Policy and Procedure**

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| <p>Policy name: Absenteeism and Punctuality – Corporate Staff</p> | <p>Departments: All Corporate Staff – Exempt and Non-Exempt Original Effective Date: 06/04/2020 Annual Review Month: June Policy number: PS40</p> |
| <p>Reference(s): (as applicable)</p> <p>Cross-Reference Holiday Policy – Corporate Staff PTO Policy for Exempt and Non-Exempt Corporate Staff</p> | <p>Approval Authority: Vice President, People Services or President</p> |

GOAL: Carenet’s primary focus is to serve our customers and their members, employees, or patients. The success of our business depends on the contributions of each Team Member and that’s why regular and dependable attendance is an essential function of your job. Work schedules are designed to ensure Carenet can meet the demands of the business. Those who are not at work when scheduled place an unfair burden on others in the workplace. Therefore, the highest levels of attendance and punctuality are critical.

POLICY: Punctuality and regular attendance for Corporate Staff Team Members (TM’s) are expected to report to work as scheduled, on time and prepared to start working. Team Members must report their absence within 30 minutes of start of their shift or as soon as possible to their Manager Team Members who are frequently absent, take excessive breaks, arrive late or leave early without advance notice and approval from their manager have not fulfilled an essential function of the job.

This policy applies to both exempt and non-exempt Corporate Staff Team Members. Team Members with excessive absenteeism may be subject to disciplinary action up to and including termination of employment. Unsatisfactory attendance may also affect a Team Member’s performance evaluation and opportunities for promotion, , salary increases and bonuses.

No Call No Show – Corporate Staff Team Members not reporting to work as scheduled and not calling their Manager to report the absence is a no call/no show. Management may consider extenuating circumstances when determining discipline for a no call/no show (for instance, if the employee is in a serious accident and is hospitalized) and has the right to exercise discretion in such cases.

| PROCEDURE | | Responsible Party |
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| 1. | <p><u>Planned and Unplanned Absences</u> Carenet provides Paid Time Off (PTO) to cover various types of absences including (but not limited to): vacation, illness and personal business. Corporate Staff Team Members (TM’s) are expected to schedule planned absence.</p> | All Corporate Staff Team Members |

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| | <p>Planned PTO requests greater than 3 days off must be submitted 2 weeks ahead of planned time off. Requests submitted are not guaranteed for approval – staffing considerations will be evaluated by appropriate Management.</p> <p>Corporate Staff Team Members (TM’s) are expected to schedule planned absences as far in advance as possible with their manager and in UltiPro.</p> | | | | | | | | | |
| 2. | <p>Carenet recognizes occasional and unplanned missed workdays may occur. A minimum monthly expectation of 95% attendance to scheduled hours is required. Deviations from this requirement will be tracked in a rolling 90 day period, if not met, counseling up to and including possible termination of employment will occur.</p> <p>Initial deviation from the required 95% attendance to work schedule may result in the following:</p> <table border="1" data-bbox="256 785 1305 1304"> <tr> <td data-bbox="261 785 380 926">85% - 90.00%</td> <td data-bbox="389 785 1300 926">Verbal Warning – A formal, documented discussion with the employee to review attendance expectations, employee’s attendance history and outlining the Disciplinary Process of continued unplanned absences.</td> </tr> <tr> <td data-bbox="261 932 380 1066">75% - 84%</td> <td data-bbox="389 932 1300 1066">Written Warning – A formal written counseling statement documenting the attendance issue, setting attendance expectations and warning that attendance must improve.</td> </tr> <tr> <td data-bbox="261 1073 380 1207">61%- 74%</td> <td data-bbox="389 1073 1300 1207">Final Warning – A formal written counseling statement documenting the attendance issue and final warning that attendance must improve or employee may be subject to employment termination.</td> </tr> <tr> <td data-bbox="261 1213 380 1304">Below 60%</td> <td data-bbox="389 1213 1300 1304">Termination Consideration – If employee is unable to resolve attendance issues, termination of employment is considered.</td> </tr> </table> | 85% - 90.00% | Verbal Warning – A formal, documented discussion with the employee to review attendance expectations, employee’s attendance history and outlining the Disciplinary Process of continued unplanned absences. | 75% - 84% | Written Warning – A formal written counseling statement documenting the attendance issue, setting attendance expectations and warning that attendance must improve. | 61%- 74% | Final Warning – A formal written counseling statement documenting the attendance issue and final warning that attendance must improve or employee may be subject to employment termination. | Below 60% | Termination Consideration – If employee is unable to resolve attendance issues, termination of employment is considered. | All Corporate Staff Team Members |
| 85% - 90.00% | Verbal Warning – A formal, documented discussion with the employee to review attendance expectations, employee’s attendance history and outlining the Disciplinary Process of continued unplanned absences. | | | | | | | | | |
| 75% - 84% | Written Warning – A formal written counseling statement documenting the attendance issue, setting attendance expectations and warning that attendance must improve. | | | | | | | | | |
| 61%- 74% | Final Warning – A formal written counseling statement documenting the attendance issue and final warning that attendance must improve or employee may be subject to employment termination. | | | | | | | | | |
| Below 60% | Termination Consideration – If employee is unable to resolve attendance issues, termination of employment is considered. | | | | | | | | | |
| 3 | <p><u>Absenteeism Patterns and Trends</u></p> <p>Corporate Staff Team Members demonstrating chronic problem with absenteeism or lateness will be counseled up to and including possible termination of employment.</p> <p>Examples if chronic problems include, but are not limited to, unscheduled absences that seem to occur:</p> <ul style="list-style-type: none"> ✓ The day before and/or after scheduled “weekend” or regular day off ✓ A particular day of the week or month (such as every Monday or every Friday) ✓ The day before and/or after a holiday ✓ The day before and/or after scheduled PTO <p>See the appropriate Holiday policy to review how absenteeism affects holiday pay for Corporate Staff Non-Exempt Team Members.</p> | All Corporate Staff Team Members | | | | | | | | |
| 4. | <p><u>No Call No Show (NCNS)</u></p> <p>Corporate Staff Team Members are responsible for contacting their manager and reporting their absence by the start of their work day or as soon as possible.</p> | All Corporate Staff Team Members | | | | | | | | |

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| | <p>An absence from work is deemed as a No Call No Show (NCNS) when a Corporate Staff Team Member fails to report to work for <i>any scheduled work day</i> and does not report the absence to their manager.</p> <p>When the Corporate Staff Team Member returns to work, disciplinary action shall be implemented as follows:</p> <ul style="list-style-type: none"> • First instance of NCNS will result in a Final Warning disciplinary action. • Second instance of NCNS will result in Termination of employment. | |
| 5. | <p><u>Disciplinary Guidelines</u></p> <p>Management guidelines for absence-related disciplinary action will typically follow a progression of counseling to include a Verbal Warning, Written Warning, Final Warning and Consideration for Termination. Disciplinary action may be accelerated due to other unsatisfactory aspects of the Corporate Staff Team Member’s job performance.</p> | Management |

| Revision History | | | | |
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| Revision No. | Revision Effective Date | Summary of Changes | Approving Authority | Date Approved |
| 0 | 06/04/2020 | Initial Release | President | 06/04/2020 |