

TITLE: Absenteeism and Tardiness

SCOPE: This policy applies to all associates of Chula Vista Resort.

POLICY: This policy is based on a simple idea. Associates are expected to be at work when scheduled and to arrive on time. Associates will know exactly where they stand at all times with regard to their attendance record.

PROCEDURE: Because of the nature of our business and the associate's importance in serving the needs of our guests, regular attendance by each associate is mandatory. All associates are expected to be ready to work as scheduled and to remain until the time they are scheduled to leave. At times, work demands may require reasonable flexibility in leaving.

Scheduled time off must be approved in advance. Scheduled paid time off (PTO) is covered under separate policies regarding vacation leave, personal days, bereavement leave, jury or civic duty, FMLA, etc. Under no circumstances will an unscheduled absence be considered as approved time off.

An absence is defined as not reporting, ready or prepared to work as scheduled. A tardy is defined as failure to report to the designated workstation at the scheduled start time. **Leaving work before the end of the shift, without supervisor approval, regardless of the reason, is considered job abandonment and will be viewed by management as a voluntary termination of employment.**

Demerit Point System

Associates, who accumulate ten (10) points in a rolling 12-month period, beginning with the first infraction, will be subject to immediate discharge. Chula Vista will assume that the employee has quit if they stop coming into work. Tardiness is considered not being at the designated work station, in uniform (if applicable) and ready to work, at the scheduled time.

Demerit Point Schedule:

- | | | |
|--|---|----------|
| 1. Unscheduled Absence (Call-Out) | = | 1 point |
| 2. Second Consecutive Absence for same cause | = | .5 point |
| 3. Third Consecutive Absence for same | | |

cause (need doctors note)	=	no points
4. High Volume Business Day	=	All points Double
5. Tardy (late for scheduled shift)	=	.5 point
6. Leaving Shift Early (w/permission)	=	.5 point
7. Leaving Shift Early (w/o permission)	=	Job Aban- donment
8. Absence on Previously Denied requested days off and/or PTO Days	=	4 points
9. No Call/No Show	=	4 points

Associates are expected to contact the human resources department to make arrangements for all events that may qualify for FMLA or other sanctioned leaves of absence. If an unscheduled absence qualifies under FMLA, yet the associate fails to notify the human resources department before the event, the absence will be counted as an unscheduled absence.

Merit Point System

Merit points will be credited to an associate's attendance record based on the length of "perfect attendance" without committing any of the aforementioned infractions. All associates start at zero (0) points – an associate cannot build a positive surplus of points in their favor.

Merit Point Schedule:

1. One Calendar Month - Perfect Attendance = 1 point

Months are defined as calendar months. For example, if an associate's only attendance infraction in May was an unscheduled absence (call-out), he or she would be charged one (1) demerit point on their attendance record. If the same associate achieves a perfect attendance record during the next full month, June 1 – June 30, the associate would be awarded one (1) merit point to their attendance record leaving the associate with a balance of zero (0) demerit points at the end of June.

Attendance Records

All absences/tardiness will be recorded on the associate's Attendance Calendar (or computer template, if available) located in the associate's home department. Associates must be made aware of the attendance calendar and are required to sign an Attendance Notification form for each infraction.

Unpaid and/or Paid Time Off (PTO) Previously Denied

An associate who is absent on a day for which unpaid time off and/or PTO has previously been denied, will be charged the higher point allotment unless credible (to be determined by the Direct Manager of the Department) evidence is provided verifying the associate was unable to report for work because of circumstances beyond their control, in which case the associate will be charged the appropriate points for the absence.

High Volume Business Days (HVBD)

The Resort will develop a calendar of high volume business days – may vary by department. HVBDs must be noted on posted work schedules. For the Resort, HVBDs are generally the major recognized holidays including, but not limited to: New Year’s Eve, New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Weekend, Christmas Eve and Christmas Day, as well as every Saturday or Sunday throughout the year. The Friday and Monday of a holiday weekend are also considered HVBDs Resort-wide. All points **double** on High Volume Business Days.

Management reserves the right to designate other days and/or events (i.e. Spring Break, etc.) as High Volume Business Days. These other HVBDs will be annotated on the associate’s work schedule.

Progressive Discipline Guidelines

When an associate accumulates points each point will result in documented point tabulation that will be signed off by the associate during the next scheduled shift.

Certain point levels and/or policy violations will result in the following:

8 Points	=	Possible Suspension (1-3 days w/o pay)
First NC/NS	=	Written Warning (final)
3 Consecutive NC/NSs	=	Assumed quit/voluntary termination
10 Points	=	Termination with cause

Call-Out Procedure

If associates are unable to work because of illness, they must notify their supervisor at least two (2) hours in advance of their starting time (or as soon as possible in the event of an emergency). If the supervisor is unavailable, associates are to contact someone in their chain of command to leave a message, to include the reason for the absence and a callback telephone number. Even after associates call and leave a message, it remains their individual responsibility to keep calling back until they eventually reach their supervisor. Associates are not to rely on friends, relatives or fellow associates to report an absence or tardiness. **Even with proper notification, the appropriate attendance points will be assessed.**

All associates must call in each day they are absent from work unless on an authorized leave of absence.

All absences are to be accurately recorded on the associate's attendance record.

Failure to notify your manager/supervisor of three (3) no call/no show absences will be considered a voluntary termination.

Any excused absence of four (4) or more days may be considered an unpaid Leave of Absence provided we have proper documentation.

Giving false information regarding any absence or tardiness will also be grounds for disciplinary action, up to and including possible termination.

Management reserves the right to discharge any associate who is purposely abusing the intent of this policy.

ACKNOWLEDGEMENT OF CHULA VISTA ATENDANCE POLICY

I _____ have received a copy of the Chula Vista Resort attendance policy and fully understand the Attendance Policy and agree to all of the above. I agree that if I accumulate 10 points in a rolling 12 month period I will be discharged with cause and have ended my employment with Chula Vista Resort.

Employee Name Printed: _____

Employee Name Signed: _____

Date: _____

Manager Name Printed: _____

Manager Name Signed: _____

Date: _____

Attendance Notification

_____ was scheduled to report to work at _____ a.m./p.m.
(Associate's Name) (Time)
on _____.
(Date)

Infraction and Demerit Points Charged

- ___ Unscheduled Absence (Call-Out) = 1 point
- ___ Second Consecutive Absence for same cause = .5 point
- ___ Third Consecutive Absence for same cause = no points
- ___ Fourth Consecutive Absence (LOA) = no points
- ___ Tardy (late for scheduled shift) = .5 point
- ___ Leaving Shift Early (w/permission) = .5 point
- ___ Leaving Shift Early (w/o permission) = Job Abandonment
- ___ High Volume Business Day = All points Double
- ___ Absence on Previously Denied Paid and/or
unpaid time off Day = 4 points
- ___ No Call/No Show = 4 points

The associate called the Resort to advise of their absence/tardiness. Time called was _____ a.m./p.m.. Talked to a manager? Yes or No. Who did the associate speak to:

Reason given for the absence/tardiness:

Merit Points Awarded

___ One (1) Calendar Month – Perfect Attendance = 1 Point
What Month? _____

Current Point Total: _____

Supervisor's Signature/Date

Associate's Signature/Date