Attendance and Punctuality Policy

Replace every [placeholder] with your own details. Review the protected leave section against the federal, state and local laws that apply at each of your locations before you publish.

1. PURPOSE AND SCOPE

[Company Name] depends on employees being at work, on time and ready to work for their scheduled shifts. When someone is absent without notice, coworkers cover the gap, customers wait longer and schedules have to be rebuilt at short notice. This policy explains what we expect, how to report an absence and how we respond to attendance problems.

This policy applies to all [nonexempt / hourly] employees at [all locations / Location Name]. Exempt employees are expected to keep the working hours agreed with their manager; pay for exempt employees is handled in line with federal and state salary-basis rules and is not reduced under this policy except where the law allows.

2. DEFINITIONS

Scheduled shift: the start time, end time and breaks on your published schedule.

Absence: missing [more than half / all] of a scheduled shift.

Tardy: clocking in more than [5] minutes after your scheduled start time, or returning more than [5] minutes late from a meal break.

Early departure: leaving more than [15] minutes before the end of your scheduled shift without prior approval.

No call no show (NCNS): missing a scheduled shift without contacting [the call-out line / your supervisor] before the shift starts, as described in section 4.

Occurrence: a single absence, tardy or early departure that is not excused or protected. Consecutive days missed for the same reason count as one occurrence when supported by [documentation / notice].

3. SCHEDULING AND TIME OFF REQUESTS

Schedules are published at least [14] days in advance where possible. Request planned time off through [system or form] at least [14] days ahead. Requests are approved based on staffing needs and, where needs conflict, in the order received. Approved time off does not count as an absence under this policy. If you need to change a shift, you may request a swap with a qualified coworker using the shift swap process; the swap must be approved by your supervisor before it takes effect.

4. HOW TO REPORT AN ABSENCE OR LATE ARRIVAL

If you will be absent or late, you must personally contact [the attendance line at Phone Number / your supervisor by phone / the absence reporting app] at least [2] hours before your scheduled start time. A text to a coworker or a social media message does not count as notice.

When you call, give your name, the shift you will miss, the reason in general terms (you do not need to share medical details) and when you expect to return. If you cannot call because of a genuine emergency, contact us as soon as it is practical to do so, or have someone call on your behalf.

If you are absent for more than one day, report each day unless your supervisor or HR has confirmed a return date with you.

5. PROTECTED AND EXCUSED ABSENCES

The following are not counted as occurrences and will not lead to discipline under this policy:

- Approved vacation, PTO or holidays.
- Leave protected by the Family and Medical Leave Act (FMLA) or a state family or medical leave law.
- Use of paid sick leave protected by state or local law, within the amounts and for the reasons that law covers.
- Absences that are a reasonable accommodation under the Americans with Disabilities Act (ADA) or the Pregnant Workers Fairness Act, or under a similar state law.
- Absences related to a work-related injury covered by workers' compensation.
- Military service and training protected by USERRA.
- Jury duty, witness duty when subpoenaed, and voting time where state law provides it.
- Leave protected by state laws for domestic violence, bereavement, school activities or other reasons, where they apply.
- Bereavement leave under [Company Name] policy.

We may ask for documentation where the law allows it. If you think an absence may be protected, tell your supervisor or HR; you do not need to name the law. HR will review before any occurrence is recorded.

6. OCCURRENCES AND PROGRESSIVE DISCIPLINE

Unexcused occurrences are counted over a rolling [12]-month period. Each occurrence drops off [12] months after the date it happened.

- [3] occurrences: documented verbal coaching.
- [5] occurrences: written warning.
- [7] occurrences: final written warning.
- [8] occurrences: termination of employment.

A tardy or early departure counts as [one-half] occurrence. Employees in their first [90] days may move through these steps faster. [Company Name] may skip steps for serious situations, such as a pattern of absences around weekends and holidays, or falsifying a reason for absence. If you prefer a weighted points approach, see the separate attendance points policy.

7. NO CALL NO SHOW

A first no call no show results in [a final written warning]. A second within [12] months results in termination.

If you do not report for [3] consecutive scheduled shifts without contacting us, [Company Name] will treat this as a voluntary resignation (job abandonment). Before closing the record, HR will attempt to reach you by phone, email and letter to the address on file. If you were unable to contact us because of an emergency or a situation covered by section 5, tell HR as soon as possible and the decision will be reviewed.

8. RECOGNIZING GOOD ATTENDANCE

Employees with no unexcused occurrences in a [calendar quarter] receive [reward, e.g. a $50 bonus / an extra floating holiday / priority in shift bidding]. Protected absences do not disqualify an employee from this recognition.

9. PAY AND TIMEKEEPING

Nonexempt employees are paid for all hours actually worked. Time missed through absence or tardiness is unpaid unless covered by PTO, paid sick leave or another paid leave program. We do not deduct pay for more than the time actually missed. Clock in and out accurately; clocking in for another employee or misreporting time is a separate policy violation.

10. QUESTIONS AND ACKNOWLEDGMENT

Questions about this policy go to [HR Contact Name, email, phone]. [Company Name] may update this policy with notice to employees. This policy does not change the at-will nature of employment [where applicable].

I have received and read the Attendance and Punctuality Policy and understand how to report absences.

Employee name: _____
Employee signature: _____ Date: _____