



TIME AND ATTENDANCE POLICY

Policy Number: 2023/0723.001

Effective Date: 1 August 2023

Policy Administrator: Finance & Administration Director

POLICY STATEMENT:

The Time And Attendance Policy provides guidelines that Employees must follow either working in-office or working remotely. Ultimately, the goal is to foster a professional working environment where productivity is enhanced, absenteeism is reduced and there is clarity about productivity requirements.

SCOPE:

The Time and Attendance policy applies to all current employees of the company in regards to working either remotely or in-office.

OBJECTIVES:

The Time and Attendance policy aims to document and define the rules of work attendance, the recording of such work attendance and the accounting for the time period in between checking in to work and checking out of work. This policy is to be read in conjunction with the Leave Policy and other related Human Resources policies.

1. Attendance

Punctual and regular attendance is an essential responsibility of each employee at Telecontract Pvt Ltd. Employees are expected to report to work as scheduled, on time and prepared to start working as defined in their contract of employment, job description, Action Priority Matrix, Key Performance Indicators and accompanying Terms of Employment. Employees are also expected to remain at work for their entire work schedule. Late arrival, early departure or other absences from scheduled hours are disruptive and must be avoided.

An "occurrence" for the purposes of the disciplinary procedure is a single whole infraction of the policy as defined. It is also possible to incur half of an occurrence. This policy will clearly articulate what is deemed to be an "occurrence" and what is deemed to be "half of an occurrence". For the avoidance of doubt, two "half occurrences" are equivalent to one whole "occurrence".

A non-Management employee is deemed to have attended work when he/she satisfies **all** of the following conditions whether they are working in-office or out of office:

- When they have logged / clocked in to the attendance system; **and**
- When they have logged honest and accurate timesheet entries related to work carried out that period (day, week, month) as can be related to their key performance objectives; **and**
- When they have completed tasks, tickets, scheduled activities, leads, sales, payments, verified calendar events, telephonic exchanges, or any other ERP (Odoo) system transactions or activities related to their roles, responsibilities and key performance areas; **and**
- When they have attended any authorised activity which has been approved by their immediate manager / director which will still be accounted for in time and financial terms in the ERP (Odoo); **and**
- When they have logged out / clocked out of the time and attendance system at the authorised end of the working day.

A Management Employee is deemed to have attended work when he/she satisfies a combination of the following conditions whether they are working in-office or out of office:

- When they have logged honest and accurate timesheet entries related to work carried out that day related to their key performance objectives; and
- When they have completed tasks, tickets, scheduled activities, leads, sales, payments, verified calendar events, telephonic exchanges, or any other ERP (Odoo) system transactions that reflect activity related to their roles, responsibilities and key performance areas; or
- Participated in meetings, workshops, strategic or managerial activities aligned to their roles and responsibilities; or
- When they have attended any authorised activity which has been approved by their immediate manager / director which can still be accounted for in time and financial terms in the ERP (Odoo).

Lack of Attendance in breach of any of the sections defined in Clause 1 above counts as one occurrence for the purposes of discipline under this policy.

2. Absence

"Absence" is defined as the failure of an employee to report for work when he or she is scheduled to work. The two types of absences are defined below:

2.1 Authorised absence occurs when all the following conditions are met:

- The employee provides to his or her supervisor sufficient notice at least 60 hours / 5 working days in advance of the absence.
- The absence request is approved in advance by the employee's supervisor.
- The employee has sufficient accrued paid time off (PTO) to cover the absence.

2.2 Unauthorised absence occurs when any of the above conditions are not met.

- If it is necessary for an employee to be absent or late for work because of an illness or an emergency, the employee must notify his or her supervisor no later than the employee's scheduled starting time on that same day. If the employee is unable to call, he or she must have someone make the call. When this does not occur, the absence is deemed to be unauthorised.
- An Employee with one or more consecutive days of excused absences because of illness or injury must furnish his Manager and the Human Resources Department proof of a registered physician's care on his first day absent from work. Failure to do this will cause this absence to be deemed an unauthorised absence.
- Employees must take earned PTO for every absence unless otherwise allowed by the company Leave Policy (e.g., leave of absence, bereavement, etc).

An unauthorised absence counts as one occurrence for the purposes of discipline under this policy.

3. Tardiness and Early Departure

- 3.1. Employees are expected to report to work and return from scheduled breaks on time. If employees cannot report to work as scheduled, they must notify their supervisor no later than their regular starting time. This notification does not excuse the tardiness but simply notifies the supervisor that a schedule change may be necessary.
- 3.2. Employees who must leave work before the end of their scheduled shift must notify their supervisor immediately giving valid reason for the early departure. This request does not excuse the leave of absence but simply notifies the supervisor that a schedule change may be necessary.
- 3.3. Tardiness and early departures are each **one-half an occurrence** for the purpose of discipline under this policy.

4. Disciplinary Action

- 4.1. Excessive absenteeism is defined as two or more occurrences of unexcused absence in a 30-day period and will result in disciplinary action. **Eight** occurrences of unexcused absence in a 12-month period are considered grounds for termination.

5. Job Abandonment

Any employee who fails to report to work for a period of five days or more without notifying in line with Clause 2 above his or her supervisor will be considered to have abandoned the job and voluntarily terminated the employment relationship.

6. Policy Review

- 8.1 This policy is subject to review as and when necessary.

EMPLOYEE ACKNOWLEDGEMENT

I acknowledge that I have received a copy of the Telecontract (Pvt) Ltd's **Time & Attendance Policy**. I acknowledge that I have fully read, understood and acquainted myself with the provisions of this organisational policy. Furthermore, I acknowledge that this document can be amended at any time.

Name.....

Signed Date