ATTENDANCE

**POLICY AND PROCEDURE**

Attendance and punctuality are very important parts of the employee job performance. Absenteeism places a burden on other employees who have to perform the absent employees’ duties. Absenteeism can cause scheduling problems and can adversely affect our ability to serve our customers. For these reasons, excessive absenteeism, defined as 3 or more *unexcused* absences in a 30 day period, will not be tolerated and is subject to discipline up to and including termination.

## Illness/Attendance

Before making your decision to call off, please consider the following:

1. If you are sick, stay home! You are working with food and are in close contact with other people, both employees and customers. It would be better to stay home and go to the doctor to avoid spreading your illness.
2. If you are not very ill and your illness is not contagious, we expect you to report to work. It is difficult to replace you when you call off. Often it will mean that the restaurant is short staffed.

When calling off work, use the following guidelines:

1. Always call in yourself. Don’t have a friend or family member call for you.
2. Always call the store and talk directly to a manager. Leaving a message with another staff member, on a Manager’s voicemail or through text message does not constitute an acceptable notification of absence.
3. Call as soon as possible so there is more time to try to replace you. Understand that trying to replace you takes up valuable time. Not only are Managers picking up the extra work, but must also take the time to call in a replacement. In call off situations, other than personal illness, you may be asked to help by contacting other employees to cover your shift.
4. Give the manager an idea of how you think you will be feeling by your next scheduled shift. Call the manager back if you are not feeling well enough to work your next shift.
5. If you call in sick, you are expected to be at home resting or at the doctor/pharmacy. If found otherwise, you may be subject to disciplinary action.
6. Due to the nature of our business, in order to maintain a work environment that is free from disease outbreaks, Managers reserve the right to request a doctor’s

excuse for unscheduled absences due to illness. Typically, absences for duration of three or more days may need a doctor excuse.

1. If you call off for a scheduled shift to see a physician or visit an urgent/emergent care facility, be prepared to produce an excuse from said facility on your next scheduled shift.
2. Failure to make up lost time or provide a doctor’s excuse for illnesses covering several shifts could result in loss of benefits.

## Lateness

What is late? If you are scheduled at 8:00 a.m., you are to be at work, clocked-in and ready to work at 8:00 a.m.

1. Call the restaurant as soon as you know you will be late.
2. Lateness and/or absence, 3 or more times in a 30-day period, may result in termination.
3. No call/No show may result in immediate termination.
4. Any employee who fails to report to work without notification to his/her supervisor for a period of 3 or more days will be considered to have voluntarily terminated their employment with ISAAC’S DELI, INC.
5. Lateness in excess of one hour may result in immediate termination.
6. Imprisonment, incarceration and lawful detainment are not acceptable excuses for missing or being late for work.