
Subject : Punctuality and Attendance

Ownership : Employee Relations

Updated : April 2013

Policy Number : 214C

PURPOSE

This policy is to provide guidance on the Company's expectations with regards to its employees' punctuality and attendance.

SCOPE

All employees in all department and divisions, of Sodexo Canada.

RESPONSIBILITY

Employee

Employees are expected to be familiar with and to comply with the policy.

Management

It is management's responsibility to:

- Ensure that employees understand their work schedule;
- Institute specific attendance and punctuality requirements in your department/location;
- Ensure that employees follow procedures to provide timely notification of an anticipated absence;
- Take appropriate constructive counseling action when necessary to deal quickly and effectively with attendance problems; and
- Consult with the appropriate manager or Human Resources representative if assistance is needed to decide on the appropriate course of action in any given situation.

To ensure a consistent approach to managing attendance issues, we recommend to refer to the [Attendance Management Guide](#), available on Sodexo_Net.

PROCEDURAL GUIDELINES

The Company expects employees to be punctual and attend work regularly, so that the Company can meet the service expectations of its clients and customers. Employees are expected to remain at work for their entire work schedule, except for unpaid meal or rest periods. Although regular and punctual attendance is extremely important, the Company also recognizes that there will be times when an employee must miss work because of such matters as illness, personal or family business.

Provide Notice When Late or Absent

If an employee will be late or unable to report to work, the employee must:

- Call the immediate manager or supervisor, or the appropriate designated person, by the time established for the work area; and
- Inform the manager or supervisor of the expected duration of any absence or tardiness.

In all cases of absence or tardiness, an employee must provide an honest reason or explanation for missing work. Failure to do so will be grounds for constructive counseling, leading up to and including termination.

Failure to provide notification of absence for three (3) consecutive workdays will be considered by the Company as a voluntary resignation.

The Company reserves the right to require, at any time, a medical clearance or verification from an employee's physician. Such documentation will routinely be required when an employee is absent for three (3) or more consecutive working days.

Constructive Counseling

Constructive counseling action for attendance issues should not be based solely on a specific number of incidents. Each situation should be examined, on an individual basis, taking into consideration:

- Whether the occurrence of tardiness/absenteeism is excessive or detrimental to the delivery of services;
- The employee's reasons for absence; and
- The employee's record of absenteeism.

Any violation of this policy may be grounds for constructive counseling action. In unusual circumstances, even a single absence may result in immediate termination.

The Human Resources representative is available for assistance with any attendance problem and should be advised (whenever possible) prior to initiating constructive counseling or termination for attendance problems.