



Worldwide Entertainment and  
Conference Venue Management

## ATTENDANCE POLICY

The success of our business depends to a great extent on the regular attendance of all employees. Dependability, attendance, punctuality and a commitment to do the job right are essential at all times. As such, employees are expected at work on all scheduled workdays and during all scheduled work hours. Employees are expected to report at the scheduled work time and remain working until the end of his/her shift or schedule. This includes returning from breaks and meal periods, as well as reporting for scheduled overtime. In addition, it is the responsibility of each employee to punch in and out for their shift and meal breaks. To keep the business and each department running smoothly and efficiently, it is important that every employee be on the job and on time on a regular basis. For this reason, careful attention is given to an employee's record of promptness, absence, and overall dependability.

**At no time is it convenient for you to be late, absent from or leave early from, or miss punches from, a shift that you are scheduled to work.** You must be on-site and ready to work at the start of your call and unless conducting authorized Company business or attending an event, you are to remain off property until your next call.

A record of attendance, including absenteeism, lateness, early outs, missed punches, and sign-in/out errors is kept by the employee's Supervisor and becomes part of the personnel record. Attendance records are kept to document absences and will be considered in evaluating performance. To the extent permitted by law, a poor attendance record lessens an employee's chances for advancement and may result in dismissal.

### Definition of an absence

SMG defines an absence as part or whole of any single day an employee fails to report to work. Late arrival to work, leaving early, missed punches, and sign-in/out errors may also be considered an absence. Absence then includes **all time lost from the job** whether avoidable or unavoidable. **The only exceptions are** holidays, pre-approved paid time off, death in the immediate family, occupational illness or injury, legally required leaves such as FMLA, and days for which no work is scheduled.

Lateness (tardiness) is a part of our Attendance Policy and will be counted in your attendance record. Tardy is defined as 5 – 29 minutes after the scheduled start of your shift and the second tardy within sixty (60) days will count as one (1) occurrence violation for disciplinary action.

Missed punches and sign-in/out errors are also a part of our Attendance Policy and will be counted in your attendance record. Two (2) missed punches or sign-in/out errors within one (1) pay period will be counted as one (1) occurrence violation for disciplinary action.

An employee arrested or detained by authorities causing time away from work absence is not considered an excused absence and is subject to the attendance policy.

Repeated absences, which include, lateness/early outs, and missed punches, and sign-in/out errors may result in termination of employment.

## **Absence notification requirements**

Employees must make every effort to notify their Supervisor or the department message line at 303.228.8219 as soon as they know they will be absent, but at least one hour prior to their normal starting time. Employees are required to make every effort to speak directly with either their Supervisor or the message line at 303.228.8219 during regularly scheduled hours. Furthermore, the Supervisor or the message line must be contacted each day of absence. In the case of an accident or sudden illness that requires hospitalization, employees should have someone notify their Supervisor within 24 hours. An employee who fails to contact his/her immediate Supervisor or the message line at 303.228.8219 may be considered as having voluntarily resigned. This policy must be followed unless an exception has been made for a particular absence, and a written memo to this effect has been sent to the Department Director, copy to Human Resources, prior to granting an exception.

If SMG has questions about the nature or length of an employee's absence, a written certification from a physician or licensed health care professional may be required before the employee may return to work. All physician certified absence notices must be presented to a Human Resources Department representative. Human Resources will send an acknowledgement of receipt to the appropriate Department Director and Manager.

## **Definition of Violations of the Attendance Policy**

Although the company maintains a liberal policy to provide for employees who are occasionally absent, frequent and extended absences, including lateness and early outs, even for legitimate reasons, and/or missed punches can impair an operation, reduce productivity and diminish the employee's effectiveness and value to a company. Violations to the Attendance Policy are defined as a combination of occurrences, which include absence, lateness, early outs, plus missed punches, and sign-in/out errors within a twelve (12) month period. The twelve (12) month period is a "rolling window", **measured from the current date back twelve (12) months**, not a calendar year. Two (2) times late within sixty (60) days will count as one (1) occurrence. Two (2) missed punches or sign-in/out errors within one (1) pay period will be counted as one (1) occurrence violation for disciplinary action.

Physician certified absences will be reviewed by the Human Resources Manager to determine when these absences are excessive. In addition, to maintain confidentiality all physician certified absence notices must be presented by the employee, to the Human Resources Manager.

Full time employees are scheduled to work the standard work week of 40 hours. If less than 39 hours are worked during the week, Paid Time Off hours will be used to bring the employee to 40 hours. If Paid Time Off hours are not available, the time short of 40 hours will be counted as an early out. Early outs are also counted in your attendance record.

Part time employees are scheduled according to business need. If a part time employee works less than the hours scheduled, "hours not worked" as defined in the Collective Bargaining Agreement will be used to bring the employee to the number of hours scheduled. Early outs are also counted in your attendance record.

## **Discipline for Attendance Violations**

- Verbal Warning – normally issued after six (6) occurrences.
- Written Warning – normally issued after eight (8) occurrences.
- Termination – normally after nine (9) occurrences.

In addition, in combination with other violations of SMG's Business Conduct Policy and/or Rules of Conduct, attendance violations may also be cause for termination, if occurrences exceed six (6) within any twelve (12) month period.

### **Consequences of written warning**

Deterioration in absences, lateness, early outs, missed punches, or sign-in/out errors pattern may result in termination prior to the end of the Warning Period.

### **Options at the end of written warning period**

If the same condition recurs within the twelve (12) months following the written warning **or** if the condition is in combination with another violation of company policy, the employee may be terminated without benefit of another warning.

Employee resigns.

Company initiated termination.

### **ABSENCE FOLLOWING HOLIDAY**

Full-time Employees

An unscheduled absence before or after a holiday, will count as two (2) occurrences on the attendance record. In addition, if an employee is unable to work their scheduled shift before and after the holiday, and SMG has questions regarding the nature, length, or pattern of the employee's unscheduled absences, a written certification from a physician or licensed health care professional may be required before the employee may return to work.

### **NO CALL/NO SHOW**

If an employee fails to notify his or her Supervisor and fails to work his or her scheduled shift for one (1) day, the employee will be considered absent without notice and employment **may be terminated immediately**, unless there is a proven extenuating circumstance. No Call/No Show will be counted at 30 minutes late. This means that if you do not call in the minimum of one (1) hour prior to your normal starting time, you have an additional 30 minutes after the schedule shift start before, your absence is considered a No Call/No Show.

### **JOB ABANDONMENT**

Any employee who willfully walks off the job or does not return from a scheduled rest break or meal break without notifying their supervisor will be considered to have voluntarily resigned their position.

### **OUTSIDE SCHEDULED WORK HOURS**

Employees are allowed on the premises only while on duty, on authorized company business, or while attending an event.