

BARGAINING AND NON-EXEMPT EMPLOYEE ATTENDANCE POLICY

I. PURPOSE

To set forth a uniform attendance policy for hourly employees at Citizens Energy Group (Citizens) in order to encourage employees to maintain consistent attendance and punctuality.

II. SCOPE

This policy is applicable to all part-time and full-time bargaining and non-exempt hourly employees.

All absence, late arrival or leave early protected by law (such as FMLA leave under Policy Release #1025), or Citizens' Policy Releases (such as Short Term Disability under Policy Release #1021), or contractual agreement, is excluded from the scope of this Policy.

III. DEFINITIONS

Absence - is missing your entire workday (a scheduled shift) and can be one of two types, scheduled and unscheduled absence.

Scheduled Absence - is time scheduled and approved in advance of, or no later than, the end of an employee's previous shift.

Unscheduled Absence - is time not scheduled and approved in advance of, or no later than, the end of an employee's previous shift.

Late Arrival or Leave Early - is not reporting to work at your scheduled start time or leaving work prior to the end of your scheduled shift and is classified as one of two types, scheduled and unscheduled time.

Scheduled Late Arrival or Leave Early - is time scheduled and approved in advance of, or no later than, the end of an employee's previous shift.

Unscheduled Late Arrival or Leave Early - is time not scheduled and approved in advance of, or no later than, the end of an employee's previous shift.

Occurrence - Each time away from work for any unscheduled time off, absence, late arrival or leave early deemed not permissible or not approved by the employee's supervisor. Additionally, any continuous time away from work for consecutive shifts for the same reason.

Unsatisfactory attendance -

Unscheduled absences and unscheduled late arrival or leave early in excess of five (5) occurrences during a rolling 12 month period,

Or

Unscheduled absences and unscheduled late arrival or leave early that result in an accumulated time equal to fifty (50) hours or greater during a rolling 12 month period.

Any absence, late arrival or leave early deemed not permissible or not approved by an employee's supervisor will be considered unsatisfactory. Each supervisor is responsible for enforcing this Policy consistently among his/her direct reports.

IV. POLICY

It is the policy of Citizens to establish reasonable and necessary controls to ensure adequate attendance and to meet business needs. Citizens believes that good attendance is important to its success and to the well-being of its employees. Additionally, Citizens expects employees to report to work as scheduled, on time and prepared to work. Employees are also expected to work their entire work schedule.

V. PROCEDURE

A. Reporting Absence and Tardiness

Consistent attendance and punctuality are work habits that Citizens requires supervisors to consider when they evaluate an employee's work performance. When an unforeseen event arises that requires an employee to miss work or be late in arriving to work, the employee must promptly report the situation to the supervisor. An employee should make every effort to report absence or lateness to the supervisor no later than the employee's starting time.

If the employee's supervisor is not available, the employee must *follow departmental procedures for notification* that includes the reason for the absence or tardiness and the date the employee expects to return to work.

NOTE: It is the employee's responsibility to notify the company regarding each absence, unless prior arrangements have been made. If an employee fails to notify the company of his or her absence, in accordance with department procedures, and does not show up for work for three consecutive work days, the employee will be considered to have abandoned his or her job and will be deemed self-terminated.

Permission to be absent or late is not automatically granted to the employee when the employee calls. The employee needs to speak directly with the supervisor or designated alternate to obtain permission for being absent or late. The supervisor may ask the employee to provide proof of the reason for absence before deciding if an absence is permissible or not, but should consult with Human Resources or the Legal Department before doing so.

For all PTO/Vacation/Personal Time eligible employees who have used all of their time for the year, all subsequent time off is unpaid and unscheduled. In addition, all future time off, which has been previously approved as scheduled time off, will be canceled.

Citizens will provide an absence notification to employees with three (3) or more occurrences or when unscheduled time has exceeded thirty (30) total hours.

B. Disciplinary Actions

Failure to maintain a satisfactory attendance record may result in the following disciplinary actions.

Level One Reminder:

Given to an employee if either of the following occurs:

- Sixth (6) occurrence of unscheduled absence, late arrival or leave early occurs in any rolling twelve (12) month period,
Or

- An accumulated time equal to fifty (50) hours or greater for unscheduled absences, late arrival or leave early during any rolling twelve (12) month period.

Level Two Reminder:

Given when an employee is already in a Level One Reminder and the following occurs:

- An additional occurrence of unscheduled absence, late arrival or leave early during the rolling twelve (12) month period,
Or
- If an employee gets to six (6) occurrences again after having other occurrences drop off,
Or
- If an employee again accumulates fifty (50) hours or greater after having other hours drop off.

Performance Improvement Plan (PIP)/Decision Making Leave:

Given when an employee is already in a Level Two Reminder and the following occurs:

- An additional occurrence of unscheduled absence, late arrival or leave early during the rolling twelve (12) month period,
Or
- If an employee gets to six (6) occurrences again after having other occurrences drop off,
Or
- If an employee again accumulates fifty (50) hours or greater after having other hours drop off.

Termination:

Termination occurs when the requirements of the PIP/Decision Making Leave have not been met.

See the Paid Time Off Program, Policy Release #1028, or contractual agreements, for additional information about absence from work.

If an employee has any questions regarding this policy they can contact their immediate supervisor or a representative in the Human Resources Department.

Primary Business Unit Owner: Director, Human Resources

Last Review Date: April 13, 2023

Next Review: 2026

Supersedes: Policy Release # 1036, Effective February 25, 2019, Revised July 10, 2020

Reference: Paid Time Program-Policy Release #1028, Departmental Time Off Policy

"Citizens Energy Group at its option reserves the right to change, delete, suspend, or discontinue parts of the policy in its entirety, at any time without prior notice."

Administering the Attendance Policy

This document coincides with the Bargaining and Non-Exempt Employee Attendance Policy, Release #1036. This guide provides instructions for time entry when an employee calls in for a scheduled or non-scheduled emergency time off along with continuous absence guidelines.

1. Time Entry:

- a. **Bargaining Employees time entered through Oracle EBS Timekeeper Group:** Enter the Payroll Element associated with unscheduled/unapproved absence. In the Absence Reason column enter the reason code (there is a list of values for this column). If, for example, the same type of absence is scheduled on the next day, this is considered one occurrence. If the employee takes another unapproved absence on the third day, but with a different reason, this will be considered a new occurrence. The example below shows the employee with 2 occurrences and 24 total accumulated hours towards unscheduled/unapproved time.

Payroll Elements	Absence Reason	Code List	Mon	Tue	Wed	Thu	Fri
			04-02	05-02	06-02	07-02	08-02
Absence NP	Sick		8				
008 Sick 72 Pct	Sick			8			
007 Personal Abs	Personal				8		

- b. **Bargaining and Non-Bargaining Non-Exempt Employees who enter their time through Oracle EBS Self Service Time:** The employee will enter their time and submit for approval. The timecard will go to the next level supervisor for approval or rejection

Hours Type	Project	Task	Override Rate	Completions	Mon, Mar 20	Tue, Mar 21	Wed, Mar 22
Sick 72 Pct	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Hrs <input type="text" value="8"/>	Hrs <input type="text"/>	Hrs <input type="text"/>
Personal Abs	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Hrs <input type="text"/>	Hrs <input type="text" value="8"/>	Hrs <input type="text"/>
Absence NP	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Hrs <input type="text"/>	Hrs <input type="text"/>	Hrs <input type="text" value="8"/>

Note: Workers Compensation payroll elements do not count as an unscheduled/unapproved occurrence, therefore, do not require an absence reason:

- 003 Injury 100% (Exempt employees)
- 011 Injury 72% (Bargaining & Non-Exempt/Non-Bargaining)
- 023 Injury NP

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Oracle Time Entry Absence Reason Codes (These are only available if you enter through a timekeeper group)		
Absence Reasons	HR's Definition	Occurrence?
Emergency (Scheduled)	This is to be used when an employee calls in and request to use one (1) of their three (3) emergency call ins.	No
Emergency (Unscheduled)	This is to be used when they call in and are either out of their three (3) emergency call ins, do not request to use one of their emergency call ins or do not provide a reason for their absence.	Yes
Late	This is to be used when an employee arrives to work late (unscheduled and not approved)	Yes
Leave Early	This is to be used when an employee leaves work early(unscheduled and not approved)	Yes
NCNS (No call no show)	This is to be used when and an employee does not call and does not report to work.	Yes
Personal	This is used when an employee calls in and states the reason for their call in as personal. They can use a vacation seg, personal day or if no time remains they can use Absence NP.	Yes
Short Term Disability	When an employee is approved to be on disability.	No
Sick	When an employee calls in sick.	Yes
Unknown	This is used when an employee calls in and does not state the reason for their call in. They can use a vacation seg, personal day or if no time remains they can use Absence NP.	Yes

2. Employees absent due to illness, the following will apply:

- a. **Bargaining Employees:** The first day of absence is recorded as "Absence NP" with the absence reason "sick" unless the employee is in the hospital overnight, the payroll element is "014 Sick Hosp 72 Pct" with the absence reason "sick". (If the employee is approved by HR for continuous leave, the employee may elect to use either 007 Personal Absence or 016 Segmented Vacation in place of Absence NP for the first day of being absent). If the employee is not on approved leave, the subsequent days absent up to the 8th day are recorded with payroll element "008 Sick 72 Pct" and absence reason "sick". After the 8th absence day, the payroll element will be "Absence NP" with the absence reason "sick" until Short Term Disability or FMLA paperwork is submitted and approved. Bargaining employees who enter their own time through self-service, will follow the same practice, but will not be able to enter the absence reason "sick". Once an employee is approved for leave, HR will send the supervisor an approval email with instructions on how to enter the employee's time going forward.

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- b. **Non-Bargaining Employees:** The first five days off due to illness should be coded with payroll element "078 PTO". After the 8th absence day, the payroll element will be "Absence NP" until Short Term Disability or FMLA paperwork is submitted and approved. Once an employee is approved for leave, HR will send the supervisor an approval email with instructions on how to enter the employee's time going forward.

3. Continuous absences:

- c. When an employee has 3 or more occurrences or exceeds 30 hours, the supervisor will meet with the employee to review the attendance policy and that they are approaching corrective action level.
- d. When an employee is absent due to an emergency, the employee must inform his/her supervisor that the absence is an emergency and must use Personal Absence, Segmented Vacation or PTO. Employees will be able to make this request up to a maximum of 3 times (occurrences) per rolling 12 month period. If the employee does not have remaining paid time off available, they cannot request or extend an emergency exemption beyond that time. The request must be made prior to the start of the shift unless the employee can provide proof that they were unable to do so. Each emergency occurrence may not exceed 40 hours.
 - a. **Bargaining Employees time entered through Oracle EBS Timekeeper Group:**
 - i. Emergency (scheduled) absence reason – Use when absence counts toward their first 3 emergencies.
 - ii. Emergency (unscheduled) absence reason – Use when emergencies have been depleted.
 - b. **Bargaining and Non-Bargaining Non-Exempt Employees who enter their time through Oracle EBS Self Service Time:**
 - i. Supervisors should monitor employee's emergency absences to ensure they do not exceed the allotted time.
- e. Employees may request an absence be considered scheduled and approved based on operational needs. Considerations for approval may include the number of employees scheduled off, the number of employees who have called in, and the department's operational needs. These requests must be made prior to the start of the shift to be considered and approved by the supervisor.

*In considering whether to approve such requests, supervisors should consider their obligation to fairly and consistently enforce policies and work rules with each employee in their work group (e.g. no favoritism).

Emergency Absence Guidelines

1. Emergency (scheduled) is an attendance policy feature only. The term "scheduled" is used only in the context of the policy for determining whether an absence is considered an occurrence.
2. If an employee requests an emergency (scheduled), those paid hours will be included in "hours worked" for the purposes of calculating overtime and shift differential is paid if applicable. Each emergency may not exceed 40 consecutive hours.
3. When an employee is granted an emergency (scheduled), these occurrences/hours are excused when the absences are consecutive, provided paid time off is used for the entire time. For example, an employee can request an emergency (scheduled) for a week but must use paid time off for the entire week for the absence not to count as an occurrence. While the general prerequisite for an emergency (scheduled) is it must be requested before the start of a shift, an emergency (scheduled) may be granted for a "Leave Early" based on management discretion as long as consistency is maintained.
4. In the instance of scheduled overtime following a regularly scheduled shift, the overtime is considered a continuation of the work schedule and emergency (scheduled) for the overtime generally must be requested prior to the start of the regular shift to be granted.
5. Management has the discretion based on operational needs to allow employees to work through lunch breaks to avoid an occurrence.
6. Management has the discretion based on operational needs to allow non-bargaining employees to leave early without it counting as an occurrence, but paid time off must be used. If management deems that staffing levels exceed operational need and ask non-bargaining employees if they would like to leave early, the employee may choose whether they want to use paid time off or not.
7. Consecutive steps of corrective action can be given at one time. For example, an employee may have more than one occurrence in a short period of time that merits more than one level of corrective action. Failure to give one level prior to the next occurrence will not excuse the subsequent occurrences from progressive steps.
8. Part time employees: Customer Service provides part time employees a non-paid time off bank. Those hours can be used as emergency (scheduled).
9. Bargaining employees are required to use available personal absence or vacation time for occurrences other than reasons of sick/illness regardless of whether they are an occurrence or not.