

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 their 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 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.

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.

Approved on: February 25, 2019

Primary Business Unit Owner: Director, Human Resources

Revision Date: February 25, 2019

Next Review Date/Year: February 2022

Supersedes:

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