

AT&T
Mobility and Business Customer Service
Attendance Guidelines Orange
Effective 1/12/2018

AT&T is committed to providing the highest quality service to our customers. Maintaining adequate and consistent staffing is crucial to the operation of the call center and to our ability to deliver quality service. Unscheduled time away from work causes a breakdown in work performance, imposes added work on the team, and directly impacts the level of service we can offer. For this reason, regular attendance and timeliness are essential job functions for every employee. Repeated Unscheduled Absence may result in discipline up to and including termination. ***It is your responsibility to maintain acceptable attendance. Please read the following attendance guidelines and discuss any questions you may have with your Manager.***

1. Regular attendance and timeliness are essential parts of your job responsibilities. You are expected to be at your workstations on time, and to adhere to your schedule. You must accurately report your time in accordance with time reporting guidelines found on OneStop.
2. Unscheduled Absence negatively impacts the Company's customers, your coworkers and the Company's business operations. Whenever possible, you are required to schedule **in advance and according to your departmental guidelines** any time off you will need to attend to medical care or personal needs if it will interfere with your regular scheduled shift. If for any reason you encounter a situation that requires you to miss any time from your regular shift (late arrival, absence during the day or leaving early), you should make all reasonable attempts to notify the business prior to the start of your shift and in accordance with the call center's practices. If for any reason you are unable to report your absence in accordance with the call center's practices, you are required to report your absence within the same day. Reporting absences late could be considered for discipline under Performance for Failure to Follow Procedure.
3. After any **"No Call, No Show"** incident(s) (defined as not reporting an absence as outlined above, and having no documented justification for failing to do so, as well as not reporting to work), management may issue a Written Warning for Performance for Failure to Follow Procedure (or advance one discipline step if you are already on a Counseling or Written Warning or Final Written Warning for Performance) for "No Call", in addition to receiving the associated point value for the "No Show" incident.

When you do not report to work or contact management in accordance with the call center's practices for three consecutive workdays, you will be considered to have abandoned your job and voluntarily quit.

4. The following types of absences will not count as "Unscheduled Absence" under these Attendance Guidelines:

- Approved Leave of Absence
- Approved Federal/State/Municipal mandated Leaves
- Approved Military Leave
- Approved Short Term Disability
- Approved Job Accommodations-Scheduled Vacation, EWP
- Pre-Approved Civic Duty – Eligibility requirements as described in the collective bargaining agreement (Documentation in accordance with the employee’s call center guidelines must be provided within 72 hours of return to work)
- Funeral – Eligibility requirements as described in the collective bargaining agreement (Documentation in accordance with the employee’s call center guidelines must be provided within 72 hours of return to work)
- Company recognized Holidays (unless scheduled to work on a Holiday)
- Company initiated closings (e.g. inclement weather)
- Contractual time off
- Company Mandated Time Off, (e.g. disciplinary suspension)

Unless the need for time off is unforeseeable, these absences must be pre-arranged with management and scheduled in accordance with the call center’s practices.

5. “Unscheduled Absence,” meaning any time away from your scheduled shift due to full day absences, late arrivals, early departures or absences during the shift that are not excused under section 4, above, will be tracked using an “Unscheduled Absence Point System”.

Unscheduled Absence Points will accrue according to the following schedule:

Unscheduled Absence-Point Definitions

- Less than 5 minutes missed from scheduled shift = No Points
- 5 minutes – 45 minutes missed from scheduled shift = 0.25 Points
- 46 minutes -150 minutes missed from scheduled shift = 0.50 Points
- 151 minutes -239 minutes missed from scheduled shift = 0.75 Points
- 240 minutes + missed from scheduled shift = 1.00 Point

Attendance Coaching and Discipline is applied according to the following schedule:

Disciplinary Process (Point Accruals Based On Rolling 12 Months of Active Employment)

- 0.00 – 3.75 Occurrence Points = Coaching/Manager Review
- 4.00 – 4.75 Occurrence Points = Counseling Notice
- 5.00 – 6.75 Occurrence Points = Written Warning
- 7.00 – 7.75 Occurrence Points = Final Written Warning
- 8.00+ Occurrence Points = Review for Termination

You may receive a cumulative combination of Unscheduled Absences Points in a work day, such as multiple 0.25 point absences and/or a combination of 0.50 point absences and 0.25 point absences, but points will be capped at a maximum of 1.00 point in a work day. Note that for a continuous period of Unscheduled Absence (not approved for STD/LOA/FMLA and/or Job Accommodation), one point will be assigned to the first day of an unexcused absence in each multi-day occurrence. The second and each subsequent day of unexcused absence in each multi-day occurrence will be assessed one-half (0.5) point (e.g., an employee will receive two points for a three day unexcused absence; one point for the first day, one-half point for the second day, and one-half point for the third day).

Unscheduled Absence Point Roll-Off Period: Points will roll off based on the following schedule:
12 months of active service*

**Any continuous absence in excess of 7 calendar days will be considered inactive service and will extend the Point Roll-Off Period by the total number of calendar days off work. Any period of tolling will be reduced by the number of days off for vacation, EWP, holiday, floating or designated holiday, and paid funeral time in that absence period.*

6. If you take time away from your scheduled shift/work week pending a leave application approval and that leave application is denied, you will receive the appropriate amount of points for each scheduled day missed. Upon return from denial of leave, you will be subject to the appropriate level of discipline up to and including termination of employment.

Combined Steps of Discipline

Notwithstanding the general rules specified above, if you experience multiple absences that would give rise to a coaching/manager review, counseling notice and/or warning but you have not returned to work so that the coaching/review, notice and/or warning cannot be administered (or if you return to work is so brief that management is not able to submit, receive concurrence for and administer the warning), you may receive combined steps of discipline for the separate absences at the next opportunity to deliver the discipline. Therefore, you may be subject to more than one disciplinary action, up to and including termination, for a single period of continuous Unscheduled Absence or series of intermittent one day Unscheduled Absences, regardless of the step of discipline (or lack of) that you may have previously been on.

For example, if you have 3.75 points and receive 0.25 for leaving early (total of 4.00) and then have two consecutive days of Unscheduled Absence, incurring 1.5 additional points, the Counseling Notice will be combined with the next discipline step, even though not administered, and you will be subject to a Written Warning upon your return to work pending discipline approval.

Additional Discipline Information:

You may be disqualified for consideration for internal job opportunities while on a step of discipline for attendance.

If you believe that you may need assistance in complying with these standards, you should contact one of the following resources:

- *Integrated Disability Service Center (Short Term Disability/Workers Compensation: 866-276-2278.*
- *Family Medical Leave: 1-888-722-1787*
- *Federal/State/Municipal mandated Leaves: 1-888-722-1787*