

Home Services

ATTENDANCE POLICY

Effective Date: April, 2010



Punctuality and regular attendance are essential to the successful and efficient operation of Home Services and to creating a fair working environment for everyone. The cost of an employee being late or absent is measured not only in dollars, but also in additional burden put on their fellow employees and our customers. This can translate into lower levels of service and, eventually, a less competitive and profitable company.

Regular attendance plays a key role in employees' overall performance. However, we acknowledge, that employees, despite their best intentions, may have situations that make them unable to report to work as scheduled. We also know that despite every effort, some employees may not be able or choose not to meet attendance guidelines.

Attendance will be considered along with all other aspects of an employee's performance when determining appropriate action. Corrective action and/or termination may result if unacceptable patterns are detected and/or the attendance guidelines are abused.

DEFINITIONS & EXPLANATIONS

Basic Expectation – Everyone, regardless of job function, is expected to meet certain basic standards for attendance, time keeping and notification in the event of an absence or other attendance issue. You are expected to:

- Report to work on time for the start of each shift and work your scheduled hours. This means being at your site, if applicable, at the start of your workday to pick up supplies and to be at the customer's home for the first job as soon as possible.
- Notify your immediate supervisor of any absences (scheduled or unscheduled) or other attendance issues as far in advance as possible. At a minimum, you must notify your supervisor within the required time frames for each type of attendance occurrence explained in the next section.
- Use good judgment and common courtesy when notifying your supervisor of last-minute absences or late arrivals. For instance, if you will be unable to report on time for a 6 a.m. shift, refrain from calling your supervisor at 3 a.m.
- Take an unpaid lunch break (30 minutes for technicians) and two paid 10-minute breaks during each workday and return to work on time after each break
- Record your hours worked using the time keeping system designated for your work role

Tardiness – You are considered tardy if you arrive late for a scheduled shift (or return late from a break) by up to one hour. If you are more than one hour late for your scheduled start time, your tardiness will be noted as an unscheduled absence.

You are expected to report to work on time for the start of each shift and when returning from a break during your workday. You must make every attempt to notify your supervisor at least one hour before the start of your shift if you will be arriving late for your shift. You must also let your supervisor know as quickly as possible if you think you will be late returning from a break. Excessive tardiness — and failure to notify your supervisor when you will be late — will result in corrective action, up to and including termination.

No Call/No Show – You are considered to have a no call/no show if you don't report for a regularly scheduled shift or are tardy for your shift by more than one hour and do not successfully notify your immediate supervisor or other member of the management team within the required time frames. Two

consecutive days of no call/no show will be considered job abandonment and will result in termination of employment as a voluntary resignation.

Unscheduled Absence (full day) – While you may make every attempt to schedule time off in advance, there may be situations where an unscheduled absence may occur or where you are more than one hour late for the start of your scheduled shift. In these situations, you should contact your immediate supervisor at least 48 hours in advance if possible. If you determine you will be tardy by more than one hour or absent due to a last-minute illness or emergency, you should contact your immediate supervisor at least one hour before the scheduled start time for your shift. If you cannot reach your immediate supervisor directly, leave him or her a voicemail on his or her work phone and then make one more attempt to notify someone of your absence by calling or emailing another supervisor, your site manager or another member of the management team. In any event, you must make at least two verifiable attempts to notify an appropriate person in the event of an unscheduled absence. ***If you do not make at least two verifiable attempts to notify an appropriate person at least one hour before your scheduled start time, your absence will be noted as a tardy.*** If your unscheduled absence continues, you must also call your immediate supervisor each day you are absent (unless you are on an approved absence). Failure to comply with these two rules will result in corrective action up to and including termination.

Unscheduled Absence (partial day) – A partial-day unscheduled absence occurs when you are unable to work your full shift due to personal illness or that of an immediate family member (or other emergency circumstances). If you must leave early for any reason, you are to notify your supervisor (or another manager, if you are unable to reach your supervisor) prior to leaving work.

Notification Time Frame

		Up to scheduled start time		No notification	
		Up to one hour late		Tardy	
Report to Work Time Frame		Tardy		Tardy	
		Unscheduled Absence		No Call/No Show	
		Unscheduled Absence		No Call/No Show	

Scheduled Absence – All full-time employees (other than those in their first 90 days of employment) accrue a certain amount of vacation and sick time (or PTO in some areas of Home Services). DIRECTV and your management team understand the importance of time off and encourage you to take full advantage of these benefits. However, adhering to schedules plays a vital role in customer service, and overall technician performance. **Scheduled time off from work must be requested and approved as far in advance as possible** and at least 48 hours in advance of your regular start time). While every attempt will be made to accommodate your requests, management has the option to deny time off requests to accommodate multiple schedules and business needs. If you run out of this accrued time and need to take approved time off from work, it will be unpaid time off. See your supervisor to request time off.

Leaves of Absence – Properly requested and approved, leaves of absence will not negatively impact an employee’s attendance record. Refer to the company’s time off procedure for details. Note that leaves of absence are requested and approved in writing. Unless or until a written approval is received, the employee must continue to properly report each day of an absence. Taking an unapproved leave of absence and/or not following the above guidelines may be subject to corrective action up to and including termination.

Lunch Periods – All employees must take a daily lunch break on personal, unpaid time. Lunch breaks are important for employees' health and productivity. Technicians are required to take 30-minute lunch breaks each day, as their individual work schedules allow. Lunch periods are unpaid time and, to the extent possible, should be taken in the middle of a shift. Non-exempt employees must be completely relieved of their work responsibilities before taking lunch and must record the start and end times of the lunch period each day. If you miss a lunch period, you must record the missed period (and the reason why you missed it) on your timesheet. You may not work through lunch periods simply to leave work early at the end of the day. In some circumstances, a work assignment may require you to work through a lunch period. You may only work such an on-duty lunch period with the advance approval of your immediate supervisor. Every on-duty lunch period must be counted and paid as work time.

Break Periods – Two paid ten-minute rest periods will be permitted during each shift. One of these breaks should be taken before lunch and one should be taken after lunch. Employees are requested to arrange any incidental personal activities that are carried out at work to correspond with their rest periods. Smoking breaks are considered rest periods.

In some circumstances, a work assignment may require you to work through a break period. You may only work such an on-duty break period with the advance approval of your immediate supervisor. Every on-duty break period must be counted and paid as work time.

Severe Weather And Emergency-Related Closures, Delays – When severe weather or other conditions make it difficult or impossible for an employee to report to work, time off may be taken without prior authorization from an employee's immediate supervisor. However, it is an employee's responsibility to contact his or her immediate supervisor as soon as reasonably possible when a weather-related emergency may cause him or her to miss a scheduled start time or to otherwise be delayed. Employees are accountable for all time missed as a result of severe weather and emergencies and may make up these hours, if approved by a supervisor, in the following manner:

- Use accrued leave
- Take leave without pay (for exempt employees, leave without pay may only be taken in eight hour increments).

Other options may be available, contingent upon specific provisions or circumstances. The above-mentioned options are subject to approval by management.

RESPONSIBILITIES

Employee – As with all performance factors, employees have the responsibility for managing their own attendance and communicating with their immediate supervisor when they will be late, leave work early, or have an unscheduled absence. Employees must notify their supervisor any time they think they may have an attendance issue. Timely reporting is not only essential for managing the business, but may also determine whether or not an employee's attendance will result in corrective action.

When notifying a supervisor of a late arrival or unscheduled absence, employees should make every attempt to speak with someone. If an employee cannot reach his or her immediate supervisor directly, he/she may notify the site manager or another member of the management team. In the event of an unscheduled absence, an employee must make at least two verifiable attempts to notify an appropriate person.

Employees are also responsible for understanding the expectations and rules outlined here and in the Employee Handbook. If employees receive notification that their attendance is unacceptable, they are responsible for correcting the concern.

Supervisor – Each supervisor has responsibility for engaging in ongoing dialogue with employees on the importance of attendance as it relates to overall performance. Additionally, they have the responsibility of taking prompt and appropriate corrective measures should absences and/or tardiness become excessive.

Human Resources Representative – Employees in the HR department are available as a resource for any questions relative to provisions of the attendance program. Additionally, this department maintains employee personnel files, which include copies of any corrective measures taken as a result of excessive absenteeism or tardiness.

CORRECTIVE ACTION

If an employee does not meet the responsibilities outlined here and follow these attendance rules, corrective action may be administered.

- One occurrence of tardiness or absence may be cause for corrective action (documented verbal warnings, written warnings, etc.).
- Excessive tardiness, absences or other inappropriate attendance patterns may be cause for additional corrective action, including termination.
- Two consecutive days of no call/no show is considered job abandonment and will result in termination as a voluntary resignation.

If an employee' immediate supervisor determines that attendance is an issue, he or she should have a discussion with the employee outlining the need for immediate improvement and that the next occurrence could find the employee subject to further corrective action. This discussion should be noted in the employee's local personnel file.