

Attendance Policy

Sunnyside Hub values the punctuality and attendance of our employees, as regular attendance ensures high-quality service for our clients. As such, we have established the following attendance policy to ensure that all employees are aware of our expectations and to provide guidelines for managing absences and tardiness.

1. Working hours will be between 0900 - 1600 on weekdays with 60 minutes of break
2. Employees are expected to arrive at the workplace on time, based on their schedule.
3. Tardiness is defined as being more than 5 minutes late to work without prior notification or authorisation from a Director.
4. If an employee is unable to come to the workplace, they must notify their supervisor no later than 2 hours before their scheduled start time.
5. Any unplanned absences or tardiness will be recorded and may be grounds for disciplinary action, up to and including termination.
6. Planned absences, such as vacations or medical appointments, must be approved by a Director within 7 days of request
7. If an employee is unable to come to work due to illness lasting longer than 7 days, they must provide a doctor's note upon returning to work.
8. This attendance policy may be revised or updated at any time at the discretion of management.



Key Terms:

1. Absence Definition:

Failure to report to work on time.

An **excused absence** occurs when the employee has:

- Scheduled paid time off (PTO) according to Company policy
- Obtained approval from their Director before the start time

An **unexcused absence** occurs when the employee fails to:

- Report to the workplace at their scheduled start time
- Notified the Director within the specified time period

Any employee with an excused absence of 7 days due to a medical condition must provide proof of doctor's care and a release from their doctor before returning to work.

Unexcused absence of 7 days will lead to disciplinary action and can result in involuntary termination.

All absences, whether excused or unexcused, must be covered by PTO.

2. Tardiness Definition:

Failure of an employee to arrive at work or return from a break at the scheduled time.

Employees who cannot arrive at the workplace at the scheduled time or return from a break on time must notify the Director before their scheduled start time.

A 5 minutes grace period is provided.

3. Early Departure Definition:

A failure on the part of an employee to complete their scheduled shift.

Employees who cannot complete the assigned duration of their shift must notify the Director prior to leaving.

4. Job Abandonment Definition:

A continuous absence of more than 7 consecutive days from work and/or failure to notify the company.





An employee who fails to report for 7 or more consecutive work days without communicating with the supervisor will be deemed to have abandoned a job.

Their employment with the Company will be terminated immediately.

Types of employee disciplinary actions:

- Verbal Warning: Upon the first instance of violation.
- Written Warning: Upon the second instance of violation.
- Disciplinary meeting: Upon 3 more violations per calendar year
- Final written warning and suspension: Upon a third consecutive violation.
- Termination. Employee Acknowledgement

