



Attendance & Punctuality Policy

Rhode Island CBA Language

Policy

Employees are expected to report to work as scheduled, be on time, and be prepared to start work. Employees are also expected to remain at work for their entire work schedule, except for meal or break periods, or when required to leave on authorized Company business or other authorized reason. Unapproved late arrivals, early departures or other absences from scheduled hours are disruptive and must be avoided. The Company may inquire about the general reason for an absence, tardiness, or early departure.

Schedule Notification

The Location Manager, or their designee, will notify employees of their schedule, including but not limited to starting and ending times.

Notice of Absence or Schedule Changes

- Subject to applicable law, if an employee is unable to report for work on any particular day, they should notify their manager or dispatch the night before, if known. If advance notice the night before is not possible, the employee must call their manager or dispatch at least one hour in advance of the time the employee is scheduled to begin working for that day (unless it is impossible to do so, in which case the employee must call as soon as possible thereafter). If an employee is physically unable to notify their manager or dispatch, an adult member of the employee's immediate family or a medical professional may place the call on the employee's behalf.
- The notification should include the general reason for the absence, tardiness, or early departure, the expected duration, and if known, when the employee expects to report to work or return to their scheduled shift.
- Employees who need to leave early must notify their manager or dispatch as soon as they learn that they will not be able to complete their scheduled shift.
- Unless extenuating circumstances exist, employees must call in on each and every scheduled day on which they will not report to work, unless they are on an approved leave of absence or scheduled Paid Time Off (PTO).

Location managers, or their designee, will maintain records of absences, tardiness, or early departures.

Approved and Protected Time Off

Excessive absenteeism or tardiness may result in disciplinary action up to and including termination of employment, unless the absence or tardiness is excused or approved. The following are examples of types of time off that will not be considered grounds for disciplinary action under this policy:

- Time off that was previously approved, including PTO or vacation, if applicable;
- Paid sick and safe time or mandatory paid leave provided under federal, state, or local law;
- Approved state and federal leaves of absence, including but not limited to jury duty leave, military leave, leave protected under the Family and Medical Leave Act or similar state laws, and time off or leave specifically approved by the Company as an accommodation under applicable law;
- Time off due to a work-related injury that is covered by workers' compensation; and/or



Attendance & Punctuality Policy

Rhode Island CBA Language

- Bereavement leave or other approved time away related to the death of a family member or other qualifying individual, consistent with Company policy and applicable law.

Chargeable Attendance Occurrences

The chart below outlines chargeable attendance occurrences and how they may be applied under this policy.

Chargeable Occurrences	Application Under This Policy
Any absence from regularly scheduled work, scheduled overtime, or a scheduled run (AM, PM, and/or Midday run). Excludes Approved & Protected Time	One (1) Occurrence
Tardy Arrival or Early Departure (5 minutes to 1 hour)	Half (1/2) An Occurrence
Tardy Arrival or Early Departure (Over 1 hour)	One (1) Occurrence
Absences of one (1) to three (3) consecutive workdays due to the same documented illness or circumstance	One (1) Occurrence
Absences of more than three (3) consecutive workdays	Evaluated on a case-by-case basis by the Location Manager. The Location Manager may submit the matter to the Area General Manager and/or the Area Human Resources Manager for final approval of the number of chargeable occurrences, if any
No Call/No Show - each missed scheduled route, including AM, PM, and/or Midday Routes	One (1) Occurrence
One full day of No Call/No Show	Two (2) Occurrences

Definitions

- **“Chargeable Occurrence”** means an instance of absenteeism, tardiness, early departure, or other failure to work scheduled hours that is not protected by applicable law and has not been previously approved or otherwise excused by the Company.
- **“Early Departure”** means leaving work before the end of the employee’s scheduled shift, assigned route, or another work period before the scheduled end time without prior authorization.
- **“Tardiness”** means reporting to work being ready to begin assigned duties after the employee’s scheduled start time, assigned reporting time, or required return from a meal or break period.

Attendance Accountability Guidelines

The following counseling and corrective action steps will apply based on the accumulation of Chargeable Occurrences within a rolling twelve (12)-month period:

No. of Chargeable Occurrences	Corrective Action
-------------------------------	-------------------



Attendance & Punctuality Policy

Rhode Island CBA Language

One (1) Occurrence	Review of attendance record and policy with Location Manager or immediate supervisor
Two (2) Occurrences	Verbal counseling (documented) and review of attendance record with Location Manager or immediate supervisor
Three (3) Occurrences	Disciplinary Letter and review of attendance record and policy with Location Manager or immediate supervisor
Four (4) Occurrences	Disciplinary suspension (1-5 days) and review of attendance record and policy with Location Manager or immediate supervisor
Five (5) Occurrences	Last Chance Letter (“termination for next violation of any company policy or procedure”) including disciplinary suspension (1-5 days)
Six (6) Occurrences	Termination of employment

Medical Certification and Leave Coordination

Employees who are absent for medical, family, or other protected reasons may be required to provide notice and documentation consistent with applicable federal, state, or local law. Nothing in this policy is intended to limit or interfere with an employee’s rights under applicable leave laws.

- Employees should notify their manager when requesting leave and should contact Human Resources or the leave administrator as soon as practicable if an absence may qualify for family, medical, sick/safe, or other protected leave.
- Employees should apply for leave if an absence was, is, or is expected to be more than three (3) consecutive workdays, or when otherwise required by the applicable leave policy or law.
- Reasonable documentation may be requested only when permitted by law, such as for absences exceeding three (3) consecutive workdays. Documentation will not be required to disclose specific medical or safe leave details except as permitted by law.
- For leave that may qualify under FMLA or Rhode Island Parental and Family Medical Leave, the Company may request certification as permitted by law. Employees must provide required certification within the applicable timeframe.
- A fitness-for-duty or return-to-work certification may be required when permitted by law and applied consistently. Certification will be limited to the employee’s ability to return to work and perform essential job functions, as applicable.
- Employees who knowingly provide false or misleading information may be subject to corrective action, up to and including termination, consistent with applicable law.