

# PeopleReady Associate Attendance Guidance

## PURPOSE

Our customers depend on us to help them meet their project deadlines, so good attendance is essential in maintaining exceptional customer service. Associates are expected to be on time and present for work every day an assignment has been accepted. Unplanned absences and cancellations can negatively impact the support we provide to our customers. We understand there may be times when tardiness or absences cannot be avoided. It is important associates notify their local PeopleReady team as soon as possible if they will be late or when they cannot work an assignment once it has been accepted, so we can contact the customer and, if necessary, assign someone else to the ticket.

## INCOMPLETE SHIFT

Incomplete shift means arriving to an assignment late or leaving before the job is done.

## CANCELLATION

Cancellation means not reporting for work when an assignment is accepted, and the notification given is **more** than 24 hours before the job start time. Associates should only accept assignments they are committed to working. See disciplinary action section for important information about excessive cancellations.

## ABSENCE

Absence means not reporting for work when an assignment is accepted, and the notification given is **less** than 24 hours before the job start time. Associates should provide appropriate notice of their absence; at least four hours or more before shift start time. Associates should call every day they will be absent from an accepted assignment unless they are on an approved leave of absence.

## LATE CALL OFF

If an associate calls off an assignment less than four hours before the start time, it is considered a late call off.

## NO CALL NO SHOW

If an associate is absent without informing their local PeopleReady team, it is considered a No Call No Show (NCNS).

## DISCIPLINARY ACTION

Repeated attendance incidents, including incomplete shifts, absences, no call no shows or late call offs that occur in a 6-month period may result in disciplinary action up to and including termination.

- 1st Attendance Incident: 7 calendar day suspension
- 2nd Attendance Incident: 30 calendar day suspension
- 3rd Attendance Incident: 6-month suspension

Excessive absences, tardiness, leaving a shift early, or patterns of absenteeism may result in disciplinary action up to and including termination.

NOTE: Excessive cancellations, which is defined as 3 cancellations in a 30-day period, will result in an attendance incident.

## EXCEPTIONS

At PeopleReady, we provide some exceptions to our attendance standards. Exception reasons may include but are not limited to: leave of absence (local, state, and federal law), Family Care Act, Family and Medical Leave Act, Americans with Disabilities Act, jury duty, voting, domestic violence, bereavement, military duty, voluntary emergency personnel related, work related injury, or other unavoidable emergencies. In these cases, associates will need to provide proper documentation to their local PeopleReady team.

PeopleReady is committed to complying with the Americans with Disabilities Act (ADA), and all applicable state and local fair employment practice laws. If assistance is needed related to the exception process, please consult our ADA Disability Accommodation Policy, ADA Accommodations Policy and/or contact HR-Advice@TrueBlue.com.