



Timekeeping Policy

This policy applies to all companies within the Relyon Group.

Purpose

This policy sets out the Company's standards for the management of employee attendance and timekeeping.

The process sets out how employees' attendance and timekeeping is monitored and how issues arising from this are dealt with. Absences from the workplace due to sickness or injury are covered by the rules set out in the Company's sickness absence policy.

Timekeeping standards

The Organisation expects employees to have excellent standards in relation to timekeeping. All employees are expected to be ready for work, report to work punctually and observe the usual hours of work as set out in their contract of employment, including the provision for lunch breaks. Employees working on a flexitime basis are expected to ensure they work their full requirement of hours as set out in their employment contract.

Failing to report for work on time is detrimental to the efficient running of the business. Lateness can impose unnecessary and unfair burdens on your work colleagues in respect of covering for your absence and dealing with any clients or customers that may complain about your whereabouts.

Lateness

Employees that are unable to attend for their contracted or scheduled start time should contact their line manager on the Control Room prior to their start time, with as much notice as possible.

Employees should notify their line manager of the reasons for their lateness and their anticipated arrival time. A late employee should report immediately to their line manager upon arrival to confirm their attendance.

Early finishes

Employees that need to leave the workplace prior to their contractual or scheduled finish time should discuss the matter with their line manager in advance. Employees are only permitted to finish early with their line manager's approval.

Recording attendance

Where a role dictates, the employee should book on and off their shift using the Time and Attendance systems applicable to the business. These systems are known as Smart Task and Ezitracker.

Failure to use the correct procedure in relation to Smart Task and Ezitracker will result in records that are not of an acceptable standard. This will result in the incorrect information being used by payroll for making payment of salary,

as the incorrect number of hours worked will have been recorded/not recorded. In addition, it will result in incorrect hours being invoiced to the client.

Logging onto Ezitracker or Smart Task for or on behalf of another employee is classed as gross misconduct under the Company's disciplinary procedure. This may result in summary dismissal.

Line managers monitor employee timekeeping on an ongoing basis. Such monitoring includes visual observation and Smart Task or Ezitracker data. Line managers will keep records of the dates and number of occasions of lateness, together with the length of lateness and whether this time was made up or not.

Home-based employees

Employees who work from home, either contractually or occasionally are personally responsible for ensuring they commence work at their agreed contracted time and that they fulfil the hours stipulated in their contract. If the company has reason to believe a homeworking employee is not fulfilling their contracted hours and working from home, or away from the office is having a detrimental impact on their ability to complete their role, it reserves the right to review the working location of that employee.

Informal action

Where line managers identify issues with an employee's timekeeping, the first step will usually involve an informal discussion with the employee concerned. Depending on the explanations provided by the employee, the line manager may be able to make temporary or permanent changes to working hours to better enable the employee to keep to their start times. The line manager will take into account operational needs and requirements in deciding whether such arrangements can be made.

Clear timekeeping standards will be established at the informal meeting so the employee is aware of the standards expected of them. The line manager will make clear the Company's disciplinary policy and that a continued failure to adhere to the timekeeping policy, or any new arrangements made as a result of informal meetings, could result in disciplinary proceedings.

Formal action

Failing to comply with the timekeeping policy, or exhibiting poor timekeeping standards without reasonable excuse, are disciplinary offences. These will be dealt with in accordance with the Company's disciplinary procedure. Disciplinary action could lead to the dismissal of the employee.

