

## MEMO TO STAFF

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TO: ALL STAFF OF HEAD OFFICE

FROM: HUMAN RESOURCES DEPARTMENT

REF NO: 006/STFM-HR/2013

DATE: 28<sup>th</sup> April 2013

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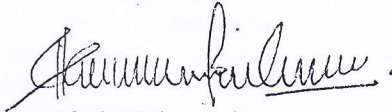
Dear All,

Please find attached the written Company Policy & Procedure on Attendance and Absence. You are requested to read this carefully and should you have any area that you are not clear, please do not hesitate to inform us and get the matter cleared. Your comments appreciated.

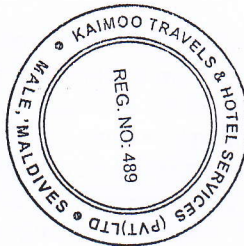
This Policy will remain effective until further notice.

I take this opportunity to thank you all for your support and co-operation given to us at all times.

Yours sincerely



Afrah Mohamed  
Human Resources Manager.



# KAIMOO TRAVELS & HOTEL SERVICES PTE LTD

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**POLICY TITLE:** Policy & Procedure on Attendance & Absence  
**Applicable to:** All employees

**Policy No:** HRPP 001/2013

## 01. GENERAL

The Company maintains work hours which are compatible with the Employment Act 2008, departmental requirements and effective work schedules. *Timely attendance is crucial to making the business run smoothly. You need to do your part in achieving this goal and one way is to maintain a good attendance record.* Tardiness and frequent absence affects negatively and is a burden on the entire work group and must be kept to a minimum. Abuses, therefore, will be subject to disciplinary action and becomes part of your employment record. Planned absences such as vacations should be scheduled in advance. The policy contains minimum criteria. Departments may establish specific departmental rules with the approval of Human Resources Department.

## 02. WORKING HOURS

- a) All employees shall work 48 hours per week. For those working on roster basis, the department head shall establish each employee's work schedule as operational needs demand. This schedule must be authorized by the Manager. Any modifications to work schedules including overtime should be requested and approved in advance. The Department Head must inform work schedule modifications in writing to the Accounts Department within the same day the change occurred.
- b) The working hours of head office currently is Saturday to Thursday 8:30am to 5pm. Airport Representatives at Head Office are scheduled to work on roster basis.

## 03. OVERTIME & PUBLIC HOLIDAY WORK

The need for an Employee to work overtime or on a Public Holiday is decided by the Head of Department. All overtime/public holiday work must be approved by the Department Head on the pre- printed overtime form (attached) prior to commencement of such overtime. It is the responsibility of the Employee to fill the overtime/public holiday work form and get the required signatures. All necessary signatures must be in the register for authorization of payment. Department Heads are responsible to send in the Overtime details to the Accounts Department before the cut- off date for payroll OR as instructed by the Accounts Department.

If the employee is compelled to work overtime/public holiday, then the employee shall be paid as follows;

1. The Employee shall be paid 1.25 times the hourly salary rate on normal working days
2. If the Employee works overtime on a public holiday, then the employee shall be paid 1.5 times the hourly salary rate.
3. If the Employee is required to work on a public holiday the employee shall be paid half the day's salary over and beyond the days salary.

Employees in senior management positions will be exempted from the application of overtime and public holiday pay.

## 04. WORK ARRIVAL & DEPARTURE

- a) It is the responsibility of the employee to arrive and report to work at the beginning of the scheduled work day or shift. Upon arrival to work, all Employees must sign/punch in their attendance in the attendance book/electronic device. Arrival any time after the beginning of the scheduled work day or shift is considered late and salary will be deducted for the amount of time late.
- b) An employee who is scheduled to work is expected to remain on the job until completion of the last hour of the scheduled work day or shift. Should there be a reason for early departure from work, the employee must inform the Department Head and justify his/her departure from work and get authorization.
- c) Employees must record their departure from work on the attendance record document or electronic device.

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## 05. BREAKS

- a) Employee is allowed to take a 15 minute break for prayers before the prayer time ends. It is not necessary for the Employer to release the Employee from work at the exact prayer time so as not to disrupt work.
- b) Breaks shall be arranged in a manner that does not disrupt the operation of the department.
- c) Breaks shall be as near as possible to the middle of the work day or shift. Breaks cannot be taken in conjunction with the starting time of work or departure time of work.
- d) The breaks are not counted as hours worked.
- e) The department head is responsible for arranging the break times and informing the staff and Manager of such arrangements.
- f) Employees must inform the Supervisor before leaving work place when taking any break from Office whether work related or not.
- g) Employees must record their time out and time in from their breaks on the attendance record document or punch in/out on the electronic device.

## 06. TARDINESS

- a) It is generally taken as a violation of the Company Policy to report late to work and/or to leave work early without permission of a Supervisor. Frequent tardiness is not acceptable and is subject to disciplinary action up to and including termination.
- b) Tardiness is defined as reporting to work late at the beginning of the work shift, leaving early or returning late from a work break/lunch or leaving work early at the end of the work day.

## 07. ABSENCES

Any employee who is unable to attend their place of work is considered absent unless they have prior permission not to attend.

### 07.01 SCHEDULED ABSENCE

Scheduled Absence is planned absences such as annual leave, medical appointments, circumcision leave which must be requested and approved in advance and must be reported to the department head at least 24 hours prior to time off from work.

Annual leave, circumcision leave must be requested minimum 2 weeks in advance.

### 07.02 UNSCHEDULED ABSENCES.

Unscheduled absence is sick leave or personal leave that is requested and approved after the end of the employees last attendance to work and before the next scheduled work arrival. Unscheduled absences must be reported to the Department Head no later than 1 hour from the commencement of time of work for staff working on scheduled hours of work. Those who are working on shift basis must inform 1 hour ahead of the commencement of scheduled shift time. Failure to report to the Department Head will result in no pay. Employee must fill in a Leave Form and get signature from the Department Head upon arrival for work. An employee who has reported sick for 2 consecutive days and more should submit a medical certificate from a registered medical practitioner. Medical certificate must state the condition that prevented the employee's attendance, the specific dates of absence (in words). Failure to submit medical certificate will result in no pay. Where unscheduled leave approval is based on non medical reasons, the supervisor may request certification or acceptable proof of unavoidable personal circumstance.

### 07.03 UNAUTHORISED ABSENCE.

An absence will be considered "unauthorized when an employee's supervisor/department head has not been properly notified or when a supervisor does not accept as reasonable an employee's explanation for an absence or lateness.

Trigger point for progressive disciplinary action on "unauthorized absence": 2 or more times within a period of 1 month and repetition of any after corrective action request.

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## 07.04 EXCESSIVE ABSENCE

An absence is considered "excessive" when an employee is away from work to the extent that completion of normal work requirement is adversely affected. These absences may have been authorized or unauthorized and caused by medical or other reasons. An employee must be notified that absences are excessive before such incidents can be considered for disciplinary action.

Trigger point for progressive disciplinary action on excessive absence: 4 absences of 1 day each within a 2 months period and repetition of any after corrective action request.

## 07.05 PATTERN OF ABSENCE

Pattern of absence is when an employee's absences occur with a common factor. For instance an employee who is regularly absent from work on Thursday, Saturday or the day before or after off day/holiday will be viewed as displaying a pattern of absence. Such absence will be subject to disciplinary action.

Trigger point for progressive disciplinary action for pattern of absence: 2 or more times within 1 month period and repetition of any after corrective action request.

## 07.06 NO CALL NO SHOW

When an employee both fails to report for work at the start of work time and fails to notify the supervisor or designated person before the designated time by the department head of the start of the work shift of the absence will be taken as no call no show. Employees who do not report work or call in for 2 consecutive scheduled days will be considered to have terminated their employment. Repeated no call no show employees will be put into disciplinary action.

Trigger point for progressive disciplinary action for no call no show: 2 or more times within a 1 month period and repetition of any after corrective action request.

## 07.07 CHRONIC PATTERN OF EXCESSIVE OR UNAUTHORIZED ABSENCE

A chronic pattern of excessive or unauthorized absence is when an employee's absence from work whether excused or not have a serious negative effect on a departments ability to provide service. These absences can be for medical or non medical reasons. In cases where there is a chronic pattern of absence, notice will be given to the employee that the absence has a negative effect of the work unit and additional requirements must be made in order to receive approved leave. These requirements include:

1. A physicians statement verifying incapacitation, medical reasons for an absence and the anticipated date of return to work.
2. 2 week's notice for use of vacation leave/medical leave

After notice of chronic pattern of absences has been given another incident of unauthorized or excessive absence shall result in disciplinary action at the next higher step of progressive discipline.

## 07.08 REPORTING ATTENDANCE AND ABSENCE

When unable to report to work for any reason the employee must call and inform supervisor before the scheduled attendance time, unless circumstances beyond the employee's control prevent doing so eg: unexpectedly admitted to hospital, so that arrangements for other help can be made. Department Heads must inform absences, late arrivals, shift changes on the same day or by the following day to the Accounts Department in writing.

## 07.09 LEAVE ABUSE/DISCIPLINARY ACTION

Trigger points are used in relation to an employee's pattern of attendance to identify where there maybe a cause for concern and where further help or disciplinary action is required. Following will be taken as leave abuses and will be subject to disciplinary action up to and including termination.

- a) Repeatedly fails to attend work on time
- b) Frequently calls in sick on the first or last day of the work week.
- c) Exhausts his or her leave balances and requests unpaid leave not covered by the Employment Act.
- d) Repeatedly reports late from breaks and leaves work early.
- e) Fails to properly notify absence and adhere to the attendance and leave procedures.
- f) Provide false or misleading information in connection with attendance or absence

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## 08. RESPONSIBILITIES

Managers are responsible for the following:

1. Approve work schedules/times and any changes brought, prior to implementation
2. Determine number of staff in the division and ensure departments are well staffed to provide the required services.
3. Ensure that department heads, supervisors and employees comply with the policy and if not, take corrective action.

Department Heads/Supervisors are responsible for the following:

1. Get Managers approval on work schedules and any changes brought to work schedules
2. Ensure that employee signs in/out for all attendance
3. Keep records of employee attendance and inform Accounts Department of deviations, absences, overtime etc. on a daily basis or as instructed by the Accounts Department for payroll preparations.
4. Control overtime as required outside of employee work schedules.
5. Ensure that employees are familiar with and comply with the Policy on attendance and absence. Initiate corrective/disciplinary actions.

Employee Responsibilities

1. Become familiar with and comply with the Policy
2. Record arrival and departure times on the approved attendance recording document or electronic device
3. Obtain prior approval from supervisor/department head as required on the Policy.

## FORMS

The following forms will be used for the execution of the policy. (Attached)

1. Leave Application Form
2. Overtime approval Form
3. Corrective/Disciplinary Action Form
4. Shift/late attendance/early departure Authorization Form

## AUTHORIZATION OF THE POLICY BY

Name: Aishath Neena Ahmed

Designation: Director

Signature:.....



**KAIMOO TRAVELS & HOTEL SERVICES PTE LTD**  
**MISCONDUCT NOTICE**

<b>Employee Name/No.</b>	<b>Date of discussion:</b>
<b>Department/Designation:</b>	

The above named Employee has displayed the following misconduct and has been warned that this will be entered on his/her Personnel Record and has been placed on corrective action/disciplinary action.  
(Please delete where inappropriate)

**MISCONDUCT:** *(Check where applicable and specify details in background information indicated below)*

- |  |   |
|--|---|
| <input type="checkbox"/> Violation of Safety or Dept. Rules/Company Policies | <input type="checkbox"/> Smoking in Restricted Area       |
| <input type="checkbox"/> Frequent Tardiness/Lateness from Breaks             | <input type="checkbox"/> Discourtesy towards Guest        |
| <input type="checkbox"/> Refusal to carry out Supervisor's Instruction       | <input type="checkbox"/> Dispute with Colleagues*         |
| <input type="checkbox"/> Purposely harm/Damage Property of Employer*         | <input type="checkbox"/> Destabilize Operations/Violence* |
| <input type="checkbox"/> Absent without Informing                            | <input type="checkbox"/> Poor Service                     |
| <input type="checkbox"/> Leaving Work without Permission                     | <input type="checkbox"/> Carelessness                     |
| <input type="checkbox"/> Under the Influence of Liquor or Drugs*             | <input type="checkbox"/> Theft*                           |
| <input type="checkbox"/> Convicted of a Crime or Arrested*                   | <input type="checkbox"/> Other*                           |

Present at Meeting;-

Back ground information;-

\*Gross Violations(Must be Copied to Managing Director).

Staff Comment;-

Large empty rectangular box for staff comments.

**A COPY OF THIS NOTICE IS TO BE GIVEN TO THE EMPLOYEE**

**NATURE OF ACTION**

**Corrective Action**

Duration to Correct: \_\_\_\_\_

**Disciplinary Action**

First Warning

Second Warning

Final Warning

Termination

Employee Name: \_\_\_\_\_

Dept. Head: \_\_\_\_\_

Signature:

Date:

Signature:

Date:

Manager: \_\_\_\_\_

Signature:

Date:

CC:- HR. Manager  
- Managing Director(Gross Violations Only)





