

PeopleReady Skilled Trades Tradesperson 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. Tradespeople are expected to be on time and present for work every day an assignment has been accepted. Unplanned absences 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 that tradespeople notify their local PeopleReady Skilled Trades team as soon as possible if they will be late or when they cannot work an assignment once it has been accepted. This is to ensure we can inform the customer and, if necessary, assign someone else.

ABSENCE

Absence means not reporting for work when an assignment is accepted. Tradespeople should provide appropriate notice of their absence **at least two hours or more** before shift start time. Tradespeople should call their local PeopleReady Skilled Trades team every day they will be absent from an accepted assignment unless they are on an approved leave of absence. If the team is unable to answer the phone, tradespeople should leave a voicemail explaining their reason for calling out and their return contact number.

If a tradesperson is absent without informing their local PeopleReady Skilled Trades team, it is considered job abandonment and can result in termination of employment.

LATE CALL OFF

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

NO CALL NO SHOW

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

DISCIPLINARY ACTION

Repeated 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 NCNS: Suspension, until coaching can be provided to the tradesperson about our NCNS policy
- 2nd NCNS: Termination



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

EXCEPTIONS

At PeopleReady Skilled Trades, 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, tradespeople will need to provide proper documentation to their local PeopleReady Skilled Trades team.