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Upcoming Adjustment to Attendance Policy

For Ground and Maintenance employees

Our teams work around the clock to serve our customers, so being on time and ready for scheduled shifts is a critical job requirement. However, we also recognize that unforeseen or uncontrollable challenges may impact attendance.

For these reasons, we have Attendance policies in place, available at my.envoyair.com. For Ground and Maintenance employees, these policies assign each late or no-show occurrence with a dependability point value, which can be viewed in [RosterApps](#).

Effective **April 15, 2021**, we're changing how dependability points are awarded for employees. Changes include:

1. **No more continuous UA** – Unauthorized Absence
 - a. Each day missed will incur a dependability point.

2. **No more continuous SKU** – Sick, Unpaid, Without doctor's note
 - a. SKU now means "Called out sick and did not present a doctor's note."
 - b. Each day missed will incur a dependability point.

3. **Inclusion of a new SKUO code** – Sick, Unpaid, With doctor's note
 - a. SKUO means "Called out sick and presented a doctor's note."
 - b. Each day missed, covered by the doctor's note, will incur in one dependability point for each continuous occurrence.
 - c. This applies when you have exhausted all other accrued sick time.

Please make sure you familiarize yourself with the changes in the Attendance Policy that becomes effective **April 15, 2021**.

Questions?

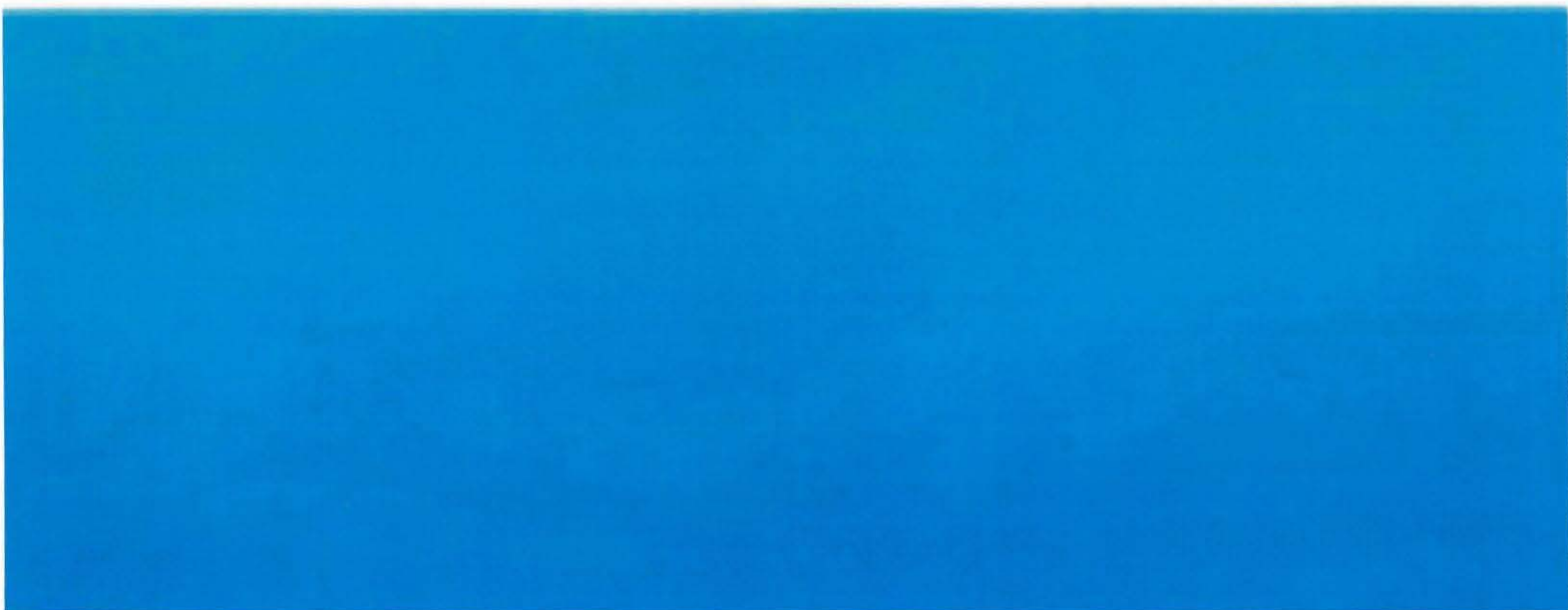
Contact your supervisor or your [Human Resources Business Partners](#) for assistance.

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Attendance Management Policy



Modules

1. Introduction
2. Attendance Management Policy Overview
3. Understanding Chargeable vs. Non-Chargeable Occurrences
3. Understanding How Occurrences are Calculated
4. Understanding How Corrective Action is Administered
5. Scenarios

Introduction

Introduction

This lesson is designed to provide information to help you:

- Understand the Attendance Management Policy
- Understand Envoy's Sick Leave Benefit Policy
- Understand Chargeable vs. Non-Chargeable Occurrences
- Understand How Occurrences are Calculated
- Understand the Corrective Action Warning Letters and when they are issued

Attendance Management Policy Overview

Employee Responsibility for Attendance

The Company's expectations for each employee as stated in the Employee Policy Guide are:

- To strive for perfect attendance.
- To maintain reasonable health standards and take precautions against illness.
- To not permit minor indispositions or inconveniences to keep the employee away from work.
- To make every effort to live and work safely. Observe safety rules and practice safety both on and off the job.
- To allow for variations in weather, traffic or public transportation when commuting.
- To attend to personal business at times outside of scheduled working hours.

These basic approaches benefit the employee and his or her family as well as the company.

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Envoy's Employee Sick Leave Benefit

What is Envoy's Employee Sick Leave Benefit?

- The Company provides a sick leave benefit for an employee to use when he or she is unable to work due to his or her illness or injury. It is a benefit which provides a measure of income continuance when he or she is truly too ill to work and his or her absence is unavoidable. This is the employee's insurance policy protecting both the employee and his or her family during periods of necessary absence.
- Use of this benefit for any other reason is not allowed. For example, an employee may not use sick leave:
 - For routine doctor's visits or check-ups
 - To take care of other personal business
 - For the illness of others, such as an employee's spouse or child (except where required by state law)
- Fraudulent use of the sick leave benefit is considered to be dishonest and will result in termination of employment.
- The company may require medical confirmation whenever circumstances indicate abuse of sick leave or excessive absenteeism.

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Attendance Management Policy (AMP)

The Attendance Management Policy's intent is to promote:

- Trust
- Employee Responsibility
- Positive Recognition

The purpose of the Attendance Management Policy is to:

- Emphasize each individual's responsibility for his or her own attendance record and adopt an adult approach to individual attendance responsibilities;
- Emphasize the Company's responsibility to establish clear expectations and standards for attendance;
- Promote employee awareness and involvement in reducing absenteeism.

Attendance Management Policy (AMP)

To promote satisfactory and perfect attendance, the AMP provides the following procedures:

- Employees with satisfactory and/or perfect attendance records will “Self- Manage” their attendance.
- Management will not routinely inquire into reasons for absence for self-managed employees except in the event of a No Call (NC).
 - The company has the right to inquire as to the reason for an employee’s absence if deemed necessary.

AMP Procedures

Employees' attendance records are maintained by a point system:

- Employees with total chargeable occurrences valued at 2.0 points or less within a rolling twelve month period will be considered to have satisfactory attendance and will Self-Manage their own attendance.
- An employee is deemed to have an unsatisfactory attendance record if total chargeable occurrence point values reach 2.5 or more within a rolling twelve month period. At that point, the employee is moved to a Non-Self-Managed status.
- Employees may return to a Self-Managed status by achieving satisfactory attendance within a specified time period.

The Attendance Management Policy and Sick Leave Benefit

Are the AMP and the Sick Leave Benefit related?

- It is important to remember that the AMP and the Sick Leave Benefit are separate policies
 - However, sick leave and the AMP are related because sickness is the reason most often given for absence and when an employee's sick bank is exhausted, SKU occurrences receive a point value.
 - The sick leave benefit has no application in circumstances where the employee is not ill. (Except in states that qualify.) The sick leave benefit is a type of insurance, not a time off benefit program.

Understanding Chargeable vs. Non-Chargeable Occurrences

Chargeable Occurrences

What are the chargeable occurrences and their point values?

- Report Late (RL) = 0.5 point for each occurrence
An employee must report for their shift within 2 hours of the start time in order to be coded RL. If an employee arrives more than 2 hours after the start of the shift the lost time will be coded as a UA.
- Unpaid Sick (SKU) = 1.0 point for each continuous occurrence
- Unpaid Absence (UA) = 1.0 point for each continuous occurrence
- No Call/No Show (NC) = 2.0 points per day
- Unapproved Early Badge Out (EBO) is a performance issue and will be handled as a performance issue.

Non-Chargeable Occurrences

What types of absences are Non-Chargeable occurrences?

- Injury on Duty (SKI, IU)
- Paid Sick* – SK, SKP, SKL, SKQ, SKN
- Certified Family Medical Leave
- Certified Long-term Medical Conditions, Disabilities, and any other condition covered under Federal, State, or Local law.

*Paid sick will be tracked and monitored to ensure proper usage but will not be used to calculate point totals for corrective action.

Understanding How Occurrences are Calculated

Calculating Occurrences

How are occurrences calculated?

- The calculation of occurrences is dependent upon the type of absence(s) used in conjunction with other types of absence(s) by the employee.

What types of linked absences are considered one occurrence?

- Days of absences coded all SKU or all UA which are continuous and not broken by a return to work will be treated as one occurrence.
 - If an employee does not have sick time available and he or she is away from work due to illness or non-work injury for more than 5 consecutive work days on unpaid status, the supervisor will convert the employee to an Unpaid Sick Leave of Absence.
- Interruptions of an unpaid sick absence by DO, VC, CSO, TL, or PVD will not break the occurrence.

Calculating Occurrences

- Each of the following examples would be counted as one chargeable occurrence for a total of 1.0 point:
 - SKU SKU SKU
 - SKU SKU DO DO SKU
 - SKU CSO SKU
 - SKU VC VC VC VC DO DO SKU SKU

A return to work of any length (even partial days) will break an occurrence of sick:

- SKU SKU (4.0 hours REG + 4.0 hours SKU) SKU = 2 chargeable occurrences (2.0 points total)

Calculating Occurrences

What are examples of separate chargeable occurrences?

- Unpaid sick absences which are broken by UA, RL, NC, or IU are counted as separate chargeable occurrences:
 - SKU SKU IU SKU = 2 chargeable occurrences (2.0 points total)
 - SKU SKU NC SKU = 3 chargeable occurrences (4.0 points total)
 - SKU UA UA SKU SKU = 3 chargeable occurrences (3.0 points total)
- Absences related to Certified Family Leave, Certified Long-term Medical Conditions, Disabilities, and any other condition covered under Federal, State, or Local law are not chargeable occurrences.

Calculating Unpaid Absences (UA)

How are UA occurrences calculated?

- Days of Unpaid Absence (UA) which are continuous and/or broken only by DO will be counted as one occurrence.
- Interruptions of the Unpaid Absence (UA) by any code other than DO will break the occurrence. Examples of UA absences are as follows:
 - UA UA DO DO UA = 1 chargeable occurrence (1.0 point total)
 - UA UA +(8.0 hours reg. shift) DO DO UA = 2 chargeable occurrences (2.0 points total)
 - UA DO DO VC VC VC VC VC DO DO UA = 2 chargeable occurrences (2.0 points total)

Calculating No Call (NC)

How are No Call occurrences calculated?

- Each day of NC counts as a separate occurrence:
 - NC NC = 2 occurrences (4.0 points total)
 - NC REG REG DO DO NC NC = 3 occurrences (6.0 points total)
 - NC NC NC = 3 consecutive occurrences (**Grounds for Termination – Contact HR**)
- Envoy's General Rules of Conduct #2 states:
 - “Call in when absent and when you expect to be late as far in advance of your scheduled starting time as possible. Three (3) consecutive days absence without advising the company (NC) will be grounds for dismissal.”

Calculating Reported Late (RL)

How are Reported Late occurrences calculated?

- Each day of RL counts as a separate occurrence:
 - RL RL = 2 occurrences (1.0 points total)
 - RL DO DO RL RL = 3 occurrences (1.5 points total)
- RLs greater than 2 hours:
 - An employee must report for their shift within 2 hours of the start time in order to be coded RL. If an employee arrives more than 2 hours after the start of the shift the lost time will be coded as a UA.

Employee arrives at 1005 for a shift which began at 0800.
The employee will receive a UA for 2hrs and 5 minutes and will receive 1 point.

RL / UA / NC Scenarios

Here are some common situations and the applicable attendance code:

- Employee calls manager before or after shift starts, employee badges in within 2 hours of start time - **RL**
- Employee shows up more than two hours after the start of the shift and did not call before the start of the shift - **NC**
- Employee calls in more than 2 hours after shift starts and the manager does not need the employee anymore because the shift is covered with overtime - **NC**
- Employee does not show up or call for shift - **NC**

Employees who fail to advise the company at least 1 hour prior to the start of their shift will be subject to corrective action for violation of Rule 2 of the Envoy General Rules of Conduct.

Understanding how Corrective Action is Administered

Self-Managed Status

What are the aspects of the Self-Managed status?

- The employee maintains 2.0 chargeable points or less within a rolling twelve month period.
- Attendance discussions are not required for anything other than NC.
- Employee is deemed to have SATISFACTORY attendance.

Non Self-Managed Status

When does an employee move to a Non Self-Managed status?

- After the chargeable occurrence which brings an employee's total points to 2.5 or more within a rolling twelve-month period, the employee loses his or her privilege of Self-Management.
 - He or she is deemed to have UNSATISFACTORY attendance
- If an employee feels a point was given in error it is the employee's responsibility to contact their supervisor or manager to review and provide supporting information.

What happens next?

- Employee receives a First Warning Letter.
- An Attendance Information Conference (AIC) should be conducted with the employee's manager and is documented in the C23.
- An AIC should be held each time an employee leaves Self-Management, regardless of the length of time since the last AIC.

Progressive Corrective Action

If an employee fails to correct his or her attendance record after the First Warning Letter, Progressive Corrective Action will be taken.

- The goal of the Progressive Corrective Action is to motivate the employee to return to satisfactory attendance and self-management.
- The intent is to move the employee more rapidly through the Progressive Corrective Action once he or she has moved into Non Self-Managed status.

An Attendance Information Conference (AIC) should be held in conjunction with issuance of all Progressive Corrective Action however not having an AIC does not prohibit the employee from receiving additional Progressive Corrective Action.

Progressive Corrective Action

What are the Progressive Corrective Action Levels?

- First Warning – 2.5 cumulative points.
- Second Warning – 5 cumulative points.
- Termination Warning – 7 cumulative points.
- Termination – 9 cumulative points.

Each time an employee reaches a cumulative point value outlined above, the employee will receive a warning letter advising the employee that his or her attendance record is unsatisfactory and must be corrected and additional chargeable occurrences will result in additional corrective action. The letter will also contain information regarding Family Leave options as well as information on the Employee Assistance Program and disabilities.

Probationary Employees

What are the Progressive Corrective Action Levels?

- A probationary employee who accumulates 3.5 or more points will be released from the Company for not meeting Envoy's minimum standards while on probation.
- A Probationary Warning Letter will be issued when a probationary employee accumulates 2.5 points.
- A probationary employee's attendance and performance will be continuously evaluated during the probationary period. Managers have the discretion to release probationary employees for attendance prior to reaching 3.5 points.
- Once a probationary employee passes the probationary period the Probationary Warning Letter will convert to a First Warning Letter.

Returning to Self-Management

To return to Self- Managed status after Progressive Corrective Action:

- Once an employee's rolling 12 month cumulative point value returns to 2.0 or less, the employee will return to Self-Managed status

Administering the AMP

Administering the AMP

There are specific situations that require a discussion of the AMP and Sick Leave Policies.

- New Hire Employee
- Absence during probation (not eligible for Warning letters)
- When a new employee transfers to your group
- When an employee exhibits a period of perfect attendance

Document discussion in employee's C23 Discussion Record

Maintaining Attendance Records

C21

Employee Attendance, Sick Time, IOD, and VC Record

Accrual and usage of:

- Sick
- Vacation
- Injury on Duty
- Unpaid absences
- No Call
- Report Late
- FMLA

C23

Record of Discussion and Action Concerning Employee's Attendance

Contains all documentation related to attendance matters, such as:

- Coaching and counseling discussions
- Commendations for good attendance
- Any Corrective Action

C21 - Lost Time Pay Codes

Unpaid Non-Chargeable

- IU - Injury unpaid
- IUF – FMLA in conjunction with IU
- FML - Family Leave Unpaid

Unpaid Chargeable

- SKU - Unpaid Sick
- UA - Unpaid Absence
- NC - No Call / No Show
- RL - Reported Late

Paid Non-Chargeable

- SK* - Short term illness
- SKP – Maternity
- SKI - Partial Sick with ID
- IDF - FMLA in conjunction with ID
- SKF - FMLA in conjunction with SK

*SK will be tracked and monitored to ensure proper usage but will not be used to calculate point totals for corrective action

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