



POLICY NAME	Absenteeism and Tardiness	POLICY NUMBER	HR-515
POLICY TYPE	Human Resources	LATEST VERSION EFFECTIVE DATE	8/4/2025
SCOPE	All Team Members	ORIGINAL ISSUE	8/26/2024
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POLICY

It is the policy of New Story (including all affiliations and subsidiaries across all schools; herein referred to as New Story or Company) to establish clear expectations and guidelines for team member attendance.

Punctual and regular attendance is an expectation of all team members. Team members are expected to report to work as scheduled, on time, and prepared to start work. When team members fail to report to work as scheduled, it is disruptive to school operations, negatively impacts student learning and outcomes, and negatively impacts other team members.

While the Company recognizes that there may be an unforeseeable need to miss work or be unavoidably late, it is the expectation that every effort will be made to provide timely notice in accordance with policy when able.

DEFINITIONS

Excused Absence: An excused absence includes the following:

- Approved time away from work that was scheduled and requested at least one week in advance following time off protocols.
- Unforeseeable/unscheduled absences related to reasons covered by a statutory leave law.
- Absences initiated by the Company.

Unexcused Absence: An unexcused absence includes the following:

- Time away from work that was not approved, scheduled, or requested at least one week in advance in accordance with time off protocols.
- Unexpectedly leaving work prior to the end of a scheduled shift without providing advance required notice to the supervisor, or supervisor designee.
- Failure to provide physician or other supporting documentation for absences covered by a statutory leave law that extends beyond (3) three days will be treated as unexcused.
- Unforeseeable/unscheduled absences not covered by a statutory leave law.
- *Unexcused Absences are still considered unexcused even if the team member uses sick time, personal time, or PTO.*

Examples of Unexcused Absences include:

- Team member called off 2 hours prior to the start of their shift.
- Team member notifies their supervisor 3 hours prior to the start of the shift that they will be 1 hour late that day.
- Team member arrives at work on time and informs their supervisor that they need to leave that day at 12:00 (regardless of the reason).
- Team member is sick and called off the first day of the illness. They have a doctor's note, and they are not covered by a statutory leave law.
- If a team member calls off after a time off request that was submitted is denied, this absence will be considered an occurrence regardless of whether they have a personal time, sick time, or PTO balance. In this scenario, they will still be required to use personal time, sick time, or PTO if there is a balance on record.

Tardy: A team member is considered tardy if they report to work later than the scheduled start time. Team members reporting to the assigned work area more than 10 minutes after their scheduled start without previous approval will be considered tardy. While the attendance program allows some flexibility and occurrences are not assigned until 10 minutes late, the expectation is that team members report to work no later than the scheduled start time each day. Excessive tardiness and absenteeism will be addressed in accordance with disciplinary guidelines.

Early Departure: Team Members leaving work more than 10 minutes early before their scheduled shift ends will be considered departing early. Team members are required to notify a supervisor or supervisor's designee of the need to leave work early. The request to leave early must be made a minimum of 24 hours in advance. Team members who fail to notify their supervisor or supervisor's designee of an early departure will be considered to have abandoned their job. Leaving early does not include early dismissal.

Occurrence: A unit of measurement used to track attendance violations. Occurrences are given for time off that is not approved in advance. Multiple occurrences may lead to progressive disciplinary action. An occurrence is an absence that does not meet the requirements of New Story's attendance policies. Each unexcused absence counts as one (1) occurrence. Each unexcused tardy and early departure counts as one-half (½) occurrence.

Unexcused absences of up to three (3) consecutive workdays for the same reason are counted as one (1) occurrence. The team members will incur an additional occurrence for each additional day absent. Supporting documentation must be submitted within 24 hours upon their return to work. A submitted medical document does not negate the occurrence(s).

The following do not count as occurrences:

- Approved PTO, personal, or sick time. Sick time may be used for scheduled medical appointments, preventative care, etc. Refer to policy 535: Time Off Benefit Policy for additional ways for 10- and 11-month team members to use sick time.
- FMLA
- ADA protected leave or accommodations
- Jury Duty
- Bereavement as defined by policy

No Call/No Show

A no call/no show occurs when the team member fails to provide notification to the supervisor or designee and fails to report to work. No call/no shows will result in a written disciplinary action. Two

(2) no call/no shows while employed will be considered job abandonment and will result in termination of employment.

PROCEDURES

Supervisors will routinely monitor attendance. Unsatisfactory attendance will be addressed in a timely and consistent manner. Combined occurrences of absences, tardies, and early departures are counted over the 12-month period beginning at the start of the school year. Occurrences are removed at the end of the school year in which they were incurred.

Refer to your school's Occurrence Schedule for information regarding occurrence limits and progressive discipline for occurrences.

Tracking Occurrences

Department leaders, or designee, will be responsible for consistently tracking attendance, tardiness, and occurrences for each team member in accordance with policy guidelines.

Call-off Procedures

If a team member is unable to report to work as scheduled, or will be reporting to work late, the team member must communicate with their supervisor to inform them of the situation as soon as possible. Team members must follow call off procedures associated with the program in which they work to inform their supervisor if they are unable to report to work or will be reporting to work late. Team members should seek clarification from their Supervisor regarding their program's call off/late notification procedures.

Team members are required to report all absences from work for each day that they will be absent. A report of absence is never valid for more than one day unless the team member is on an approved leave of absence. Unexcused/unplanned absence from work for three (3) or more consecutive days will require a physician's note to confirm the team member's need for absence from work and the team member's ability to return to work. Time off should not be requested during blackout dates. Team members calling out of work on a day designated as a blackout date will require a physician's note to confirm the team member's need for absence from work.

Request Procedures

Time off must be scheduled in coordination with and approved by the team member's supervisor. All requested time off, including full and partial days, late arrivals, and early departures, must be entered into the company timekeeping system. Time off requests should be submitted at least one (1) week in advance. Unplanned time off requests require notice as soon as possible and at least two (2) hours before your scheduled shift. While every effort will be made to accommodate time off requests, requests may not be granted due to the needs of the business.

Supervisors are expected to work with your HR Team if there are extenuating circumstances that prevent you from following the standard request process and will be evaluated on a needs' basis.

Time Off Benefits

All team members are required to use time off benefits for time missed from work, which includes partial and full day absences, arriving at work after the scheduled start time, or leaving work prior to the end of the scheduled shift. Refer to the Time Off policies for additional information.

Patterns of Misuse

Consistent patterns of absences, tardies, or late arrivals, such as repeated absences on Mondays, Fridays, or around holidays, may indicate misuse, even when not reaching the threshold of being considered an occurrence. The Company reserves the right to review and investigate suspected patterns of misuse.

Attendance Policy Communication

Department leaders will communicate to team members the importance of timely and regular attendance and develop written rules and call-in procedures. The call-in procedure defines a minimum notice timeframe the team member provides to the supervisor or designee if the team member is absent or tardy.

Department leaders will communicate and educate team members regarding New Story's attendance policy upon hire, transfer to the department/division and during any informal/formal counseling.