



Policy No: HR117  
Created: May 2026  
Updated:

## Attendance, Punctuality, and Call-Out Policy

Cutting Edge Renovation & Painting depends on reliable attendance, punctuality, and communication to meet project schedules, serve customers, and support coworkers. Employees are expected to report to work on time, ready to work, and prepared to perform their assigned duties each scheduled workday.

Because Company work often involves jobsites, customer appointments, crews, materials, and scheduling commitments, absences and tardiness can affect the entire team.

### Regular Attendance

Employees are expected to maintain regular and dependable attendance.

Employees must:

- Report to work as scheduled
- Arrive on time and ready to work
- Remain at work for the full scheduled shift unless approved to leave early
- Follow call-out procedures when late or absent
- Request planned time off in advance according to Company policy
- Communicate promptly if an unexpected issue affects attendance

### Punctuality

Employees are expected to arrive on time and be ready to begin work at the scheduled start time.

Employees should plan ahead for traffic, weather, vehicle issues, personal responsibilities, and other delays.

Repeated tardiness, even by a few minutes, may result in corrective action.

### Call-Out Procedure

If an employee will be late, absent, or unable to report to work as scheduled, the employee must notify their the office as early as possible.

Employees must notify the Company **no later than 7:46 AM**, unless an emergency or serious circumstance makes that impossible.

Employees are expected to speak directly with the appropriate person whenever possible. Text messages, app messages, or voicemail may be acceptable if that is the only practical option, but the employee is still responsible for making sure the message is received.

Employees should not rely on another employee to report an absence for them unless there is an emergency.

## Information to Provide

When calling out or reporting that they will be late, employees should provide:

- Their name
- Reason they are unable to report or will be late
- Expected arrival time or expected return date
- Whether the absence may continue beyond one day
- Any urgent job-related information the Company needs to know

Employees are expected to keep the Company updated if their expected return date or arrival time changes.

## Planned Time Off

Planned time off must be requested in advance through the Company's required process.

Time off is not approved until management approves it. Submitting a request does not guarantee approval.

Additional details are provided in **Policy HR104: Time Off Policy**.

## Unplanned Absences

Unplanned absences include same-day call-outs, missed work without advance approval, or absences that were not approved through the Company's time-off process.

Unplanned absences may be documented and may affect attendance records, performance evaluations, and corrective action decisions.

The Company understands that illness, emergencies, and unexpected situations happen. Attendance concerns will be reviewed based on the facts and circumstances, consistent with applicable law and Company policy.

## Sick Days and Consecutive Absences

A single sick day or same-day call-out may be considered unrequested time off.

Consecutive sick days may be treated as one occurrence when appropriate. If an employee is out sick for **three or more consecutive days**, the Company may require a doctor's note or other documentation before the employee returns to work, when permitted by law.

Additional details are provided in **Policy HR104: Time Off Policy**.



## Leaving Early

Employees may not leave work early without approval from a supervisor, HR, or management.

Leaving early without approval may be treated as an attendance issue and may result in corrective action.

If an employee becomes ill, has an emergency, or needs to leave unexpectedly, the employee must notify a supervisor, HR, or management before leaving whenever possible.

## No-Call/No-Show

A no-call/no-show occurs when an employee fails to report to work as scheduled and does not properly notify the Company.

A no-call/no-show is a serious attendance issue and may result in corrective action, up to and including termination of employment.

Multiple no-call/no-show incidents may be considered job abandonment.

## Job Abandonment

If an employee fails to report to work and does not contact the Company for multiple scheduled workdays, the Company may treat the absence as job abandonment and voluntary resignation, unless otherwise required by law.

The Company will review the circumstances before making a final decision.

## Attendance and Performance Reviews

Attendance and punctuality may be considered during performance reviews, raise eligibility reviews, and other employment decisions.

Unplanned absences, excessive tardiness, failure to follow call-out procedures, no-call/no-show incidents, or patterns of absenteeism may affect performance review outcomes.

Additional details are provided in **Policy HR103: Field Tech Review Policy**.

## Protected Leave and Legal Rights

Nothing in this policy is intended to interfere with employee rights under applicable law.

Employees who need time away from work for medical, disability, pregnancy-related, military, religious, domestic violence, jury duty, workers' compensation, or other legally protected reasons should contact HR or management as soon as possible.

The Company will administer protected leave and accommodations in accordance with applicable law.



## Corrective Action

Attendance issues may result in corrective action, up to and including termination of employment.

Examples of attendance issues that may lead to corrective action include:

- Repeated tardiness
- Frequent unplanned absences
- Failure to follow call-out procedures
- Leaving work early without approval
- No-call/no-show
- Abuse of time-off or attendance policies
- Patterned absences, such as repeated absences before or after weekends, holidays, payday, or scheduled days off
- Failure to keep the Company updated about an absence

Additional details are provided in **Policy HR106: Disciplinary Action Policy**.

## Questions

Questions about attendance, punctuality, call-out procedures, or time-off expectations should be directed to HR, a supervisor, or management.

