

Technical Operations Attendance Policy – Talking Points

Employees’ regular and predictable attendance is an important and essential function of every job at United. We also recognize that, on occasion, employees may not be able to come to work for a variety of reasons. The purpose of the Attendance Policy is to set fair and consistent attendance expectations for all covered employees. Our Attendance policy sets forth a standard for acceptable attendance and details the action to be taken when the expectations are not met. It is important that if there are situations that an employee feels will impact their attendance that they quickly reach out to their supervisors to discuss. Together it may be possible to reach a solution.

There are some points we’d like to highlight in our policy:

- 1) **We heard you and agree that implementing the policy with everyone at 7 points (an amnesty) effective June 1 is consistent and fair to all participants.** This means that all employees will have a full bank of 7 points effective with the implementation of the policy.
- 2) Your attendance record is maintained based on a 12 month rolling calendar. This means that, unless the points are frozen for a stated reason, , if you accrue a point on February 5th, 2017 you will gain a point on February 5th, 2018. A point will be reinstated after 12 months.
- 3) The policy is designed with significant flexibility. As an example, there is no discipline for the first 3 accountable points. In addition, there is no discipline for the first three tardies of less than 15 minutes. There is no discipline for any absences covered under our FML policy. There is no discipline for absences covered under state Kin Care-type regulations. There are also a number of other absences that will not result in discipline. More details can be found in the complete text of the policy. Bottom line is that losing a point or two happens and that is why there is no discipline associated with it.
- 4) The policy allows for management discretion, especially in hard to anticipate situations. It is critical that if you have planned or unplanned absences that you talk to your leadership. As an example, when there is significant traffic or weather events that impact a significant number of employees, there is a process for management to work with employees to ensure that an attendance instance or point is not assessed.
- 5) In addition, in an effort to administer the program fairly, special consideration may be given to individuals with extenuating circumstances. These circumstances will be reviewed by local management and HR to determine the appropriate action.
- 6) Attendance discipline and Performance discipline are now considered two separate tracks. This means that generally we would treat discipline separately for instances covered by the Attendance policy and situations related to performance.
- 7) The policy also has a provision to gain a point back if you have perfect attendance for the 5 stated months.

The chart below illustrates how “Accountable Absences” will be treated from a point deduction perspective. Everyone should reference the full attendance policy to get full details.

Accountable Absence	Results In:
Leaving work without notification to immediate Supervisor	Up to Termination - Hearing
No Call, No Show	3 points
Leaving work with notification to management, but without permission	3 points
Late Reported Personal Absence	2 points
Reported Personal Absence	1 point
Tardy*	½ point

*An employee will have 3 non-accountable minor tardies (0-15 mins) in a rolling 12 month

Point System and Associated Discipline

Points Remaining	Results In:
7.0 to 4.0	No Action
3.5 to 2.5	Verbal Warning
2.0 to 1.5	Written Warning
1.0 to 0.5	Termination Warning**
0	Termination

**Once an employee is placed on Termination Warning, an employee’s point bank is frozen and no points will be restored for 4 months