

DATE: October 21, 2019
FROM: HR Department
TO: All TCLS Mortgage Employees
SUBJECT: Attendance and Punctuality Guidelines
Company Leave Benefits Guidelines and Notification Procedure
Offenses Subject to Corrective Action

Memorandum #012-2019

This memorandum aims to provide the employees with information regarding the Attendance and Punctuality and Company Leave Benefits. This is to ensure that every attempt is made to treat all covered employees consistently with regard to attendance and requests for and granting of leaves of absence.

Attendance and Punctuality

Timely and regular attendance is an expectation of performance for all TCLS Mortgage employees. To ensure adequate staffing, positive employee morale, and to meet expected productivity standards throughout the organization, employees will be held accountable for adhering to their workplace schedule.

1. No Call/No Show (No Prior Notification)

No Call/No Show is a violation incurred when an employee fails to report for his/her shift for the day and fails to notify his/her immediate supervisor and HR of such inability to report at least one hour prior to the start of the employee's shift.

To avoid a No Call/No Show violation, the employee shall directly inform his/her immediate supervisor and HR by SMS or e-mail, except in cases of emergencies where an employee may inform his/her immediate supervisor and HR by phone call.

2. Biometric Attendance System and Time In/Out

Employees are required to follow established guidelines for recording their actual hours worked. A missed time in/out is a violation of this policy and includes:

- Failure to time in/out on the biometrics attendance system at the beginning and/or end of their assigned shift;
- Failure to time in/out on the biometrics attendance system for the 1-hour meal break;
- Failure to accurately and timely report time worked.
- Clocking in/out early (or late) of assigned shift without prior notification and approval.

3. Tardiness

An employee is deemed to be tardy when he/she:

- Fails to report for work after the 15-minute grace period from the assigned/scheduled work time.
- Leaves work prior to the end of assigned/scheduled work time without prior supervisory approval.
- Takes an extended meal or break period without approval

The resulting undertime (results from coming in late and overbreak), shall be deducted to the employee's salary. A two-hour late would be considered half day.

4. Absence (Unauthorized and Excused)

An employee is deemed absent when he/she is unavailable for work as assigned/scheduled and such leave was not scheduled/approved in advance as required by the notification procedure.

The following list, although not exhaustive, includes reasons that is not consider excused absence:

- Waking up late

- Stopping on the way to work for personal reasons ✓
- Traffic, excluding situations that result in public transportation delays and closing of roads ✓
- Bad weather, excluding extreme weather conditions like typhoons and floods ✓
- Call-in-sick that is not meeting the notice period of 1-hour before the shift ✓
- Call-in-sick with no available leave credits. This requires medical certificate to be excused. ✓
- During the **Critical Days**.
 - The following are considered critical days:
 - Philippine Holidays ✓
 - Paydays ✓
 - Last week of the month or days when operations receive high volume of work ✓
 - Training Days ✓
 - All Tuesdays and Saturdays ✓
 - Example of unexcused absences during critical days.
 - Call-in-sick during critical days without a medical certificate ✓
 - Emergency leave during critical days without proof for verification ✓
 - It is strongly suggested that all employees will work on critical days. However, employees may file a leave request but only the first 50% of the staff for each department who made formal request for the vacation leave will be authorized and granted in accordance with the order of request and subject to management's approval. ✓
- Denied vacation leave but still took it ✓
- Extended absence beyond the approved leave. ✓

For an absence to be considered authorized, valid or excused, the following conditions must all be met: ✓

- a. The concerned employee must be able to provide sufficient notice to his/her immediate supervisor and HR thru filing of the corresponding leave application form or thru notice by e-mail or SMS, unless in case of emergency where notice may be made by phone call, to the immediate supervisor or HR, stating therein the details or reasons for the absence; ✓
- b. The reason is found to be credible or acceptable and approved by the HR; ✓
- c. Such absence was endorsed by his/her immediate supervisor; and ✓
- d. The employee has sufficient leave credits to cover such absence, if applicable. ✓

All absences, whether unauthorized or excused, must be documented by submitting Leave/Absence Form. ✓

5. Offenses subject to disciplinary action is described on Appendix A. All Disciplinary Actions will be kept in the employee's 201 files permanently. ✓

Company Leave Benefits

Guidelines

1. The employee upon regularization shall be entitled to 15 days leave credits per year. These credits shall apply to vacation, sick leaves and emergency leaves. ✓
2. Leave credits are earned in accrual basis of 1.25 days per month, every 1st day of the month. ✓
3. Unused leave credits are converted to cash and are replenished on the start of the calendar year. ✓
4. The following are the types of company leaves:
 - Vacation Leave ✓
 - Sick Leave ✓
 - Emergency Leave ✓

**See Appendix B for detailed comparison and guidelines for each type of leaves.*
5. **Proof for Verification.** If an employee has been sick for 2 days or more, he/she must present a medical certificate to the HR and must fill up the Leave/Absence Form. However, all sick leaves beyond the available leave credits, shall be accompanied by a medical certificate even if it is only 1 day. ✓

All emergency leaves require proof with valid date for verification. ✓

Procedure

1. Inquire with the HR your available leave credits and determine what type of leave is applicable. ✓
2. Follow the notification period specified on the type of leave you are applying for. Send an email or SMS notification to the following:
 - Immediate supervisor
 - Ms. Ram (ralaba@homemac.com) / 0998 852 8419
 - HR (bakhita.llames@homemac.com) / 0998 374 3324 or 0956 018 8041
 - Accounting (docray@homemac.com) / 0925 500 0742
3. All type of leaves requires Leave Application Form (see attached) must be sent on the same email thread of notification. Upon return to work (not later than the first half of the shift), proof for verification, if required, must also be attached on the same email.
4. The HR must consult the immediate supervisor to ensure the adequate staffing before approving vacation leaves. As for unscheduled leaves, the HR must review if all requirements are met before determining if the absence is valid and authorized. The HR may confer with the immediate supervisor if further clarification is needed.
5. Approval will be done by the HR, cc the Accounting for compensation/deduction of applicable paid leaves/unpaid leaves.

Should you need any further information, please do not hesitate to contact the HR Department.

For strict compliance.


Bakhita Llamas
HR Officer


Ramelyn Alaba
Manager

APPENDIX A
Offenses Subject to Disciplinary Action

Nature of Offense	1st Offense	2nd Offense	3rd Offense	4th Offense	5th Offense	6th Offense
<p>Habitual Tardiness</p> <p>*Being late to work and coming back late from breaks, or lunch</p> <p>Infractions that are already in the Final Written Warning and Suspension categories shall be reset back to zero provided that the employee does not commit the same infraction within the next three (3) consecutive months from the receipt of the Final Written Warning.</p>	<p>Verbal Warning (with documentation)</p> <p>incurs four (4) instances of tardiness within a period of one (1) month</p>	<p>First Written Warning</p> <p>incurs two (2) instances of tardiness within a period of 60 days after getting verbal warning</p>	<p>Final Warning</p> <p>incurs two (2) instance of tardiness within a period of 30 days after getting first written warning</p>	<p>3 Day Suspension without pay</p> <p>incurs two (2) instances of tardiness after getting first written warning</p>	<p>5 Day Suspension without pay</p> <p>incurs two (2) instances of tardiness after getting final warning</p>	<p>Termination due to gross and habitual neglect of duties</p> <p>incurs one (1) instances of tardiness after getting final warning</p>
<p>Failure to record actual work hours through the biometrics attendance system.</p> <p>* Log-in & Log-out of work shift * Log-in & Log-out of 1-hour meal break</p> <p>Infractions that are already in the Final Written Warning and Suspension categories shall be reset back to zero provided that the employee does not commit the same infraction within the next three (3) consecutive months from the receipt of the Final Written Warning.</p>	<p>Verbal Warning (with documentation)</p> <p>incurs five (5) instances of unrecorded work hours in a period of three (3) months</p>	<p>First Written Warning</p> <p>incurs two (2) instances of unrecorded work within a period of 60 days after getting verbal warning</p>	<p>Final Warning</p> <p>incurs two (2) instances of unrecorded work within a period of 60 days after getting first written warning</p>	<p>1 Day Suspension without pay</p> <p>incurs two (2) instances of unrecorded work after getting final warning</p>	<p>2 Day Suspension without pay</p> <p>incurs two (2) instances of unrecorded work after getting 1-day suspension</p>	<p>3 Day Suspension without pay</p> <p>incurs two (2) instances of unrecorded work after getting 2-day suspension</p>
<p>Unauthorized Absence due to any of the following:</p> <ul style="list-style-type: none"> - No Call/No Show - Being absent without available leave credits - Failure to present a valid document to support his/her absence - Being absent without proper approval <p>Infractions that are already in the Second Written Warning shall be reset back to zero provided that the</p>	<p>First Written Warning</p>	<p>Second Written Warning</p>	<p><i>*See Absenteeism due to Unauthorized Absence</i></p> <p>incurs three (3) instances of unauthorized absences in a period of three (3) months</p>			

employee does not commit the same infraction within the next three (3) consecutive months from the receipt of the Second Written Warning.						
Absenteeism due to Unauthorized Absences Infractions that are already in the Suspension categories shall be reset back to zero provided that the employee does not commit the same infraction within the next six (6) consecutive months from the receipt of the 3-day suspension without pay.	Final Warning incurs three (3) instances of unauthorized absences in a period of three (3) months	3 Days Suspension incurs one (1) unauthorized absence after getting final warning	7 Days Suspension incurs one (1) unauthorized absence after getting 3 days suspension	Termination due to gross and habitual neglect of duties incurs one (1) unauthorized absence after getting 7 days suspension		
Patterned Absenteeism with Misrepresentation Previous absences were authorized, however upon investigation of patterned absences, reveal misrepresentation of reasons and/or proof of absences	Termination on due process					
Unauthorized Absence for a period of 3 consecutive working days or more. "Absence Without Official Leave (AWOL)"	Termination on due process					

All Disciplinary Actions will be kept in the employee's 201 files permanently.

**APPENDIX B
Company Leave Benefits Guidelines**

Type of Leave	Reason	Scheduled	Notification Period	Verification	Payment
Vacation Leave (VL)	Employee Vacation	All VLs are scheduled	<p>At least 2 days – if VL is half day</p> <p>At least 5 days – if VL is one (1) to two (2) days</p> <p>At least 2 weeks – if VL is three (3) to five (5) days</p> <p>For longer VLs, please discuss with your immediate supervisor and HR before finalizing any plan</p> <p>* must be through email and with Leave application Form attached</p>	None	Paid, with available leave credits
Sick Leave (SL) <i>*Medical Leave</i>	Employee is in ill-health, require medical attention	<p>May be scheduled or not, depending on reason</p> <p><i>ex. Scheduled SL - employee has a doctor's appointment</i></p>	<p>At least one (1) hour before the shift</p> <p>* SMS can be considered, but upon return to work, email is required with Leave application Form attached</p> <p>If during office hours, must have notification before leaving the premises.</p>	<p>None – if SL is one (1) day only and does not fall on a critical day</p> <p>Medical Certificate</p> <ul style="list-style-type: none"> - if SL (even if it is only one (1) day) falls on a critical day - if SL is two (2) or more consecutive days - if one (1) day SLs are at least three (3) days in a period of one (1) month <p>Any evidence for scheduled doctor's appointment</p>	Paid, with available leave credits

<p>Emergency Leave (EL)</p> <p><i>*Family Leave</i> <i>*Calamity Leave</i></p>	<p>Employee's immediate family member is in ill-health, require medical attention</p> <p>Natural Calamity (fire, flood, etc.)</p>	<p>All ELs are not scheduled</p>	<p>At least one (1) hour before the shift.</p> <p>* SMS can be considered, but upon return to work, email is required with Leave application Form attached</p> <p>If during office hours, must have notification before leaving the premises.</p>	<p>All ELs requires proof for verification.</p> <p><i>ex. Doctor's note for attending immediate family's medical concern</i></p> <p><i>Screenshot of news about flood, fire etc. on your area</i></p>	<p>Paid, with available leave credits</p>
<p>Excused Absence</p>	<p>Urgent/Scheduled and valid reason (see above reasons), but no available leave credits</p>	<p>May be scheduled or not, depending on reason</p>	<p>See above notification period, depending on reason</p>	<p>All excused absence requires proof for verification.</p>	<p>Unpaid since this is an authorized leave but with no available leave credits</p>