

Conn's Hospitality Group, Inc.

Attendance and Tardiness Management Policy

Every team member makes an important and vital contribution to the whole of Conn's Hospitality Group(CHG). Regular punctual attendance is an essential responsibility of each team member in delivering quality service to our customers and guests. CHG is committed to establishing and maintaining work schedules on a fair and consistent basis and providing opportunities for team members and managers to manage attendance together. CHG depends on each team member to be reliable and punctual in reporting for scheduled work in order to ensure the service and satisfaction that our customers and guests deserve.

The managers approve all time off and manages the scheduling of team members considering the needs of each establishment under CHG. Team members who need to request time off, will be late, or will miss work should contact their manager 4 hours prior to their scheduled shift or as soon as reasonably possible to notify them of their absence.

Team members may clock in and out of their shifts only at their scheduled times, unless with a manager's approval. These time punches are allow no more than seven (7) minutes before or after the scheduled times. Punches without manager approval outside of this range are considered occurrences.

Scheduled Absence: Any absence that has been approved by your manager. These are not considered occurrences.

Weather Related Absence: Any weather or natural disaster related absence will not be counted as an occurrence if declared as an approved absence by the manager or Conn's Hospitality Group leadership.

Unscheduled Absence: An absence is considered unscheduled when the team member fails to report for a scheduled shift or consecutive shifts, whatever the reason, without prior approval by their manager for an approved leave. Unscheduled absences that are not covered by legally protected leave of absence are considered occurrences.

Shortened Work Shift: Missing a portion of your work shift due to tardiness or leaving early without manager approval will be considered an occurrence. Leaving a work shift early, without permission, will be considered a breach of duty or job abandonment and could result in disciplinary action up to and including termination.

No Call/No Show: Any team member who fails to report to work for their regular shift without proper call in procedure, which includes approval from their manager, is considered an occurrence.

Job Abandonment: Any team member who fails to report to work for their regular shift without proper call in procedure and/or speaking with their manager for approval to be off work for a period of two (2) or more consecutive days/shifts will be considered voluntary resignation from their position with Conn's Hospitality Group.

An occurrence is subject to disciplinary action. Multiple, repeated, or excessive occurrences in any time frame are subject to further disciplinary action up to and including termination.

Employee: _____

Signature: _____ Date: _____