

TRAINING UPDATE

Lab Location: All Sites
Department: All Departments

Date Distributed: 7/31/23
Due Date: 8/31/23

DESCRIPTION OF PROCEDURE REVISION

Name of procedure:
Title: Attendance Policy (AHC.L26)
Description of change(s):
Sections 5 and 6 Updated to match current Quest policy and revised verbiage. Section 6B changed CIGNA to New York Life. Section 8 updated references. Read and familiarize yourself with the updated policy (attached) in its entirety. This revised SOP was implemented 6/16/23

Document your compliance with this training update by taking the quiz in the MTS system.

Non-Technical SOP

Title	Attendance Policy	
Prepared by	Leslie Barrett	Date: 3/24/2009
Owner	Robert SanLuis	Date: 4/18/2018

Laboratory Approval		
Print Name and Title	Signature	Date
<i>Refer to the electronic signature page for approval and approval dates.</i>		
Local Issue Date:		Local Effective Date:

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1. PURPOSE

The purpose of this policy is to define attendance requirements and guidelines to administer the policy.

2. POLICY

Attendance and timely arrival at work are essential functions of all positions. The Company’s ability to operate efficiently and to service the interests of patients and customers depends upon the regular and timely attendance of employees. Each employee has the responsibility to be at work when scheduled. While it is understood that all employees may on occasion experience an unexpected need to be late or absent or leave work early, chronic or excessive absenteeism or tardiness has an effect on our ability to consistently service our customers.

Managers and supervisors are accountable for ensuring that attendance issues are addressed in a prompt and equitable manner within their areas. However, it is ultimately the responsibility of each employee to report to work on time, to secure approval in

advance for scheduling time off, and to notify his or her supervisor of an unscheduled absence, late arrival, or **request for** early departure from his or her scheduled shift.

At all times, the Company will comply with the requirements of the Family and Medical Leave Act (FMLA) and any other applicable federal, state, or local laws as they pertain to this policy.

3. SCOPE

This policy delineates how the Attendance Policy is applied. This policy applies to all Quest Diagnostics employees located at the Adventist Healthcare Laboratories.

4. RESPONSIBILITY

It is the responsibility of the directors, managers, and supervisors to monitor attendance and enforce this policy. Group leads and in charge technologists assist in monitoring attendance and informing the appropriate member of management of violators to this policy.

It is the responsibility of the staff to be aware of this policy and understand the consequences if absences and/or episodes of tardiness are excessive.

5. DEFINITIONS

Scheduled Absence Time off approved and scheduled in advance by supervisor or manager at least the day before the date requested off.

Unscheduled-Absence Time off that is not scheduled and approved by employee's manager or supervisor at least the day before the date of absence.

Tardy/Late An employee who arrives late at his/her assigned work location and/or workstation and/or not prepared to work at the beginning of his/her scheduled start time
or
An employee not returning from lunch or breaks per department policy

Leaving Early Leaving work or punching out prior to the end of a scheduled shift

Meal Break 30 min break, usually taken mid-point during the shift.
Meal breaks may be scheduled by supervisor/manager to facilitate workflow.

Break one 15-minute break **may be allowed as work permits**

No Call/No Show Not calling in and not reporting to work for the shift. It is also considered a no call/no show if you do not call in or report to work during the first half of your scheduled shift.

Job Abandonment	<p>A no call/no show for two or more consecutive days is considered job abandonment (absent mitigating circumstances such as the employee being incapacitated). Job abandonment is considered voluntary resignation.</p>
Occurrence	<p>An occurrence is an instance of unscheduled time away from work or your workstation. All unscheduled time away from work results in occurrences which generally remain in place for a period of 6 months.</p> <ul style="list-style-type: none">• Unscheduled time off, up to two (2) consecutive days, will count as one (1) occurrence. Unscheduled absences beyond two consecutive workdays will be counted as one additional occurrence for each additional day absent.• Each tardy counts as one-half (1/2) occurrence.• Each unapproved early departure counts as one-half (1/2) occurrence.• Each no call/no show counts as one (1) occurrence. (See job abandonment definition above). <p>If a period of leave lasts more than 3 consecutive workdays, then the employ should contact NEW YORK LIFE) to inquire if the period of absence is covered by and could qualify under another state, or local law, those absences will not be the subject of Corrective Actions. If the absence is subsequently certified as a Leave of Absence, no occurrence will be assigned.</p>
Six (6) Month Consideration Period	<p>When determining the appropriate level of performance discussion an employee will receive, supervisors will look at the employee's attendance track record over the previous six (6) months. The initial level of discussion will be determined based upon any occurrences an employee has received during that timeframe. Once an employee is issued corrective action (Summary of Discussion, Written Warning or Final Written Warning), the employee will remain at that level for 6 months if there are no additional occurrences. If during the 6-month timeframe the employee progresses to the next level of Discussion, the employee will remain at that level for 6 months from the date of that discussion, unless additional occurrences take place and progressive discussions are warranted. If no additional attendance or performance actions occur within the 6-month period, the level of discussion will generally be re-instated at the current level should subsequent occurrences take place.</p> <p>Note: Attendance is managed within the performance corrective action process since it is an element of job duties.</p>

PTO Health 56 hours of Paid Time Off (PTO) that may be designated for health-related events annually. It is not subject to supervisory approval but employees must still provide appropriate notification when unable to work. **Time is withdrawn from PTO allotment.**

6. PROCEDURE

A. Scheduled Time Off

1. The time off request must be approved by your manager at least the day before the time off or it will be considered an unscheduled absence. Management has the discretion to approve time off as scheduled based on business needs.
2. Staffing will be taken into consideration before approving scheduled time off.
3. The employee must designate Health Time if the request is for a qualified health reason (refer to Addendum A).
4. Refer to the policy **Paid Time Off (PTO) Request** for specific details.

B. Unscheduled Time Off

1. Unscheduled time off is time that is not scheduled and approved by your manager prior to the date that you are absent.
2. Call-ins are considered unscheduled time off. Refer to Occurrence definition (section 4) for a description of calculating absences and tardiness.
3. The employee must designate the use of Health Time if calling in for illness or other health related reasons (refer to Addendum A).
4. If an absence is due to a reason that qualifies, is initiated and ultimately approved as a Leave of Absence by Quest or a Third Party Designee (such as New York Life) or if the absence is covered by another applicable federal, state, or local law, (such as a Sick Leave Statute), no occurrence will be assigned.

Employees MUST call prior to their start time as follows: Notify **Administrator On-Call and Tech-In-Charge**. The Admin On-Call will reach out to the Supervisor to arrange coverage as needed. The procedure for reporting an absence is to call a minimum of four (4) hours in advance so staffing can be assessed. **Employees are required to call in each day you are absent for unscheduled absences unless you are on an approved Leave of Absence.**

C. Tardiness/Leaving Early – Non-Exempt Employees

1. Tardiness is defined as arriving after your designated start time and includes punching in late at the start of a shift or from a lunch break or returning late from a rest break. **An employee who is not at his/her work station prepared to work at the beginning of his/her scheduled start time is considered tardy.**

2. Leaving early is punching out before the end of your scheduled shift (quit time) without prior supervisor approval. **Unapproved leaving early counts as one-half (1/2) occurrence of absence, leaving more than 2 hours early will count as one occurrence.**
3. Other timekeeping violations, including non-compliance with department meal and rest break policies, may also count as occurrences. Any failure to clock In/Out for arrival or meal breaks must be co-signed by the TIC. Habitual clocking failure (Punching In/Out) is subject to Corrective Actions.

D. Corrective Action Guidelines

The following are general guidelines only. Actual corrective action may consider other important factors such as a pattern of attendance issues, availability of TOP/PTO and service. See section titled “Other Factors to Consider” for further details. Depending on the nature of the incident, corrective action may be advanced, up to and including immediate termination.

Attendance and performance issues / deficiencies follow the same progressive disciplinary steps. All occurrences and events are tracked and counted within the performance management process. When determining the appropriate level of corrective action the supervisor reviews the employee’s discipline over the previous 6 months.

If an employee is issued corrective action (Summary of Discussion, Written Warning or Final Written Warning), the employee will remain at that level for 6 months from the date of the last occurrence which resulted in corrective action.

An employee may receive a maximum of one occurrence for any standard absence, tardy, leave early, or non-compliance with department meal and rest break policies that occur during one workday.

Any additional occurrences (e.g., tardy, unscheduled absences, No Call/No Show, leaving early, etc.) within 6 months of the employee’s most recent occurrence may result in further corrective action, up to and including termination. If no additional occurrences are incurred after 6 months, corrective action will start over unless a pattern of attendance issues develops.

Possible Scenarios and Outcomes:

If...	And...	Possible Outcome
Employee has not received Corrective Action for any reason within the prior six months	Employee incurs two (2) occurrences in a 6-month period	Summary of Discussion at the time of the second occurrence
Employee has received a Summary of Discussion for any reason within the prior six months	Employee incurs two (2) occurrences within 6 months from the date of the Summary of Discussion	Written Warning at the time of the second occurrence

If...	And...	Possible Outcome
Employee has received a Written Warning for any reason within the prior six months	Employee incurs one (1) occurrence within 6 months of the Written Warning	Final Written Warning at the time of the occurrence
Employee has received a Final Written Warning for any reason within the prior six months	Employee incurs one (1) occurrence within 6 months of the Final Written Warning	Termination at the time of the occurrence

E. Other Factors to Consider:

1. No Call / No Show:

Employees are required to Call-Out each day they are unable to report to work, failure to do so is a *No Call / No Show*.

A no call / no show may be subject to escalated levels of corrective action as noted below. If an employee is already on corrective action for attendance, the appropriate skip-level step of corrective action may be applied.

Each day an employee does not provide notification of an absence and does not report to work, the supervisor should attempt to contact the employee or the emergency contact.

The attendance corrective action process for an employee with a No Call/No Show may be escalated to a Final Written Warning.

Additional POSSIBLE outcomes for no call/no show occurrences (other than job abandonment):

If...	Ad...	Potential Outcome
Employee has not received a Final Written Warning for any reason within the prior six months	Employee incurs one (1) no call/no show in a 6-month period	Final Written Warning
Employee has received a Final Written Warning for any reason in the prior six months	Employee incurs one (1) no call/no show within 6 months of Final Written Warning	Termination

2. Job Abandonment

Failure to call in for two or more consecutive days is considered job abandonment and considered a voluntary resignation unless mitigating circumstances exist (such as the employee being incapacitated). The supervisor will attempt to make initial contact with the employee or the emergency contact. The supervisor may attempt a final call to the employee prior to Human Resources sending notification and termination paperwork to the employee's home.

3. Previously Denied Time Off

An employee who takes an unscheduled day after being denied the time off may be placed at the next level of corrective action for attendance. If the time off exceeds 2 or more consecutive days the level of corrective action may be escalated two levels or more. An employee may receive a final warning if more than 5 consecutive days of previously denied time off are taken.

4. Absences Before, On, or After Holidays and Other Scheduled Time Off

An employee who has an unscheduled absence on the workday preceding, on, or following a Company recognized holiday or preceding/following an approved absence, may be placed at the next level of corrective action.

5. Patterns

Patterns of absenteeism/tardy/early departures may result in accelerated attendance management up to and including termination. For example:

- habitual unscheduled absences prior to or after holidays; Monday/Friday absences
- consistently being placed on attendance corrective action over subsequent 6 month periods
- **Calling out when scheduled for On-Call**
- **Failure to clock In/Out for arrival, departure, and meal breaks**

6. Leaving Assigned Area Without Coverage

Staff may not leave until their coverage arrives. If there is an on-call person scheduled on-call may be activated. If there is no on-call scheduled, the on-call employee called out, or callouts exceed safe coverage limits the employee currently covering that shift must stay until alternative arrangements can be made.

- The employee currently covering the shift must handoff to the oncoming staff member. If the next shift fails to show, report the occurrence to the TIC and continue working until relief can be determined.

F. Attendance Management Progression and Documentation needed

Refer to the Employee Conduct policy for details.

G. Recordkeeping

It is the supervisor and/or manager's responsibility to ensure that all incidents of tardiness, leaving early and unscheduled/scheduled absences are properly categorized using established business processes and that documented discussions are implemented timely with appropriate consultation and approval by Human Resources Service Center (HRSC). Discussions should be conducted with the employee in a timely manner.

All documentation is required to be forwarded to the HRSC for review prior to approval and once signatures, if required, are obtained.

H. Notification Requirements

When employees know in advance that they will be absent, late or leaving early, they must follow department procedures for advising their supervisor or designated department contact within the time frame specified by the department. Failure to adhere to this requirement will result in performance management for attendance.

Employees are required to call in daily unless they are on an approved Leave of Absence (LOA).

7. RELATED DOCUMENTS

Paid Time Off (PTO) Request, Laboratory policy
 Inclement Weather, Laboratory policy
 Employee Conduct, Laboratory policy

Summary of Discussion: Attendance
 Written Warning: Attendance
 Final Written Warning: Attendance

These forms are found available on the Quest intranet
http://questnet1.qdx.com/units_functions/hr/hrsc/myteam.htm#
 Select Employee Career/Performance/Attendance forms

8. REFERENCES

Quest Diagnostics Attendance Policy, Effective June 1, 2023
 Paid Time Off policy, [https://questdiagnostics.ehr.com/us/en/Pay/Pages/Paid-Time-Off-\(PTO\).aspx](https://questdiagnostics.ehr.com/us/en/Pay/Pages/Paid-Time-Off-(PTO).aspx)

9. REVISION HISTORY

Version	Date	Reason for Revision	Revised By	Approved By
		Supersedes SOP L026.002		
000	4/8/2010	Updated owner	L. Barrett	L. Loffredo
001	8/15/2011	Update owner Section 2: formatting change, add early departure requests Section 5: add meal break and break Section 6: add reference to TOP policy, detail added to item B.4 Section 7: add TOP policy	L Loffredo E Abram	L. Loffredo
002	11/26/2012	Update owner Section 5: delete strike out in definition of Tardy Section 6: describe documentation in D.5	L Loffredo E Abram	L. Loffredo

Version	Date	Reason for Revision	Revised By	Approved By
003	1/31/2014	Sections 5 & 6.D.3: add restriction for emergency day use during inclement weather Section 6: replace Employee Services with Human Resources Service Center (HRSC) throughout Section 7: add Inclement Weather policy Footer: version # leading zero's dropped due to new EDCS in use as of 10/7/13.	L Loffredo L Barrett	L. Loffredo
4	4/1/2016	Section 2: update to match corporate policy Section 3: remove QDNI Section 4: remove ES representative Section 5: add detail for no call/no show; add job abandonment & patterns Section 6: corrective action and documented updated to match corporate policy; add job abandonment and patterns Section 7: update forms and intranet location	L Loffredo L Barrett	L. Loffredo
5	4/18/2018	Update owner Header: add other sites Section 5: correct Occurrence to 3 consecutive days maximum used in calculating unscheduled absence Section 6: add Admin on call as option to report an unscheduled absence	L Barrett	R SanLuis
6	2/1/2019	Section 5: note added to 6 month period Section 6: updated to combine attendance within performance corrective action; removed documentation steps Section 7: added Employee Conduct	LBarrett SCodina	R SanLuis
7	2/17/2020	Header: changed WAH to WOMC Section 5: deleted emergency day, added PTO Health Section 6: changed TOP to PTO, added health time, Deleted emergency day Section 7: updated titles Section 8: add QD website link Section 9: added Health Time policy	LBarrett SCodina	R SanLuis
8	9/26/22	Header: Changed Site to All Laboratories Footer: Changed prefix to AHC Section 6. B.5add notify Admin on Call Section 6.C.3 add returning late and failure to clock Section 6.E.1 updated verbiage Section 6.E.5 add on-call callout and fail to clock Section 6.E added step 6 Leaving assigned area	D Collier R Sanluis	R SanLuis
9	6/12/23	Sections 5 and 6 Updated to match current Quest policy and revised verbiage. Section 6B changed CIGNA to New York Life Section 8 updated references	D Collier	R SanLuis
10	7/31/23	Section 6 D & E Corrected Typos	D Collier	R SanLuis

10. ADDENDA AND APPENDICES
A. Health Time

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Addendum A

Health Time

- Quest meets its obligation of applicable paid sick law through the provision of PTO, and the designation of PTO Health when taking time away for a qualifying reason under this policy.
- In order to distinguish between PTO taken for health reasons and other time away, employees and managers must designate, in the time and attendance system, time taken for health reasons as PTO Health for the reasons stated in this policy.
- When designating PTO Health, the employee's time will be considered protected under applicable regulations. PTO Health is not subject to supervisory approval and will not be subject to Corrective Action when time is taken for qualified reasons under this policy.
- The waiting period for new hires and rehires to apply PTO Health is the same as the waiting period for the PTO plan, 90 days, unless otherwise required by applicable law.

Designation of PTO Health

Employees are entitled to use PTO Health in increments of .5 (half hour). Time away designated as PTO Health will reduce the PTO balance. PTO Health is a way to designate how PTO is being applied when an employee is away from work for a Health Time related reason.

Employees taking time away from work, other than a leave covered by Short Term Disability, Workers Compensation or other state disability or family leave insurance plan, must use PTO, or if applicable, designate PTO Health, during time away from work if the employee has a positive PTO balance and to the extent permitted by applicable law.

Qualified Absence Reasons for Health Time

Employees are entitled to designate Health Time (identified as PTO Health in the time tracking system) as described in this policy for absences from work for:

- An employee's or the employee's covered Family Member's physical or mental illness, injury, or health condition;
 - an employee's or an employee's covered Family Member's need for medical diagnosis, care or treatment of a mental or physical illness, injury or health condition;
 - or an employee's or an employee's covered Family Member's need for preventive medical care, including to attend routine medical and dental appointments, screenings, checkups, and patient counseling to prevent illnesses, disease, or other health problems;
- Closure of the employee's place of business by order of a public official due to a public health emergency or such employee's need to care for a covered Family Member whose business, school or childcare provider has been closed by order of a public official due to a public health emergency, or for other public health or safety reasons;
- Care for a covered Family Member when the Family Member's presence in the community would jeopardize the health of others because of exposure to a communicable disease, whether or not the Family Member has actually contracted a communicable disease;
- Travel to and from an appointment, a pharmacy, or other location related to the purpose for which the time was taken;
- Bereavement leave in connection with a covered Family Member;
- Birth of a child or the placement of a child with the employee for adoption or foster care;
- Care for a newborn, newly adopted, or newly placed child within one year of birth, adoption, or placement (including maternity/paternity leave, as defined by applicable law);
- Domestic abuse or violence, sexual assault or violence, harassment, or stalking, provided that the PST is to allow the employee to obtain for the employee or the employee's covered Family
- Member: (1) Medical attention, care or treatment; (2) Services from a victim services organization, domestic violence shelter, rape crisis center, or other social services program; (3) Psychological, mental health, or other counseling; (4) Safety planning or relocation; or (5) Legal

services or remedies, including preparing for or participating in any civil or criminal legal proceeding;
or

- Any waiting periods applicable to Short Term Disability, other State Disability Plans or Workers' Compensation and intermittent or continuous Family Medical Leaves, to the extent permitted under applicable law.

Any other reason permitted under applicable federal, state, or local law. Use of PTO Health for other purposes is not allowed and may result in an employee being subject to Corrective Action. If the Company becomes aware of suspected misuse or misreporting of PTO Health the instances will be investigated accordingly.

Appointments for preventive medical care, including attending a routine medical and dental appointment, screenings, checkups, and patient counseling to prevent illnesses, disease, or other health problems, should be scheduled at least two weeks in advance when possible. Employees should provide advance notice to their supervisor as soon as they scheduled an appointment and should record the future dated appointment in the time and attendance system as PTO Health if employee has a PTO Health time available.

Qualified Family Member Relationship

Applicable state and local laws and the Company define covered family member broadly for purposes of PTO Health. The following are considered covered family members: (a) spouses; (b) domestic partners; (c) civil union partners; (d) children; (e) parents; (f) siblings; (g) spouses of siblings; (h) grandchildren; (i) grandparents; (j) spouses, civil union partners or domestic partners of grandparents; (k) Life Partners; (l) children or parents of the employee's spouse, domestic partner, or civil union partner; (m) individuals with whom the employee is in a committed relationship and shares or has shared a mutual residence for at least the preceding 12 months; (n) any other individual related by blood or affinity whose close association with the employee is the equivalent of a family relationship; or (o) any other type of relationship protected under applicable state or local law.

Tracking of Health Time

The Company will track employees' use and available balance of PTO Health. Such tracking is performed for recordkeeping and compliance purposes, and is in no way meant to interfere with, restrain, or deny the exercise of, or the attempt to exercise, any right afforded under this Policy or protected by applicable law. You can view your PTO Health, designated and unused balance, by accessing your absence records in the time and attendance system, by reviewing your Total Rewards Dashboard on the HR Portal or by contacting the HR Service Center.

No retaliation/discrimination

The Company will not retaliate against employees who request or use PTO Health. If you believe you have been discriminated against, harassed or retaliated against for exercising your rights under this policy, you must immediately report it to Human Resources. Employees may be entitled to file a complaint or bring a civil action for violations of any applicable state or local sick leave law.