



Attendance Policy – Update 3/1/23, Effective 4/1/23

The most important thing we can do for our patrons and each other is to show up for every scheduled shift. When that is not possible, communicating with your manager is critical to minimize the negative impact your absence will have. As we are a people-focused service business, any deviation from the published schedule creates an inordinate burden on your co-workers and manager, who must rearrange their days to accommodate the unforeseen absence. This inconveniences and upsets clients who are depending on Premier employees to honor their commitments to them, damages the brand, and results in deteriorated community trust in Premier.

Tardiness/5-minute Grace Period

Employees are expected to clock in for work as scheduled, on time, in uniform, and prepared to start work. Please do not clock in for your shift unless you are fully prepared to begin working. Premier Aquatics & Premier Swim Academy offer a 5-minute Grace Period for attendance purposes. That means if you clock in 5 minutes after the start of your shift, you will technically not be counted late. Starting at 6 minutes, you will be considered late for your shift. 3 instances of unexcused tardiness in a rolling 6-month period may result in a written warning for negative attendance patterns. 2 Written Warnings in a rolling 6-month period may result in further disciplinary action up to, and including, termination.

Unexcused Absence

You must contact your manager prior to the start of your shift if you anticipate you will not be able to report for duty. Please remember to provide as much detail as possible, e.g. date(s)/time(s) of your missed shift(s), whether you intend to request Sick Pay, when you will be able to return to work, etc. The first instance will result in a Verbal Warning. The second instance will result in a Written Warning. A third unexcused absence in a rolling 6-month period may result in further disciplinary action up to, and including, termination.

No Call, No Show

If you fail to report to a scheduled shift without communicating with management before the start of the shift, that is considered a No Call/No Show. The first instance may result in a Written Warning. 2 instances of a NCNS in a 6-month period may result in further disciplinary action up to, and including, termination. Failure to communicate with Premier Aquatics via phone, text, or email within 24 hours of the start of your missed, scheduled shift will result in termination.

Best Practices

1. Communicate issues or concerns about your schedule with your manager with as much advance notice as you can give.

2. As soon as you know you will not be able to report for your scheduled shift, make every effort to coordinate with co-workers to find coverage for your shift.
3. Plan for standing coverage of your shift with one or more co-workers who can help cover your shift with little or no notice. Be prepared to do the same for your coworkers. Example: If you work on Tuesdays but your co-worker does not, you can arrange for him/her to cover your Tuesday shift in the unlikely event of a call-out. Conversely, if you don't normally work on Saturdays and your co-worker does, you can offer to be his/her standby in case s/he calls out on a Saturday.