



SOP for Attendance (ADMIN TEAM)

Purpose

This SOP outlines the guidelines and expectations regarding teammates' attendance, punctuality, and reporting absences to ensure smooth operations and maintain organizational productivity.

1. Scope

- a. This policy applies to all Admin teammates (full-time and part-time) of Virtual Teammate.

2. Responsibilities

- a. Teammates are responsible for adhering to the attendance policy, reporting absences promptly, and maintaining accurate records.
- b. Department heads/HR are responsible for monitoring attendance, maintaining records, and enforcing the policy.

3. General Guidelines

- a. Teammates are expected to adhere to the agreed company-wide working hours, which are from **10 PM to 8 AM Manila Time / 7 am to 5 pm PST, inclusive of a 1-hour lunch break.**
 - i. **To ensure the department coverage, there will be two shifts: 10 pm to 7 am MNL TIME / 7 am to 4 pm PST and 11 pm to 8 am MNL TIME / 8 am to 5 pm PST.**
- b. All teammates are expected to be present at work during business hours unless previously approved for leave.
- c. Attendance is tracked daily via Work Day Tracker.
 - i. Any excessive use of the manual tracker (timesheet) due to WDT issues will result in a written warning.

4. Reporting Absences

- a. Teammates must inform their immediate supervisor/HR at least 2 hours before the start of the workday if they will be late or absent.
- b. Notification can be done via email or sms (department head email/phone number or HR email or phone number)
- c. In case of sudden illness or emergency, notification should be given as soon as possible.
- d. For sick leave exceeding two days, a medical certificate must be presented upon return. Failure to provide valid documentation may result in action under the non-compliance policy (item no. 8).

5. Tardiness

- a. Tardiness is defined as arriving later than 30 minutes after the scheduled start time without prior notice.
- b. Time offsetting is not allowed for tardiness, regardless of whether it is approved, unless the reason is verified as an emergency.
- c. Habitual tardiness, 3 instances per month, will result in a verbal warning.
- d. Frequent tardiness, defined as three instances per month over three consecutive months, may lead to suspension or contract termination at the Dept head and Client's discretion.

6. Undertime

- a. Approval is at the discretion of the department head and/or the HR department, depending on the nature of the request.
 - i. Undertime should be used strictly for special or emergency situations. A pattern of excessive use will be subject to review and may lead to a verbal warning.
- b. Teammates who need to leave early must request approval from their immediate supervisor at least 2 hours in advance, whenever possible.
- c. The request should specify the reason and the time of intended departure.
- d. In cases of emergency where advance notice is not possible, the teammate must inform their supervisor immediately upon deciding to leave early.
- e. Time offsetting is not allowed for undertime, regardless of whether it is approved, unless the reason is verified as an emergency.

7. Leave Management

- a. All leaves (sick leave, casual leave, annual leave) must be requested through DEEL and approved by the direct manager.
- b. Unapproved or excessive absenteeism may be considered misconduct.

8. Consequences of Non-Compliance

- a. Verbal Warning (first offense)
- b. Written Warning (second offense)
- c. Suspension or termination at the Client's discretion (third offense)

9. Documentation

- a. All attendance records will be maintained by HR.

10. Exceptions

- a. Any exceptions to this policy (e.g., emergencies, severe weather) must be approved by HR or Department Heads.

11. Review and Revision

- a. This SOP will be reviewed annually and revised as necessary by HR Department and the Management Team.