

Attendance and Punctuality Policy

Issued On:	August 21, 2025
Effective date:	August 25, 2025
Supersedes:	All previous policies prior to August 2025

1. Purpose:

Attendance and punctuality are crucial to Alto operating efficiently and to provide excellent customer service. All employees are expected to report to work at their scheduled time and to work all scheduled hours, including overtime when required and as permitted by state law.

2. Scope:

This policy applies to all drivers.

3. Policy Statement:

Punctual and regular attendance is an essential responsibility of each employee at Alto. Employees are expected to report to work as scheduled, on time and prepared to start working. Employees also are expected to remain at work for their entire work schedule. Late arrival, early departure or other absences from scheduled hours are disruptive and must be avoided.

This policy does not apply to absences covered by the Family and Medical Leave Act (FMLA) or leave provided as a reasonable accommodation under the Americans with Disabilities Act (ADA). These exceptions are described in separate policies.

Once the schedules have been posted, all shifts assigned to you are your responsibility. If you are unable to work, you will be expected to “drop” your scheduled shift in the Driver Portal. There is no penalty for shifts dropped more than 48 hours before the scheduled start time.

Tardiness and/or leaving a scheduled shift early without a Manager’s approval is not permissible. Employees receive a “grace period” of up to 4 minutes after scheduled shift start time and may clock in during this grace period without penalty.

Employees who must leave work before the end of their scheduled shift must notify a supervisor as soon they are made aware of the need to end their shift early. *Tardiness will result in points accumulation under this policy and may subject the employee to corrective action and/or termination.*

Attendance Tracking:

There are two types of absences that we will use for this policy:

Excused absence: An excused absence occurs when an employee requests time off at least 14 days in advance or before the schedule for that specific period has been posted, and the employee is not subsequently scheduled to work during that time. When proper procedures are followed, approved and scheduled absences will not negatively impact an employee's attendance record. If an employee has documentation to excuse an absence, they should upload it via the Driver Portal at the time of dropping the shift, or via email to their local HR team no more than 72 hours upon returning to work. Some examples of excused absences are:

- Approved time off
- Jury Duty
- Military leave
- Time off for treatment of job-related injuries
- Approved leave of absence (ex: FMLA, Personal Leave etc)
- Time off due to decreased staffing needs
- Bereavement leave - Only in CA

Unexcused absence: any absence for any reason which deviates from the scheduled hours of work and is not requested in advance.

Attendance violations, as listed below, will be tracked on a **"rolling" 3 month** period and based on the following point assignment:

Dropped shift 48-12 hours before shift start time	1 Points
Dropped shift less than 12 hours before start time	2 Points
Late by 5 - 14 minutes	1 Point
Late by 15 minutes - 2 hours	2 Points
No show or 2+ hours late	5 Points

Unacceptable attendance: Alto does not attempt to list all forms of unacceptable attendance and is not limited to those herein defined, such as: frequent unscheduled absences, tardiness, failure to clock in or out, leaving early (partial shift) failure to give advance notice, no call/no show, patterned absenteeism, or falsifying information about reason for absences or tardiness. Unacceptable attendance will adversely impact an employee's attendance record in accordance with disciplinary action procedures.

Attendance Progressive Disciplinary Process:

4 Points	Verbal Warning or next level of progressive attendance policy from prior active attendance disciplinary action.
8 Points	Written warning or next level of progressive attendance policy from prior active attendance disciplinary action.
10 Points	Final written warning or next level of progressive attendance policy from prior active attendance disciplinary action.
12 Points or more	Termination of employment or next level of progressive attendance policy from prior active attendance disciplinary action.

Job Abandonment

Any employee who fails to report to work for a period of **two** consecutive days or more **without** notifying his or her supervisor (**NC/NS**) will be considered to have abandoned the job and voluntarily terminated the employment relationship. Additionally, any employee that is on a "pick up shift only" status must work at least one 4 hour shift every 30 days. If no shift is worked within 30 days this will also be considered to have abandoned the job, voluntarily terminating the employment relationship.

NOTE:

- The Company also reserves the right to impose discipline, up to and including discharge, for excessive, recurring, and blatant absences or tardiness. If abuse of this policy or extenuating situations arises of this nature, the company reserves the right to bypass the normal progressive process and suspend or terminate employment.