



Timekeeping policy

All employees are expected to report for work punctually and to observe the normal hours of work laid down in their contract of employment, including the provision for lunch breaks. Failure to report for work on time is detrimental to the efficient running of the business and imposes an unnecessary and unfair burden on your work colleagues.

You are responsible for ensuring you arrive at work early enough to enable you to begin work at your appointed start time. **Your start time is the time you are expected to actually start work, not the time you are expected to arrive at your place of work.** Likewise, you are required to remain at work and actually be working at least until your appointed finishing time, unless granted authorisation by your line manager to leave early. The same principles apply to breaks.

If you are going to be late for work, you must make every effort to contact the centre, duty manager or director by telephone as soon as possible to notify them of this fact and of the time you expect to arrive. If you are then late for work, you must report to your line manager and explain the reason for your lateness before starting work. It is expected that, occasionally, circumstances outside your control can cause lateness, for example cancelled trains or road traffic accidents. However, where the reason for delay is a normal or regular occurrence, or one which can reasonably be anticipated, this will not be regarded as a valid reason for your lateness, for example ongoing road works on your route to work.

If it becomes necessary for you to leave work before your normal finishing time or to take time off work during normal working hours (even in circumstances of a family emergency), prior authorisation must be obtained from your line manager. You must then report to your line manager on re-starting work.

This policy also governs your timekeeping whilst at work, for example in respect of your attendance at meetings or internal staff training. You should aim to arrive at meetings, etc at least five minutes before they are scheduled to start.

Except in the normal course of your job duties and during your lunch break, you must not leave your place of work without prior authorisation from your line manager.

Your line manager will monitor your timekeeping on an ongoing basis. Such monitoring will include visual observation and/or electronic swipe-card data (where appropriate). Your line manager is responsible for keeping records of the dates and number of occasions of lateness and the length of lateness on each occasion.

You have no contractual or statutory right to be paid for time not worked due to lateness or absence. Any payments made by the Company in such circumstances are done so in its absolute discretion.

Failure to comply with the above rules and procedures without reasonable excuse and/or persistent poor or unsatisfactory timekeeping are disciplinary offences and will be dealt with in accordance with the Company's disciplinary procedure.