

NCNS Policy

No Call No Show

A no-call no-show would occur when an employee fails to show up for a scheduled shift and doesn't call or notify their Manager/TL about the absence. The event is a no-call no-show after a 15-minute grace period from the start of the shift. Each day the employee doesn't report for a shift or call to notify a supervisor is considered a no-call no show event. If the employee fails to report for 3 days, it's considered a voluntary termination/ Job Abandonment by the employee.

Employee Notification Expectations

Employees are expected to arrive at work on time for all scheduled shifts. Employees are required to call at least 2-3 hours before the scheduled work time or as soon as possible and notify the supervisor in the case of illnesses, accidents, or other emergencies that keep them from working as scheduled. Notification must take place through a phone call or text to the direct supervisor. Unacceptable notification methods include providing information through a third person. If you can't call before your shift begins, notify your supervisor as soon as possible.

NCNS Limit

The final limit of NCNS in the company is 6 (SIX) throughout the tenure with the company. Following Disciplinary Actions will be taken in the case of each NCNS.

Disciplinary Actions:

A no call no show will result in the disciplinary actions listed below:

NCNS 1: Documented verbal warning

NCNS 2: First written warning

NCNS 3: Second Written warning along with -10% in each Performance Evaluation score

NCNS 4: Third Written warning along with -25% in each Performance Evaluation score

NCNS 5: Final written warning along with hold on Performance Evaluation/Growth

NCNS 6: Termination

NOTE: In case of 2 consecutive NCNS, the NCNS letter will be dispatched to the home address and the employee will be terminated if not reported on the 3rd day.

Relaxation in NCNS:

NCNS exceptions would be made only in the following scenarios:

- Sudden admission to hospital due to illness/accident along with documented proof
- Demise of a blood-related family member

NCNS Reversion Request:

We appreciate our employees who learn from their mistakes and try to upgrade to a better version of their professional approach. For such employees, they would be able to make requests to revisit their NCNS Account. Please find below the NCNS revision criteria:

- Upon completion of 6 months without any NCNS, employees may send revision requests to HR.
- If they successfully complete 6 months with an NCNS, 1 NCNS would be removed from their account.

EMPLOYEE ACKNOWLEDGEMENT