

# PROCEDURE TO FOLLOW IF YOU ARE GOING TO BE LATE OR ABSENT


It is important to ensure that communication with your team leader when you think you are going to be absent or late coming to work. Plus it is important that we all follow the same process:


## **Absence**

- At least 1hr (one hour) prior to your shift starting you **MUST** make contact by calling or SMSing your Team Leader or Duty Team Leader (any TL at work on the day)
- Please ensure you available to talk if your Team Leader calls you back after receiving your SMS

## **Lateness**

- Please make contact with your Team Leader via call or SMS immediately when knowing that you will be late for your scheduled shift.
- Your TL will call you once an sms is received. Please ensure you available to talk

 If your contact number/s changes, please ensure that you provide your new contact details to your respective TL's.

 Unless incapacitated, please ensure that **NO** 3rd parties may call on your behalf for your absence or lateness.

**Team Leader** \_\_\_\_\_

Signature \_\_\_\_\_

**Associate Leader** \_\_\_\_\_

Signature \_\_\_\_\_