

Lateness Policy and Procedure

Purpose

Being ready to work at the scheduled start time is an important part of delivering an efficient service to our customers and supporting colleagues across the business. With a growing workforce, even small instances of lateness can result in a significant loss of productivity and operational time across the business.

To encourage punctuality and ensure consistency across the business, the following lateness procedure will apply with immediate effect

Reporting Lateness

Employees who anticipate being late for work must notify the designated **WhatsApp group chat** as soon as possible and before their scheduled start time wherever reasonably possible.

The message should clearly state:

- That they will be late.
- Their expected arrival time.
- The reason for the delay (where appropriate).

Please note that notifying the WhatsApp group does not remove the requirement to make up any lost time. Employee attendance and arrival times are also monitored through normal business processes.

Accumulation of Lateness

All lateness will be accumulated over the course of each working week (Monday to Friday).

Each Friday, employees will be notified of the total amount of time they have accumulated and are required to make up, this will be on the main chat - it is your duty to check this we will not be sending you personal messages

Minimum Make-Up Requirement

To support improved timekeeping and reduce repeated short periods of lateness:

- Any individual instance of lateness of up to 15 minutes will result in a minimum of **15 minutes make-up time** being added to the employee's weekly lateness total.
- For example:
 - 5 minutes late = 15 minutes to make up.
 - 10 minutes late = 15 minutes to make up.
 - 15 minutes late = 15 minutes to make up.
 - 20 minutes late = 20 minutes to make up.

These amounts will be accumulated throughout the week and communicated to employees each Friday on the main chat

Making Up Time

Accumulated lateness must be made up on the following Tuesday/Wednesday or Thursday

Employees must:

1. Inform their Supervisor which day they are choosing and when they begin making up the time, by sending a message on teams - as we have office presence they will be notified as well
2. Complete the full amount of required make-up time.
3. Inform their Supervisor once the time has been completed.

Please note that we have someone present in the office from 11am each day (Sri Lankan time)

Partial completion of the required make-up time will not be accepted unless agreed in advance by management or HR.

Absence on the Make-Up Day

If an employee is on approved annual leave, sickness absence, or another authorised absence on the proposed day, the accumulated time must be made up on their next working day.

If an employee believes they are unable to make up the time on the designated day, they must notify HR as soon as possible. Any alternative arrangement must be approved by HR in advance.

Monitoring and Further Action

While this process is intended to provide a fair and consistent method for recovering lost working time, the business will continue to monitor attendance and punctuality levels.

Repeated, excessive, or persistent lateness may result in further management action under the Company's Attendance and Conduct procedures, regardless of whether the accumulated time has been made up.

Employees are expected to arrive on time and be ready to commence work at their scheduled start time each day.

This procedure has been introduced to ensure fairness across all employees, minimise lost business time, and support a culture of reliability and accountability throughout the organisation.