



Subject :	EMPLOYEE CALL OUTS AND CALL IN PAY		
Dept :	Human Resources	Revision(s):	1
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Policy:

1. Purpose: The purpose of this SOP is to describe the proper protocol for handling employee call-outs.

Procedure:

2. Employee's responsibility

If the employee cannot make it to their scheduled shift, they should email their managers (may vary by restaurant) with as much notice as possible, ideally at least 4 hours before the start of that scheduled shift.

Notification after their scheduled time in is equivalent to a no show and may result in disciplinary action. The employee must always speak with a manager when calling out, they should not leave messages with the host team. Employees can refer to their HR Employee Handbook in UltiPro or on EXPO for more information. The employee is not obligated to tell the manager the reason for their call out.

3. Manager's responsibility

Call-Out Reason: Health Related

If the employee calls out for health-related reasons, the manager may not ask the employee to find coverage for their missed shift; It is the responsibility of the manager to find coverage.

When an employee calls out, the manager should ask the employee if they would like to use their available Paid Time Off for their call out. This is the employee's decision and it cannot be forced upon them.

Furthermore, the manager cannot ask for a doctor's note if the employee returns to work on or before their 3rd consecutive day of absence. If the employee initially called out due to a suspected case of COVID-19 but then states it was a false alarm, then the manager may ask the employee to perform a Self Health Assessment by answering the following questions::

- Has your temperature measured more than 100.4°F (38°C) in the last 14 days?
- Have you experienced a fever, cough, shortness of breath, sore throat, chills, or loss of taste or smell within the past 14 days?



- Have you experienced unusual muscle pain, severe headache or headache that is not typical to you within the past 14 days?
- Have you experienced unusual gastrointestinal symptoms like nausea, vomiting or diarrhea within the past 14 days?
- Have you come into contact with anyone who has tested positive for COVID-19 within the last 14 days?
- Have you tested positive for COVID-19 within the last 14 days?

Ideally, these questions should be asked via a phone call but if the employee shows up to work and does not pass the Self Health Assessment and Temperature Check, it is the company's responsibility to pay the employee 3 hours of call-in pay, send them home, and contact HR immediately for further instructions regarding leave of absence options. The same would apply if an employee fails the Taking Temperature SOP upon arrival at the restaurant.

No call-in call pay is required if the manager calls the employee off before their scheduled shift. Call-in pay is only required if the employee reports to the restaurant and is then sent home.

Call-Out Reason: Any other reasons

If the employee calls out for any other reason that is not health-related, it is the employee's responsibility to make every effort to find coverage for their shift and release their shift on HotSchedules. If they cannot find coverage, they must inform the Manager on Duty.

Any call out that is not reported to a manager will be treated as a no show. Callouts or no shows may result in disciplinary action. Not all call outs are considered excusable and some may result in disciplinary action.

Accountability (how the SOP will be enforced/managed)

- Enforced by the manager on duty
- Disciplinary action report to be filed if the protocol is not followed

Sources:

- Momofuku Employee HandBook