

Purpose

This Attendance Policy outlines expectations for temporary employees assigned through Kelly on the LanguageLine account. Consistent attendance and punctuality are essential to support LanguageLine's service-level standards and ensure uninterrupted support for LEP clients.

Policy Intent

These guidelines aim to:

- Provide interpreters with flexibility for emergencies
- Ensure accountability for attendance reliability
- Clarify that unreported absences or ongoing patterns of attendance issues are unacceptable

Absence Categories & Allowances

(Measured on a rolling 12-month basis)

Technical Requirements (Remote Assignments)

Employees are responsible for:

- Maintaining reliable internet and equipment
- Logging in to systems on time
- Reporting technical issues immediately

Repeated technical failures not related to a disability or other protected condition may be treated as attendance issues.

Internet/Power Issues, Tardiness, and Early Departures

- Up to 3 occurrences are permitted for internet/power issues, late logins, or early departures, unless location-specific sick leave laws apply. Eligible employees will be notified of applicable sick/safe leave requirements.
- Additional occurrences beyond the allowed three may result in attendance-related discipline.
- Employees who expect to be late must notify Kelly as soon as possible with an estimated login time.
- Leaving early requires prior approval from Kelly unless an emergency occurs.

Illness

- Managed in accordance with state-specific guidelines.
- Employees in eligible locations will be notified of sick/safe leave plan requirements.

Leave Requests

- The first 30 days (Mentoring Period) must be scheduled during the Go Live period.
- Kelly submits schedules to Language Line for mentor allocation and curriculum planning.
- Missed mentoring days must be made up.

- After the 30-day mentoring period, interpreters may use their 15 annual calendar days of leave.
- All leave must be requested in NICE with at least 24 hours' notice.
- Only scheduled working days should be requested as leave in NICE.
- Doctor's notes excuse absences without deducting from the 15 annual leave days.
- Partial-day leaves do not count toward the 15 allotted days.

Unreported Absences (No Call / No Show)

- No-call/no-show incidents override all other attendance allowances.
- Any no-show—including opened or swapped shifts that are not picked up—results in immediate disciplinary action.
- Exception: If the employee opens or swaps a shift and it is successfully covered by another interpreter.
- These options are intended for urgent, unexpected matters only.
- They should not be used regularly (e.g., weekly or monthly) and should remain rare.

Escalation Path

1. Reminder/Coaching – Upon reaching attendance thresholds
2. Written Warning – For repeat patterns
3. Final Warning – If issues persist
4. Removal from Assignment – For continued reliability concerns

Location-Specific Notes

U.S. Interpreters

- Entitled to 15 unpaid days annually for any reason
- Eligible employees will be notified of sick/safe leave requirements

Puerto Rico Interpreters

- Accrue sick/vacation time monthly (based on 130 hours worked)
- Same attendance thresholds apply as U.S. interpreters

Compliance & PTO Usage Patterns

- PTO and sick leave (U.S. & PR) are fully honored.
- Kelly may take action if absence patterns negatively impact operations or team dynamics.
- Protected leave (FMLA, ADA, sick accruals) will always be respected.

Prohibited Retaliation

Employees will not be retaliated against for:

- Requesting or using protected leave
- Requesting reasonable accommodation
- Reporting discrimination or harassment
- Reporting safety concerns
- Engaging in any protected activity under federal, state, or local law