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Attendance Policy and Procedure

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Objective

The purpose of this policy is to set forth Vista Trans Holding's (Company) policy and procedures for handling employee absences and tardiness to promote the efficient operation of the company and minimize unscheduled absences.

Punctual and regular attendance is an essential responsibility of each employee at the Company. Employees are expected to report to work as scheduled, on time and prepared to start working. Employees also are expected to remain at work for their entire work schedule. Late arrival, early departure or other absences from scheduled hours are disruptive and must be avoided.

Work Schedules

Standard Work Schedules

Standard Work Schedule includes a 8 paid working hours workday with the work being performed between 08:00 and 17:00, five days a week, Monday to Friday.


Non-Standard Work Schedules

To enable employees to accommodate their personal circumstances, family obligations and responsibilities, the Company may agree to alter the standard work schedule if operational requirements permit and there is no cost to the Company.

Non-Standard Work Schedules may include:

- Employee Scheduled Work: Work performed during hours other than those set out in a standard work schedule. The daily hours may vary.
- Flex Time: Allows employees to work a 8 hours day with assigned core hours and flexible daily start and finish times within limits established by management.
- Compressed Work Week: Permits employees to work longer than 8 hours a day and bank the extra time worked to allow future "time off".

A request for a non-standard work schedule must be initiated by the employee and approved by the line Manager, the HR Director, and respective functional VP.

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Shift Work

The Company sets up a regular schedule of hours of work for employees in occupational groups that require shift work.

If you are scheduled to work between midnight and 06:00 or are required to travel during these hours to perform overtime work, the Company will provide transportation or the cost of commercial transportation between your home and the workplace.

Employees may exchange shifts with management approval. A master monthly shift schedule, any changes and modifications should be initiated by a Manager and approved by HR Director and functional VP. A request for a non-standard work schedule must be initiated by the employee and approved by the HR Director and VP Operations.

Shift Premium

Any Shift Premium should be the subject of revision and approval by the Manager, HR Director, and respective functional VP.

Weekend Premium

Any Weekend Premium should be the subject of revision and approval by the Manager, HR Director, and respective functional VP.

Absence

Absence is defined as the failure of an employee to report for work when he or she is scheduled to work. The two types of absences are defined below:

Excused absence

Occurs when all the following conditions are met:

- The employee provides to his or her supervisor sufficient notice at least 48 hours in advance of the absence.
- The absence request is approved in advance by the employee's supervisor.



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Unexcused absence

Occurs when any of the above conditions are not met. If it is necessary for an employee to be absent or late for work because of an illness or an emergency, the employee must notify his or her supervisor no later than the employee's scheduled starting time on that same day. If the employee is unable to call, he or she must have someone make the call.

An unexcused absence counts as one occurrence for the purposes of discipline under this policy. Employees with three or more consecutive days of excused absences because of illness or injury must give to the Company proof of physician's care and a fitness for duty release prior to returning to work.

Lunch and Breaks

Staff must take a break of 30 minutes within 5 hours from the start. In addition Employees has rights to use two 15 min breaks not consecutive with a lunch break or second 15 min break. The Manager may authorise departure from this period in special circumstances.

Vacation


Paid annual vacation is available to eligible employees to provide opportunities for rest, relaxation, and personal pursuits. All employees are eligible to earn and use vacation time as described in this policy.

The amount of paid vacation time employees receive each year increases with the length of their employment as shown in the following schedule.

Eligible employees are regular full-time employees who have worked for Vista Trans Holding continuously for at least 90 days. For purposes of this Policy, the 90-day period is referred to as the "Probation Period." Vacation accrues as follows:

- After 6 months following the end of Probation Period, the employee is entitled to 3 vacation days or 24 hours of vacations per year;
- At the end of the first year of service, one week, or 40 hours, of vacation;
- After 4 years or more, two weeks, or 80 hours, of vacation per year.

Once employees have earned vacation days, employees can request use of earned vacation time.

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Paid vacation time can be used in minimum increments of one (1) day. To take vacation, employees should request advance approval from their supervisors. Requests will be reviewed based on a number of factors, including business needs and staffing requirements.

Vacation time must be used in the 9-month period after which it is earned and may not be carried over beyond that period. Any unused vacation at the end of any given 12-month period WILL NOT be paid out to the employee except 2 days from the previous period and must be used in the next calendar year.

Vacation time off is paid at the employee's pay rate at the time of vacation. It includes overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials. It does not include Christmas bonuses or gifts.

Upon termination of employment, employees will be paid for unused vacation time that has been earned through the last day of work.

Holidays


Vista Trans Holding will grant holiday time off to all employees on the holidays listed below:

- Memorial Day
- New Year
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

Vista Trans Holding will grant paid holiday time off to all eligible employees immediately upon assignment to an eligible employment classification. Holiday pay will be calculated based on the employee's straight-time pay rate (as of the date of the holiday) times the number of hours the employee would otherwise have worked on that day. Eligible employee classification(s):

- Employees who worked a minimum of 90 days.

To be eligible for holiday pay, employees must work the last scheduled day immediately preceding and the first scheduled day immediately following the holiday.

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If a statutory holiday falls during an eligible employee's paid absence (such as vacation or sick leave), holiday pay will be provided instead of the paid time off benefit that would otherwise have applied.

If eligible non-exempt employees work on a recognized holiday, they will receive holiday pay plus wages at one and one-half times their straight-time rate for the hours worked on the holiday.

Paid time off for holidays will not be counted as hours worked for the purposes of determining overtime.

Sick Leave Benefits

Vista Trans Holding provides paid sick leave benefits to all eligible employees for periods of temporary absence due to illnesses or injuries. Eligible employee classification(s):

- Regular full-time employees

Existing employees begin accruing Earned Sick Leave (ESL) immediately, and employees hired after July 1 will accrue ESL on the first calendar day that they become covered by the Ordinance.

Employee is prohibited to use ESL until an employee has completed 180 days of employment with the employer (counting any time worked prior to July 1, 2017)


Employees earn one hour of ESL for every 40 hours worked, but do not earn fractional amount of ESL (e.g., an employee who works 79 hours still only has one hour of ESL until one more hour is worked)

Employees can accrue a maximum of ESL to 40 hours per year

An employee can carry over up one half of his/her accrued ESL into the following year, up to 20 hours

Unused ESL will not be paid out upon termination or cash out ESL in lieu of use

Generally, ESL can be used for (i) an employee's or his/her family member's injury or illness, or treatment or recuperation from illness or injury; (ii) time off due to closure of the business or

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the employee's child's school or place of care due to a public official's order or a health emergency; or (iii) time off if the employee or a family member is the victim of domestic violence, sexual violence or stalking

Employees must provide seven days' advance notice of intent to use paid sick leave if it is foreseeable, by completing "Employee Request for Authorized Leave of Absence", and submitted in paper copy to your manager

Bereavement Leave


Employees who require taking time off due to the death of an immediate family member should notify their supervisor immediately.

Paid bereavement leave as follows will be provided to employees having worked 180 calendar days for Vista Trans Holding:

- Five (5) working days in the case of the death of an employee's spouse, child or the employee's spouse's child.
- Three (3) working days in the case of the death of an employee's father, mother, sister or brother.
- One (1) working day in the case of the death of an employee's grandfather, grandmother, uncle, aunt, nephew, niece, son-in-law, daughter-in-law, father-in-law, mother-in-law, brother-in-law, sister-in-law, grandson, grand-daughter (except the uncle, the aunt, the brother-in-law, the sister-in-law, the grandfather, the grandmother, the nephew and the niece of the spouse).

Bereavement pay is calculated based on the base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials. The employees on leave without balance, of maternity, disease, in preventive withdrawal, parental leave, will not be able to avail themselves of this benefit.

Bereavement leave will normally be granted unless there are unusual business needs or staffing requirements. Employees may, with their supervisors' approval, use any available paid leave for additional time off as necessary.

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Attendance on training activities

Attendance on training activities will not qualify under this provision and time spent on such activities will be recorded as either one half or one whole standard day (4 hours or 8 hours).

Tardiness and Early Departures

Employees are expected to report to work and return from scheduled breaks on time. If employees cannot report to work as scheduled, they must notify their supervisor no later than their regular starting time. This notification does not excuse the tardiness but simply notifies the supervisor that a schedule change may be necessary.

Employees who must leave work before the end of their scheduled shift must notify a supervisor immediately.

Tardiness and early departures are each one-half an occurrence for the purpose of discipline under this policy.

Job Abandonment


Any employee who fails to report to work for a period of three days or more without notifying his or her supervisor will be considered to have abandoned the job and voluntarily terminated the employment relationship.

At times, emergencies such as severe weather, fires or power failures, can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility.

Emergency Closing

When operations are officially closed due to emergency conditions, the time off from scheduled work will be unpaid. However, with supervisory approval, employees may use available paid leave time, such as unused vacation benefits.

In cases where an emergency closing is not authorized, employees who fail to report for work will not be paid for the time off. Employees in essential operations may be asked to work on a day when operations are officially closed. In these circumstances, employees who work will receive regular pay.

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Disciplinary Action

Excessive absenteeism is defined as two or more occurrences of unexcused absence in a 30-day period and will result in disciplinary action. 4 occurrences of unexcused absence in a 12-month period are considered grounds for termination.

Audit of Records

Each Manager will arrange to check the records for each accounting period minimum twice per month. Any instance where it appears that the Policy is being incorrectly applied or abused will be investigated by the Manager, advised by Human Resources. Abuse of the Policy is a disciplinary matter, and could be considered as gross misconduct.

IT/IS department should collect the data from Punch-in-out machines, consolidate and send it to HR Director on a weekly basis. HR should follow up and update the Executive Management Team on a bi-weekly basis.

Exceptions for Managers and Supervisors


Persons in positions of management or supervision and persons handling confidential administrative work who are closely involved in management are not subject to the regulations on working hours, breaks and days off (with the exception of regulations on night work). Whether he or she is regarded as a manager/supervisor is comprehensively judged by facts such as those below:

- Whether the decision-making process of his or her labor conditions and labor management are closely involved in management
- Whether he or she is given the practical authority and business status of a manager/supervisor, regardless of his/her business title
- Whether he or she is given the appropriate financial treatment of a manager/supervisor, such as salary, allowance and bonus

Procedure

Time Clocks and Failure to Check in/out

Employees must check-in and check-out (either manual or electronic).

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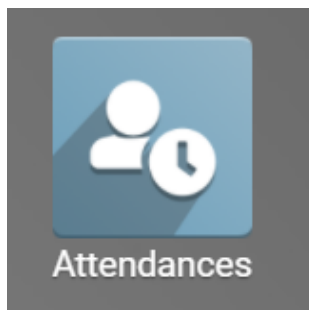
Employees without Helix access

You are required to use locally installed Time Management Systems using fingerprints reporting time in and out.

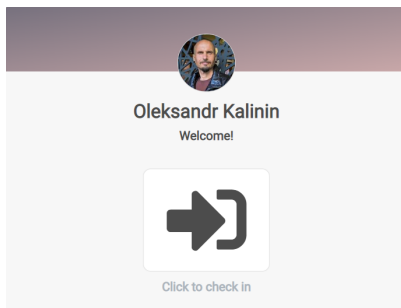
How to operate check-in-out device

To check-in push the “In” button and put your finger over the scanner till you hear a confirming bip signal. To check-out you must use the same device you have used for check-in, then press the “Out” button and put your finger over the scanner.


Employees with Helix access

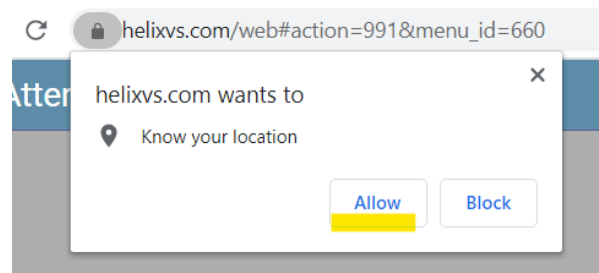


Step 1: Go to the Attendance Module in Helix;

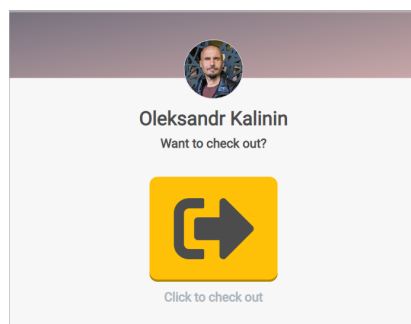


Step 2: Than by clicking to check-in button you might be asked to allow Helix to access your geolocation, so press Allow

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Step 3: To check-out go to the Attendances Module and click on the check-out button.




Employees who consistently fail to check-in or check-out may receive disciplinary action, up to and including termination.

A missed check in/out is a violation of this policy and includes:

- Failure to check in/out on their designated time clock (i.e. Punch-in-Punch-out station) at the beginning and/or end of their assigned shift;
- Failure to check in/out on their designated time clock for the meal break in case of leaving the office for the lunch break outside of the premises;
- Failure to accurately and timely report time worked;
- Checking in/out early (or late) of assigned shift without prior approval.

Modification or errors correction

The employee should inform HR and his Direct Supervisor about any situation resulting in failing to report the employee's presence or absence. The HR Team will correct the attendance record

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based on the information provided by the Employee. Employee's immediate supervisor should be copied.

The employee should address an email (see example below) to hr.ssc@vistatrans.com

Attendance Record Modification
— ↗ ✕

To ✕

Cc **Employee's Immediate Supervisor** ✕ Bcc

Attendance Record Modification

Dear All,

Please proceed with following modification:

Date of the record:

Action: Check-In or Check-Out (please select one)

Correct Date:

Correct Time:

Reason:


I have informed my direct supervisor and I've got his permission to modify the record.

Best regards,

Employee's Name

Communication

It is important that your manager and your colleagues know the hours which you will normally work, including your start and finish times.

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If there is any problem recording a clock-in or clock-out, employees should inform a manager immediately.

Reporting and technical support

All questions with regards to the reporting issues and/or mistakes plus technical issues please contact IT Support team mailing on help@vistatrans.com or by using #IT Support chat in Helix.

Document modifications:

5/12/2021 Modification and error correction part has been added.