

# Scheduling and Shift Swap Policy

## Purpose

The purpose of this policy is to ensure efficient scheduling and provide employees with a framework for managing their work shifts during each quarter.

## Scope

This policy applies to all employees within our organization.

## Policy

### 1. Quarterly Schedule Posting:

- The organization will publish the quarterly work schedule 2 weeks prior.
- Employees should review their assigned shifts promptly upon schedule release and confirm shifts.
- At the time the schedule posts all unconfirmed shifts will be moved to open.

### 2. Quarterly Availability Submission:

Before each quarterly schedule is finalized, employees will have the opportunity to:

- Submit updated availability information through ConnecTeam app.
- Provide any changes to their preferred work hours.

The submission deadline for availability updates is 30 days prior to start of schedule.

### 3. Permanent Schedule:

- You have a set schedule for the quarter that is the same every week. If you choose to have a permanent schedule for the quarter, you own those shifts, it is your responsibility to get your shifts covered. With the exception emergency or illness.

Requirement to be eligible for a set schedule:

- Maintain 95% Attendance (equates 1 call out per 6 weeks)
- Willingness to arrange your own shift swaps.
- Shift Swaps that do not result in overtime will not count against your attendance.
- Valid DL

### 4. Shift Swap Request:

- If employee needs time off during the quarter, they must submit a **shift swap request** through ConnecTeam.

#### 5. Finding a Replacement:

- The requesting employee is responsible for finding a suitable team member to cover their shift.
- The replacement team member must have the necessary qualifications and availability.
- Direct communication between the requesting employee and potential replacements is essential.
- No overtime can be created for shift swap to be approved.

#### 6. Approval and Confirmation:

- The team member who agrees to the shift swap should inform their supervisor or manager.
- The supervisor or manager will review the proposed swap and ensure it aligns with operational needs.
- If approved, the schedule will be updated accordingly.
- Both employees involved in the swap must confirm their agreement in app.

#### 7. Shift Accountability:

- The requesting employee is accountable for covering the agreed-upon replacement shift.
- Failure to fulfill the shift swap commitment will result in disciplinary action.

#### 8. Mid Quarter Life Events

- We understand that major life events that can have an impact on your work availability can happen at any time. In the event that unforeseen circumstances arise resulting in you needing a mid-quarter schedule change, please reach out to your manager right away and we will do our best to accommodate.

## Benefits of Quarterly Scheduling

- **Predictability:** Employees can plan their personal commitments around the quarterly schedule.
- **Reduced Administrative Burden:** Fewer schedule changes mean less administrative work for managers.
- **Improved Work-Life Balance:** Employees have a clearer view of their work commitments.

## Manager Oversight

- Managers should monitor shift swaps to ensure fairness and compliance with the policy.
- Address any repeated issues through coaching or corrective action.