

## Chapter 1.2 – Performance

### Chapter 1.2.2 – Attendance and Rosters

#### POLICY

<b>1.2.2 Attendance and Rosters</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Team members must be available and punctual for their rostered shifts.</li> <li><input type="checkbox"/> Rosters will be posted monthly and in advance of the applicable period.</li> <li><input type="checkbox"/> Team members are required to enter and exit the Spa via the service entrance only whilst in uniform.</li> <li><input type="checkbox"/> Team members may only be on the business premises outside their rostered hours with management approval.</li> <li><input type="checkbox"/> All leave requests, or roster shift swaps, must have the Spa Manager's approval before roster changes can be made.</li> <li><input type="checkbox"/> Team members unable to attend their shift due to illness are required to contact their immediate supervisor at least 3 hours prior to the commencement of their rostered shift.</li> </ul>
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#### PROCEDURE

Action by	All team members
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References	Refer to:      1.2.3      Professional Behaviour 1.2.7      Leave 3.1.5      Treatment Room Checklist 2.1.2      Guest Arrival Forms:          Daily Briefing
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Process	<ul style="list-style-type: none"> <li><input type="checkbox"/> Team members are to use the appropriate staff entrance to the Spa using any applicable security keys / cards / codes.</li> <li><input type="checkbox"/> For morning / day shifts, team members are required to be in the Spa and ready to start work 30 minutes before the opening of the Spa for the team briefing and daily set-up.</li> <li><input type="checkbox"/> All team members enter their start time, break times and finish times on their timesheet on arrival and departure (or swipe security card or enter details electronically as applicable).</li> <li><input type="checkbox"/> All therapy team members and their rooms will be ready as per the Room Checklist procedure to commence each appointment on time.</li> <li><input type="checkbox"/> Before leaving the Spa for a scheduled break, team members will check-in with the Spa Coordinator for any schedule changes or to provide assistance.</li> <li><input type="checkbox"/> The (1/2 to 1) hour meal break is unpaid and part of all scheduled shifts of more than 5 hours (local regulations may apply). Team members are required to run on time and take their scheduled break as directed.</li> <li><input type="checkbox"/> If team members agree to work through their break by special arrangement with the Spa Manager, the Spa Manager must sign the timesheet to this affect for the Administration Coordinator.</li> </ul>
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