Shiftbase Template

Attendance & timekeeping policy

About this template

This template is for **SME owners, managers, and HR** who need a clear "this is how time works here" policy that's easy to follow and consistent to enforce.

How to use it (20-minute setup)

1. Fill in the placeholders (working hours, reporting channels, approval roles).

2. Choose your "strict vs flexible" choices (grace period, rounding, edits).

3. Set one source of truth for schedules + hours worked (so payroll doesn't turn into detective work).

4. Train managers on 3 non-negotiables: **reporting, approvals, documentation**.

What this policy covers (the essentials an attendance policy should include): working hours, attendance expectations, time-tracking procedures, overtime rules, reporting procedures, consequences, and legal compliance reminders.

Policy: Attendance & Timekeeping

Purpose	We want reliable attendance, accurate time records, and fair treatment for everyone. This policy explains expectations and the process for lateness, absences, time tracking, overtime, and corrections.
Scope	**Applies to:** All employees (and contractors where applicable). **Applies to:** All locations and work types (onsite/remote) unless stated otherwise.
Definitions	**Late/tardy:** Arriving after scheduled start time (or after the grace period, if you use one). **Unplanned absence:** Not attending a scheduled shift without prior approval. **No-call/no-show:** Absent and doesn't notify the company within the required timeframe.

Working hours and breaks

- **Standard working hours:** [days] from [start time] to [end time].

- **Breaks:** [meal break length] and [rest breaks] based on local rules and role requirements.

- **Shift-based teams:** working hours are defined by the published schedule.

⚠️**Important note:**
Break rules and pay requirements vary by jurisdiction. Add a local addendum if needed.

Attendance expectations

- Be ready to work at your scheduled start time.
- Follow the published schedule and approved changes only.
- Notify us early if you'll be late or absent (see reporting rules below).

Optional (choose one):

- **Grace period:** [e.g., 5 minutes] for occasional lateness (not for repeated patterns).
   OR
- **No grace period:** start time is start time.

Time tracking (how to clock in/out)

We use: [time clock / app / web / manual timesheet].
Employees must record:

- Clock-in at start
- Clock-out at end
- Breaks as required

!!Rules:

- No "buddy punching" (clocking in/out for someone else).
- If you forget to clock: follow the correction process (Time and corrections section).
- Time must reflect actual hours worked.

Reporting lateness and absences (no surprises)

Preferred reporting channel: [phone / email / form / app message] to [name/role].
Deadline to report:

- Lateness: at least [X] minutes before shift start (where possible)
- Absence: as soon as you know, and no later than [time] on the day of the shift
- No-call/no-show threshold: no contact within [X] hours after shift start

Required info:

- Reason category (sick / emergency / transport / other)
- Expected arrival time OR expected duration of absence
- Any handover notes if relevant

Time off and leave (planned vs unplanned)

Planned time off must be requested via: [tool/process], with [X days] notice where possible.
Leave types and documentation requirements follow: [leave policy link / local addendum].

Time edits and corrections (keep it fair + auditable)

Edits are allowed only when needed to correct mistakes.

Policy choices (pick one and delete the other):
 Option A (recommended): Employees can request edits, managers approve.
 Option B: Only managers/HR can edit time entries.

‼Rules for all edits:

- Every edit requires a reason note (what changed + why).
- Edits must be approved by: [manager role] before payroll cutoff.
  Repeated "forgot to clock" patterns may trigger coaching.

Optional: Rounding

- We [do/do not] round time entries. If yes: rounding method is [e.g., to nearest 5/15 minutes] and applied consistently.

Overtime (approval + triggers)

Overtime definition:	[local definition or "hours worked beyond scheduled/contracted hours"].
Approval rule:	overtime must be approved by [role] before it's worked, except emergencies.

Overtime triggers (set yours):

- **Trigger alert when:** [daily/weekly threshold]
- **Trigger approval when:** [threshold]
- **Escalation owner:** [role]

Flexible work arrangements (if applicable)

If we offer flexible schedules/remote work, expectations still apply:

- Be available during agreed hours
- Record time accurately
  Follow the same reporting rules for lateness/absence

Consequences for repeated lateness/absences

We aim to be fair and consistent. Repeated issues may follow a progressive path: verbal coaching → written warning → further action, depending on severity and local rules.

We also consider:

- Pattern/frequency
- Business impact
- prior communication and documented context

Employee support (so this isn't just "punishment")

If something is affecting attendance (health, transport, caregiving, workload), talk to [manager/HR]. We can explore reasonable support options where possible.

Policy updates and review

Owner: [name/role]
Last updated: [date]
Next review: [date]
We'll update this policy when business needs or local requirements change.

➕ Add-ons

Copy paste tools for smoother processes

Late/absence reporting employees can copy

Subject:	Late / absent today
Shift/date:	
Status: late / absent	
Reason category:	
ETA or expected return date:	
Anything urgent to hand over:	

Timesheet edit request **(quick form text)**

Date of entry:	
Original time:	
Correct time:	
Reason for change:	
Employee confirmation: yes/no	
Manager approval: name/date	

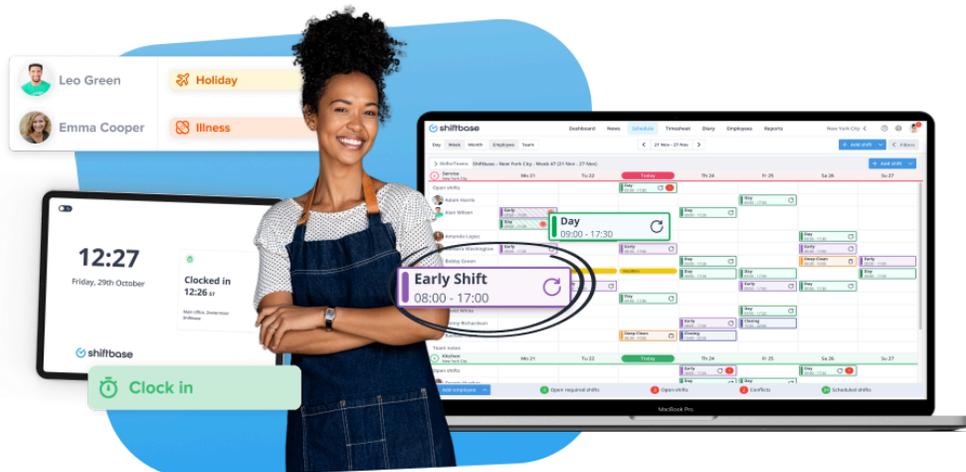## Manager weekly "attendance hygiene" checklist **(10 minutes)**

- ☐ Any no-call/no-shows? Document and follow process.
- ☐ Any repeated lateness patterns? Coach early.
- ☐ Any unusual time edits? Confirm reason + approval.
- ☐ Any overtime creeping up? Adjust schedule before it becomes payroll pain.

Try Shiftbase 14 days for free

TRY SHIFTBASE FOR FREE AND WITHOUT OBLIGATION FOR 14 DAYS

Discover the comprehensive HR features of Shiftbase and see how you can manage all your employee data in one place. With Shiftbase, you can create detailed analyses of your business performance, gaining valuable insights into your company. Benefit from customizable reports and dashboards that provide you with a real-time overview of your entire company. Experience for yourself how Shiftbase simplifies your HR processes and optimizes your company management.

TRY IT NOW FOR FREE