

MEMO

TO: INFORMED MARKETING SERVICES EMPLOYEES
FROM: Bob Kasper
DATE: May 11, 2004
RE: NO CALL NO SHOW POLICY

A "NO CALL NO SHOW" is any time you are absent from your scheduled shift and fail to notify your supervisors that you won't be at work OR that you are leaving work. This is not the type of behavior that is typical of or acceptable at Informed Marketing Services. This is clearly an act of "Misconduct."

Therefore, our policy without exception is:

NO CALL NO SHOW IS A VOLUNTARY TERMINATION

There are no acceptable excuses for "No-Call-No-Show."

If you're going to be absent, you are required to call the employee hotline, BEFORE YOUR SCHEDULED SHIFT, at 518-266-0909 ext. 121. Even if you know about your absence in advance, you should still dial extension 121 and leave a message about your absence. This electronic record will eliminate confusion. Calling to notify us of an absence or lateness more than 45 minutes after your scheduled start-time is still a No-Call-No-Show and certainly an act of "misconduct" as well.

For your records, record the time and date of your call and be sure to COMMUNICATE CLEARLY. If we are unable to interpret your message, as is sometimes the case, you will be considered a NO CALL NO SHOW.

Please sign below to show your agreement and understanding with this policy and also to show your agreement that a NO CALL NO SHOW, as defined above, is clearly an act of "misconduct."

X _____
Employee Signature