1702: Holiday Pay for Customer Care

1700: Company Benefits · https://milo.masseyservices.com/docs/1702-holiday-pay-for-customer-care/

Section: Benefits
Subject: Holiday Pay for Customer Care
Approved by: Tony Massey
Effective Date: 24 March 2022
Last Reviewed Date: 1 February 2026
Policy Owner: Director of Customer Care

Policy

Our company holiday policy outlines the days our company acknowledges as holidays and provides relevant guidelines for holiday pay.

Scope

This policy applies to Customer Care Team Members only and covers exempt as well as non-exempt status.

Policy Elements

Our company observes the following holidays and is closed either on the holiday itself when it falls on Monday-Friday, on the preceding Friday if it falls on Saturday, or on the following Monday if it falls on a Sunday:

- New Year’s Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

Customer Care Call Center may be required to work on days which our company observes the holiday. These days will be determined by executive leadership on a date-by-date basis.

Working on a Holiday

Whenever working on the day that a holiday is observed becomes necessary, we will:

- Inform Team Members at least one month in advance if they’re expected to work on a holiday.
- Pay non-exempt Team Members for the holiday as well as for any hours worked on the day which our company observes the holiday.
- Provide an additional paid day off to be taken 90 days of the holiday worked.

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