



# POLICIES & PROCEDURES

NUMBER PP 1702

SECTION: COMPANY BENEFITS

SUBJECT: Holiday Pay for Customer Care

**SPP No.:** 1702

**Section:** Company Benefits

**Subject:** Holiday Pay for Customer Care

**Approved By:** Tony Massey

**Effective Date:** March 24, 2022

**Last Reviewed Date:** February 26, 2026

**Policy Owner:** Director Customer Care

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 Day
- 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.

APPROVED BY:  
Tony Massey

EFFECTIVE DATE:  
March 24, 2022

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