

Vacation Leave Process (Slow and Busy Season)

1. Types of Leaves and Notification Timeline

- **1-Day Leave Request (Completely OFF)**
 - Employees must update the **availability calendar** at least **1 week in advance**.
 - Employees must **meet with their OM** to create a plan re: how their tasks/RFs will be handled during their absence.
 - OMs will reassign the tasks to whom it was endorsed to.
 - Once the leave and plan are approved by the OM, the employee should send a **confirmation email** to the OM, copying all colleagues who will handle their tasks during the leave, as well as any colleagues who will be affected by their leave.
 - i. This includes meetings that the employee is expected to attend.
 - 1. For example, if the AM currently attends 3D sessions, she should copy Ivy & Irish on her endorsement email (so that they are aware)
 - Send a formal **Out-of-Office (OOO)** email to CSP at least 2 days prior to their off.

NOTE: Long vacation leaves are not applicable during the busy season.

- **1-Day Leave Request (Working While on Leave)**
 - Inform the OMs and secure approval
 - Update the availability calendar, and ensure all assigned tasks will be completed as planned.
 - OMs will review and decide if any task delegation is necessary to avoid delays.
- **Emergency Leave:**
 - Notify the OM **immediately** via the fastest communication method (e.g., phone call, chat, or email).
 - Provide a brief explanation of the emergency and expected duration of absence.
 - OMs will delegate tasks to available AMs/Admins
 - i. For RMs, RF related tasks will be delegated to other RMs available

2. Submission Workflow for Long Vacation Leave (2+ Days): Applicable ONLY during Slow Season

- **Calendar Update:**
 - Access the shared **availability calendar**.
 - Block out the intended leave dates and include a note specifying "OFF".
- **Meeting with OM**
 - Schedule a meeting with your OM to plan how your tasks (and RFs, if applicable) will be handled during your absence.
 - OM must approve your leave and your plan, before you can proceed to the next step.

- **Confirmation Email:**

- Send a confirmation email to the **OM** and copy all colleagues affected by your leave
 - Clearly outline:
 1. Tasks being endorsed and their deadlines.
 - a. If you have an RF: Indicate who will be communicating with the RF in your absence.
 2. Instructions or pending actions for a smooth transition.

- **OOO Email**

3. Roles and Responsibilities

- **Employee:**

- Adhere to timelines for calendar updates and leave requests.
- Ensure proper handover of tasks before scheduled leave.

- **Task Endorsee:**

- Accept the endorsed tasks and ensure their completion during the employee's absence.

- **OMs:**

- Approve or address conflicts in leave schedules.
- Approve the plan for handling tasks/RFs.
- Monitor overall team availability and ensure productivity.