**On-Call/Emergency Call-Back Pay Policy**

**Purpose**

An emergency call-back is defined as an unscheduled request made by an appropriate management official for an employee designated as “on-call” to return to work to do unforeseen or emergency work after leaving the work location at the end of the employee’s regular shift and before the beginning of the next regularly scheduled shift.

**Procedures**

An on-call employee who is called back to work outside the employee’s normal work schedule will be paid for the time worked (including travel time) or a minimum of two hours, whichever is greater. Department directors should establish reasonable maximum response times (between 15 and 60 minutes) for their departments.

Time worked while on call will be calculated at the employee’s regular rate of pay. Overtime compensation is applicable only when the total hours worked exceed 40 hours in the workweek [*if state/local law or company policy differs, enter the applicable policy].*

Emergency call-backs that occur during paid holiday leave will be paid at a premium rate of [*amount*]. Justification must be provided to the department director to validate that the call-back is an emergency.

Employees who are on call must adhere to all of [*Company Name*]’s policies, including drug and alcohol use and testing. Any violation of company policy may result in disciplinary action, up to and including termination.