



## TIMEKEEPING POLICY ACKNOWLEDGEMENT OF TRAINING AND UNDERSTANDING NON-EXEMPT ASSOCIATES – US & CA

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As a non-exempt Associate within our organization, we want to ensure you are properly compensated for all work in accordance with Sitel policies and applicable laws. This document provides information about the timekeeping system for all non-exempt Associates and serves as an acknowledgement of training and understanding of timekeeping processes.

This document provides information regarding the timekeeping system for non-exempt associates and serves as an acknowledgement of training and understanding of timekeeping processes. The policy “Pay Practices –General” is available in the Associate Handbook for review.

### REVIEW OF TIMEKEEPING LOGIN METHODS:

- Kronos Kiosk Users - **HOURLY**
  - Clock-in and out for your first and last punch at the Kronos Kiosk nearest to your workstation
  - Enter your employee ID (Boost/Lawson ID) into Kronos at the kiosk
  - Choose “Record Time Stamp”
- Kronos Kiosk Users - **SALARIED**
  - Clock-in and out for your first and last punch at the Kronos Kiosk closest to the entrance and exit of the site
  - When clocking out for the day, locate the kiosk closest to the facility exit
  - Enter your employee ID (Boost/Lawson ID) into Kronos at the kiosk
  - Choose “Record Time Stamp”
- Time Clock Users
  - For magnetic badge readers, swipe your badge card once in a downward motion with the magnetic stripe facing away from the clock;
  - For proximity badge readers, wave your badge card once with the magnetic stripe facing toward the sensor.
  - A GREEN light indicates a good swipe. The message screen will display “x-pun” or your name.
  - A RED light indicates a bad swipe. The message screen will display an error message.
- Kronos Workforce Timekeeper Users
  - Clock in by first clicking the Kronos icon on the desktop, or open Internet Explorer and use the following link:  
<https://timekeeping.nac.sitel-world.net/wfcen/applications/wtk/html/ess/quick-ts.jsp>
  - Type your user name (employee ID #) and password
  - Click “Record Time Stamp”
  - “Clock out” by accessing Time Stamp
  - Click “Record Time Stamp”
  - Click Log Off
- Pay-from-Switch Users
  - “Clock in” by pressing the “Login” button on your telephone and enter your login number (employee ID #)
  - “Clock out” by pressing ACW to discontinue receiving live calls; logoff all applications and shut down your computer; press the “Logout” button on your telephone.

### ALL TIMEKEEPING SYSTEMS:

- As soon as possible, an Associate must report any system difficulties or clocking problems to his or her immediate supervisor.
- The Associate and his or her supervisor must daily review and approve all time cards from the previous day. This assists in ensuring that each Associate has an accurate timecard for each pay period.
- When there are outages, manual timesheets will be used. Likewise, manual timesheets will be used by new Associates until they are set up in the system.

Note: This policy supersedes any previous communication and is effective October 2016. Sitel policies are subject to change at any time without notice. Failing to comply with Sitel policies and/or procedures may result in corrective action up to, and including, separation of employment. Policies are in compliance with Federal and State regulations and laws, where applicable. Policy created on October 2016.

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- Associates should carefully review all-time records and paychecks to ensure they are complete and accurate. Contact your immediate supervisor or the HR representative if you believe that your time records or paycheck are not correct. If you do not receive a response to your question or concern within 5 business days please contact the Site Director or Regional HR Director.
- If there is a missed punch, or a time correction is needed, a timekeeping change form should be completed for each change in a pay period. Associates should complete and sign a “Timekeeping Change Form” to authorize their Coach/Supervisor or Timekeeping Administrator to modify their time record.
- Unless specifically pre-authorized in writing by his or her supervisor, an Associate may not work overtime by arriving early, or leaving late. Although Associates will be paid for all time worked, including unauthorized overtime, an Associate may be disciplined for accumulating unapproved overtime hours or otherwise failing to comply with this policy.

**HOURLY ASSOCIATES:**

- Associates should “clock in” and start working within 5 minutes of their scheduled shift start. Failure to report to work within 5 minutes of an Associate’s scheduled start time is a violation of the Attendance and Punctuality Policy and may result in corrective counseling up to and including separation of employment.
- Associates should start and end their meal period within 5 minutes of their scheduled time. Associates must be relieved of all duties during their meal period and the meal period should be at least 30 minutes.
- Associates should stop working and “clock out” within 5 minutes of their scheduled shift end.
- Non-exempt associates are required to accurately report all working time. If you have any question about whether a particular task should be recorded as working time contact your immediate supervisor or site Human Resources.

**DAILY CLOCK IN AND OUT:**

To accurately record all time worked, meal periods, and/or leave, it is each Associate’s responsibility to clock in and out at the beginning and end of each workday and meal period. Under certain conditions, such as an off-site recruitment event, an Associate shall report to his or her supervisor all time worked. In such circumstances, the Associate will be manually clocked in and out by his or her supervisor. All Associates leaving for personal reasons during the day must clock out when leaving, and clock back in when returning. An Associate should have his or her supervisor’s approval for clocking in early or clocking out late. *Any falsification or misrepresentation of time and attendance information may result in disciplinary action, up to, and including, termination.*

**WORK SHIFT, LUNCHES AND BREAKS:**

- Associates are expected to complete each scheduled work shift. Failure to do so may cause undue business challenges and leave other Associates without needed support. The expectation of a full-time, non-exempt Associate, is to work a forty (40) hour work week, unless a different expectation is set in writing by your Site Director or Business Unit Manager and Human Resources.
- If you must deviate from your scheduled work shift, report late, or leave early, you are required to notify your supervisor in advance.
- Meal periods, which are a minimum of thirty (30) minutes, allow Associates to recharge and are expected to be taken each work shift. An Associate should punch in and out of the Kronos timekeeping system for unpaid lunch breaks. Work-related lunches will be compensated (such as client visits/working lunches) and, during work-related lunches, with prior supervisory approval, Associates can remain on the clock. Associates must be relieved of all duties during their meal period and must be taken off of the production floor, or away from their work stations or work areas. Meal periods are generally required to be taken in a designated break area.
- Associates may take two (2) paid fifteen (15) minute rest breaks during their work day. This time does not have to be coded in the Kronos Timekeeping System.

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**RECORDING ALL WORK TIME:**

All non-exempt Associates are required to accurately report all working time. Associates must begin their workday by clocking into the timekeeping system, and then may boot up their computer tools and applications. Associates may not perform any work until they have properly clocked in. If you have any question about whether a particular task should be recorded as working time contact your immediate supervisor or site Human Resources. Associates should report any requests to work “off the clock” to Human Resources or Ethicspoint ([www.ethicspoint.com](http://www.ethicspoint.com)).

Off-the-clock work should be avoided, but if it occurs must be recorded as time worked. Examples of prohibited off-the-clock work that should be avoided, or otherwise logged as time worked, include, but are not limited to, the following:

- Checking Sitel email (Webmail, cell phone email – active sync) while not logged into a timekeeping system.
- Taking Sitel University classes while not logged into a timekeeping system.
- Receiving a work-related phone call from the site, company staff, or a client while not logged into a timekeeping system.
- Coming into the site early, or staying after your work shift, to complete work activities while not logged into a timekeeping system.
- Taking work home to complete work activities while not logged into a timekeeping system.

No one is authorized to instruct a non-exempt Associate to work off-the-clock without pay. If you are instructed to work off-the-clock, immediately notify the HR Representative, Site Director, or Regional Director of Human Resources.

**CORRECTIVE ACTION:**

Associates may be subject to corrective action up to and including termination, including but not limited to the following reasons:

- Any attempt to tamper with timekeeping hardware or software.
- Clocking in or out for another Associate, or asking another Associate to clock you in or out (a.k.a. “buddy punching”). No one may record hours or clock in for another associate. Unauthorized tampering with another person’s time record is a violation of Company policy that will result in corrective action up to and including separation from employment for both associates.
- Interfering with another Associate’s use of timekeeping systems.
- Failing to properly use a timekeeping system.
- Failing to promptly verify and reconcile time and PTO records in accordance with policies and procedures.
- Falsifying records of time worked, including time you work, or time worked by others.
- Excessively failing to clock in and out without a valid (specific) reason.

If you become aware of any problems or non-compliance with this policy, you must contact a Human Resources representative.

I understand my responsibilities to properly record my time worked (“clock” in and out correctly). I have thoroughly reviewed and I understand the requirements and implications of this timekeeping policy, including the timekeeping processes described in this policy. I understand that failure to follow this policy may lead to disciplinary action up to and including termination. If I have any questions about this timekeeping policy or any timekeeping processes, I will contact site Human Resources.

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