

TIME CARD POLICY AND PROCEDURES

Introduction

Purpose of policy

Monitor Group uses an electronic time tracking system called IQ Time Card to capture and record the hours for all employees using the IQ Time Card system.

IQ Time Card is an electronic monitoring system that allows employees to log in via a landline or mobile device (mobile phone). This allows us to efficiently manage the workforce.

The following procedure and policy has been created to ensure accurate recordkeeping for evidence of service delivery and ensure quality of service.

Official Record of Time on Site

The IQ Time Card system is the official electronic timekeeping used by Monitor Group. This system shall be considered as the 'official' record of the workday for the employees, where in operation. Any disputes over actual time worked will be resolved by referring to the IQ Time Card records, where they are in operation.

Employee Time Reports

The time reports will be kept for a period of 6 years in line with current guidelines. After this time, they will be destroyed through the confidential waste procedure.

CLOCKING IN AND CLOCKING OUT

When to clock in and clock out

The employee must clock in on arriving at their workplace and clock out when leaving the site.

How to clock in and out

In order to clock in/out, the employee must use the given phone number and where agreed and possible, use the client telephone on site. This is a free phone number. If this is not possible the employee will need to use their mobile phone.

Daily clock in/out

It is a job requirement that all staff involved in the IQ Time Card System, must clock in and clock out at the start of their shift, during lunch breaks, if applicable, and at the end of their shift.

Employees are expected to clock in and clock out at their scheduled times.

Under certain conditions (such as training at an off-site location, extracurricular events, etc.) when an employee cannot clock in at their worksite, the employee should report time worked to their line manager, so their time worked can be manually entered.

Failure to clock in/out

All hours worked must be reported using the IQ Time Card electronic timekeeping system where in use. Any time spent working while not clocked in (a.k.a. "working off the clock") is strictly prohibited. Employees are required to clock in before performing any work and are not permitted to clock out until all work has stopped. Employees that under report or fail to report hours worked are subject to disciplinary action up to and including termination.

FALSIFICATION AND TAMPERING OF IQ TIME CARD SYSTEM

Falsification

Any member of staff attempting to falsify their hours worked will be subject to disciplinary action. This can include the following:

- Any attempt to tamper with timekeeping hardware or software;
- Clocking in or clocking out for another employee
- Interference with another employee's use of the IQ Time Card System.

Once an employee has clocked in, he/she is responsible for starting work. When a shift has been completed, it is the employee's responsibility to clock out. Employees conducting personal business or simply not working when clocked in may be considered for disciplinary action.

Requirements to clock off/on while on break

Any employee entitled to an unpaid break must without fail, clock out and clock in when on their unpaid break. If, for any reason the employee fails to clock out or clock in when on an unpaid break, they must inform their line manager immediately in the first instance. Failure to report will be a reason for disciplinary action to be taken.

Overtime

Unauthorised overtime is not allowed. Any time worked by an employee that exceeds the employees contracted hours must be approved by the employee's immediate line manager prior to the time being worked.

Clock in and clock out when starting and finishing work on your shift. Do not clock in or clock out in-between starting and finishing your shift (including the overtime), unless you have an unpaid break.

IQ Time Card Problems

If an employee is unable to clock in or clock out because of a problem with the system, it is the employee's responsibility to immediately inform their line manager of the situation. The Manager will then manually enter the worked hours. The Manager will then inform the Payroll Department of the problem or malfunction.

REPORTS

Processing of reports

Managers must review the time reports on a weekly basis or earlier if missed clocking has occurred during the week. All miss-clocked issues must be resolved prior to the close of the pay period.

Who has access to reports

IQ Time Card reports can only be accessed and viewed by the Directors, Operations Manager, Area Manager and Contract Managers. Any unauthorised access or viewing is strictly prohibited and any misuse will be subject to disciplinary action.

Data Protection

All data produced by the IQ Time system will be subject to data protection.

Use of reports

Any reports generated from the IQ Time Card System will be subject to the Data Protection Act.

These reports can and will be used to support any disciplinary action taken by the Company. Reasons for taking disciplinary action are, but not limited to, the following:

- Falsification of hours
- Failure to clock in or clock out
- Failure to inform manager of mis-clocking or not clocking in/out
- Clocking in or clocking out another employee
- Allowing another employee to clock you in/out of the IQ Time Card System
- Tampering with the IQ Time Card System

GENERAL INFORMATION

Disputes

In the event an employee has a dispute over time that was clocked in or out, they should bring it to the attention of their line manager immediately. The IQ Time Card System provides a log to assist in validating times and locations of all employees clocking in and out. Any disputes that cannot be resolved using the logs should immediately be reported to Head Office.

Disciplinary and Formal Action

Any disciplinary action taken with regard to any misuse of the IQ Time Card System, will be subject to the Company's Disciplinary Procedure.