

Alorica Work-At-Home Expectations Supplement – U.S.

Overview

The purpose of the Alorica Work-At-Home Expectations Supplement (the “Expectations”) is to provide Alorica Work-at-Home (WAH) Employees rules under which their job duties for Alorica (“Alorica” or the “Company”)¹ are to be performed. The Expectations are not intended to be exhaustive. They are intended to supplement other job expectations and Company policies such as those contained in the Alorica Employee Handbook, if and as amended.

Failure of a WAH Employee to meet the expectations stated here may result in disciplinary action, up to and including termination. As always, employees are encouraged to raise any workplace questions or concerns through their supervisor or assigned Employee Experience (HR) team member or any other avenue of the Company's Open Door Policy, including Alorica's reporting hotline, which can be reached 24/7 at www.theintegritycenter.com or 800-250-5189.

The Expectations are subject to change at any time, with or without notice, at the discretion of the Company, subject to applicable law. In the event of a possible conflict between the Expectations and applicable law, the Company will comply with applicable law.

Scope

The Expectations apply to Alorica employees in the U.S. who perform their job duties for the Company from home at any time.

Execution of Job Duties

Employees are responsible for personally performing their own job duties; and soliciting, contracting with, engaging, or otherwise using any third party to perform one's own job duties is strictly prohibited, subject to an accommodation approved by the Company.

Job-Related Tools, Equipment, and Related Expenses

Tools and equipment needed to perform one's job as a WAH employee may include, without limitation, a computer and related accessories, internet service, a headset, and a cell phone. Unless otherwise provided by the Company or a Company client, WAH Employees are expected to furnish such tools and equipment and pay any associated expenses, subject to applicable law. Where required (such as in California and Illinois), the Company will reimburse employees fully for any necessary and reasonable expense incurred in the performance of their duties for the Company.²

Company Property

Any Company or client property (including but not limited to tools, equipment, computer systems and applications, and electronic and hard copy files) provided to an employee by the Company (or its client) belongs to the Company (or its client, as applicable). Such property must be used for Alorica-related business purposes, reasonably maintained by the employee, and returned to the Company upon termination of an employee's employment for any reason or at any time upon the Company's request. Employees are not permitted to allow others to use such property without authorization of the Company.

Subject to applicable law, the Company reserves the right to recover the cost to repair or replace damaged or unreturned equipment, issued to an employee by the Company or a Company client, by payroll deductions (including the employee's final check where permissible), demand for reimbursement, and/or legal proceedings, as appropriate.

Employees do not have any right to privacy as to any Company or client property (as well as any data, file, or message created, transmitted, stored, or accessed using Company or client equipment; or any system, application, or website accessed while using Company or client systems or networks, including Company or client systems or networks accessed on personal devices). Alorica reserves the right to inspect, monitor, and/or access any such equipment (including personal devices used for business purposes), data, files, messages, systems, applications, or websites as needed for business purposes as well as to restrict prohibited functionality, unauthorized applications, and devices. (See also “Video and System Monitoring” section below.)

Data Security and Confidentiality

In the course and scope of their employment, employees may have access to or receive confidential or proprietary information relating to Alorica, its clients, or their customers, including, but not limited to, business requirements, software, systems, marketing philosophy, business objectives, methodology and strategy, competitive advantages

¹ Alorica refers here to Alorica Inc. as well as any of its U.S. subsidiaries and affiliated entities.

² Employees in California and Illinois (and other states with expense reimbursement rules), who are required by Alorica to work-at-home, will be issued an expense stipend to be paid on a bi-weekly basis in any pay period in which they are actively employed. If you are a WAH employee in California, Illinois, or state with a similar requirement and believe you have job-related costs over and above your stipend, promptly discuss them with Employee Experience. Any additional expense determined to be necessary and reasonable to perform your job duties will be reimbursed with supporting documentation.

and disadvantages, the types and/or details of services provided by and to Alorica, financial results, response results, technological developments, customer information (such as customer name, address, telephone, account number, credit card number, date of birth, social security number, e-mail address, and Protected Health Information), purchasing patterns, and supplier information (such as contact names, address, and telephone numbers) ("Confidential Information")³.

Consistent with the Alorica's expectations of information security for employees working in an office site, WAH Employees are expected to protect Confidential Information created, accessible, or used as part of their job in any format (e.g. verbal, hard copy, or electronic).

Employees are not authorized to access, attempt to access, or use any Confidential Information made available to them in the course and scope of their employment other than in the legitimate performance of work for Alorica and during their authorized working time. Unauthorized access, improper disclosure, and misuse of any Confidential Information are prohibited. By way of example only, recording client or customer telephone calls and recording, photographing, or otherwise capturing the image of any client or customer information are prohibited.

Employees must promptly notify the Company (through any avenue of the Company's Open Door Policy) of any actual or suspected unauthorized access, disclosure, or use of any Confidential Information and to take all appropriate steps to retrieve the information and prevent further unauthorized access, disclosure, or use.

These confidentiality expectations do not prevent an individual from reporting suspected unlawful conduct to Alorica or government officials or participating or testifying in a legal proceeding.

Work Location & Environment

WAH employees are expected to perform their job duties in their own private residence located at their home address on record with the Company. In the event an employee's home address changes, they are required to promptly notify their supervisor and update their Company employment records. Further, without prior approval from their supervisor and Employee Experience, employees may work from home for the Company only while located in the state where they were originally hired to work.

Employees must maintain an appropriate work environment free from noise and other distractions within their home for work purposes. For example, the work location cannot be in a room occupied by anyone else at all (including family, friends, or pets) while performing services for Alorica; and employees may not work in public environments, temporary accommodations, or community establishments at any time. Further, calls must be taken on an approved headset - use of speakerphone when processing calls for Alorica is prohibited.

WAH Employees are expected to be able to safely and effectively use the equipment necessary to perform their job duties at their WAH workstation. Such equipment typically includes, without limitation, a desktop or laptop computer, monitor(s), keyboard, mouse, headset, and other related accessories.

Subject to applicable law, the Company reserves the right to inspect the home workspace through unscheduled or scheduled web/online video conference call or video monitoring (as referenced below) or scheduled onsite inspections. If a webcam is not provided by the Company or a Company client, the WAH Employee may be asked to use a personal smart phone or webcam to participate in a virtual audit.

The Company also reserves the right to require an employee to work at the nearest Company facility for a specific duration or ongoing basis.

Work Area Safety

WAH employees must immediately notify their supervisor or Employee Experience of and promptly provide all requested information regarding any injury or illness believed to have arisen out of work and to have occurred within the course and scope of employment.

Alorica Clean Desk

The WAH environment must adhere to the Alorica Paperless Production Area standards in the Alorica Clean Desk and Data Protection policy. The Alorica Paperless Production Area includes activities associated with providing the services contracted by Alorica Clients where it is contractually obligated to have no paper at all. More information about these policies can be found on Engage at the following link: <https://engage.alorica.com/it/security/>.

³ Such Confidential Information includes, but is not limited to: (i) "non-public personal information" as that term is defined in Title V of the Gramm-Leach-Bliley Financial Services Modernization Act of 2000 and the regulations issued thereunder (the "GLB"), including without limitation Regulation P of the Board of Governors of the Federal Reserve; and (ii) "Protected Health Information" as that term is defined in the Health Insurance Portability and Accountability Act of 1996 and its implementing regulations, 45 CFR Parts 160, 162 and 164 ("HIPAA").

To help protect Confidential Information, the work-at-home employee's work desk should only have a computer, monitor, keyboard, mouse, and other authorized computer accessories necessary to perform one's job. Writing utensils, paper of any kind, personal cameras, and personal electronic devices (including but not limited to cell phones, smartphones, smart watches, tablets, and anything that can record or store data, images, or audio) are strictly prohibited (with the exception of smart phones and cameras expressly authorized for use in connection with a scheduled virtual WAH workstation audit, video calls, and video monitoring). Laminated training aids and other laminated Alorica information placards provided by the Company or its clients are allowed.

Video and System Monitoring

Alorica may conduct video and system monitoring for legitimate business purposes (such as to monitor compliance with clean desk and secure workspace requirements, Company and client equipment and system usage expectations, confidentiality obligations, and other company policies). Monitoring may include, by way of example, identity verification, and detection of prohibited activities (such as presence of other individuals, printing, copying and pasting, use of authorized devices, use of prohibited applications while using Company or client equipment or systems, and clean desk and secure workspace infractions). Any video monitoring shall only be done while an employee is scheduled to work, clocked in, and on-duty. System monitoring may occur anytime an employee is using Company or client equipment or accessing Company or client systems or networks (including Company or client systems or networks accessed on personal devices); and all monitoring shall be in accordance with Company policy and applicable law.

Pay and Timekeeping

It is Alorica's policy and practice to pay employees in compliance with all applicable federal, state, and local laws. To help ensure employees are paid correctly for all time worked, employees are expected to correctly and completely record all hours worked; promptly review their timekeeping records and paystubs; and promptly identify and notify their supervisor, Employee Experience, or Payroll of any incorrect or missing time entries or wages. (As a reminder, work time includes not only regular job duties but also other work tasks such as training, team calls, supervisor calls, logging into/out of Company or client computer systems, and addressing Company or client technical issues.) No one is permitted to falsely adjust time records (up or down) or allow someone else to do so. Employees are not permitted to work off the clock, meaning to work without reporting their time. Employees are expected to take all required and permitted breaks, which must be completely off-duty and uninterrupted, whether paid or unpaid. In addition, unpaid meal breaks must be at least 30 minutes long.

Schedule Adherence

Schedule adherence is critical to Alorica. WAH Employees are expected to meet all schedule adherence requirements by working all their scheduled hours. Scheduled and assigned hours may vary from week to week, subject to applicable law.

Technical Issues

Technical problems which pertain to Alorica or client systems or equipment, such as, Company/Client Network/Application Issues, Password Lock/Resets, Internal Licensing Issues, or Broken Equipment should be escalated to one's supervisor or assigned support staff member and then, as directed by the supervisor/staff member, to the Company's IT Service Desk. The IT Service Desk will troubleshoot and attempt to resolve the issue as soon as possible after they receive it. Refer to the WAH IT Support Policy for detailed instructions on how to manage technical issues, including important related timekeeping reminders.