



Let's do this!

**The Alorica U.S. Employee
Handbook – Work-at-Home
Addendum**

Effective 2018

Passion • Performance • Possibilities

Welcome to Alorica – at – Home!

Let's do this!

Welcome to the Alorica Work-at-Home team where you will have the flexibility to balance work and life while having access to all the tools and resources you need to deliver insanely great customer experiences as a vital part of the Alorica family.

To help you make the most of this opportunity, we provided you this handy guide to help you navigate the rules, rights and responsibilities that are critical to your success. This guide is a supplement to the Alorica U.S. Employee Handbook. Unless an item is specifically addressed in this guide, the general provisions contained in the Employee Handbook will apply.

EVERYONE'S FAVORITE PART

PAYROLL & WORK SCHEDULES

The ins and outs of clocking in and out and other guidelines for managing your shift.



Overtime – Minimum Wage Adjustments

At the end of each pay period, Alorica will calculate the hourly rate earned for each week by dividing your total earnings for the week by the total number of hours worked. If the hourly rate earned for the week is NOT equal to or greater than the minimum wage in your area, you will be paid the difference as a Minimum Wage Adjustment. Some employees expect all hours worked under minimum wage to be increased individually up to minimum wage, but this is not how it is processed or required under the law. We analyze all eligible earnings (regular wages, training wages, etc.) together and compare it to Total Time Worked. We then ensure that your Total Earnings averages out to minimum wage for your area for the week.

Technical Issue Pay Policy

Alorica will compensate up to 30 minutes per day for technical issues caused by Alorica systems that impact pay. You are only required to troubleshoot with your operations team during the technical outage for that 30 minutes, and then you will be allotted excused time until the issue has been resolved. Your operations team will notify you if an exception has been made to this rule to allow for further compensation during the outage if additional troubleshooting is needed from the employee. If the technical issue is caused by your systems, internet connection, or phone line, however, there will be no compensation provided.

Work Schedules

One of the perks of being a part of our Work-at-Home team is the flexibility to set your own work schedule around your needs. In order to harmonize your flexible schedule with Alorica's commitment to over exceeding our clients' expectations, we have established weekly minimum hours for the available active skills. *All employees are required to work the weekly minimum hours designated by their active skill.* Failure to work the weekly minimum hours will result in termination from the skill.

PERSONAL LEAVE /PAID TIME OFF POLICIES

TIME OFF FOR MORE IMPORTANT
THINGS



Personal Leave/Paid Time Off/

Work-at-Home employees will need to reach out to their respective Team Manager to request a Personal Leave or Paid Time Off. If you work multiple skills, you will need to reach out to each PAL team individually to make this request. Human Resources cannot arrange a vacation or personal leave for you. Whether you are eligible to participate in Alorica's Paid Time Off benefit varies depending on the state law where you work, your length of service with Alorica, and other applicable terms of the PTO policy and any relevant addenda.

Work Environment

Background noise like the television, radio or a dog barking can be distracting and unprofessional. Employees are to select a location within their residence that will remain free of any distractions and background noise. This will allow Alorica to deliver a professional and high caliber customer service experience. **You must maintain complete confidentiality of customer account information at all times.**

Attendance

We know you know this, but we're going to say it anyway—we need you. Schedule Adherence is critical to Alorica and the Employee's success; therefore, it is expected that employees meet all schedule adherence requirements by working all scheduled hours chosen unless otherwise required by law. Due to customer call volumes, schedule

changes are not guaranteed. If an employee has any schedule conflicts preventing them from being able to meet scheduled hours, they must post the shifts for trade with the understanding they are still responsible for the shifts until they are picked up by another employee. Any scheduled hours not picked up or unable to be posted will affect an employee's schedule adherence.

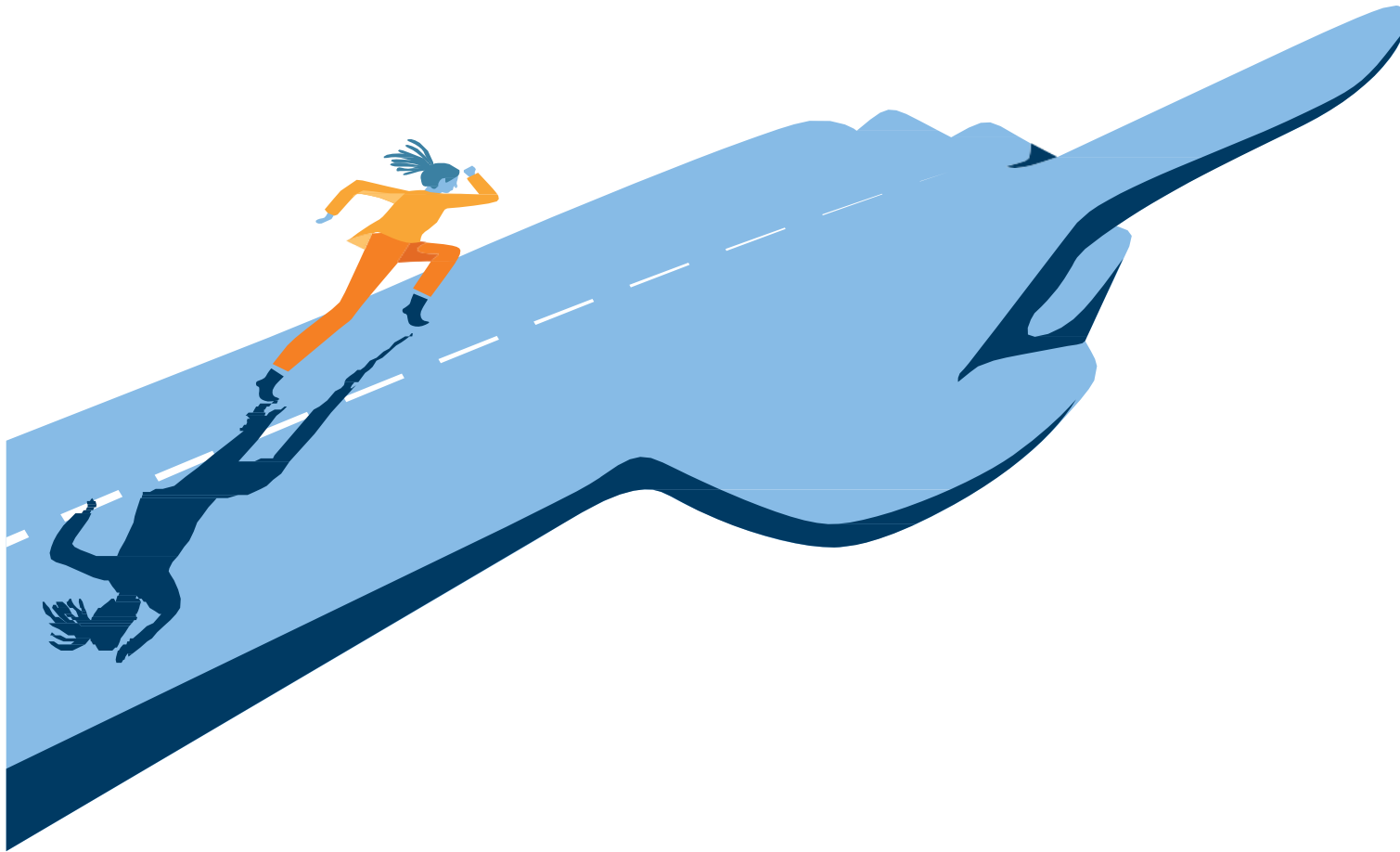
Excused Time

When available and if staffing permits, employees may be offered Excused Time. Taking Excused Time will not have a negative impact to an employee's Schedule Adherence. Excused Time could be granted for Alorica site wide impacting tech issues and verified severe weather.

Down Time

Alorica also offers Down Time. The scheduling system allows employees to reduce already scheduled work hours, within an allotted timeframe set by your specific skills. The timeframe is typically 48 to 72 hours in advance. Alorica allows Down Town during specific timeframes and intervals due to overstaffing.

EMPLOYEE RESPONSIBILITIES



Phone Calls

In some areas of Alorica, there are service-oriented functions that require call monitoring to assist with training and to appraise individual performance. This is because our product is most often your voice on the phone, and the best way to evaluate our product is to listen to the quality of the call. Monitoring may occur at any time, and it is not possible to provide immediate notification without interrupting the phone call flow. All calls made or received while you are logged on and in active agent status are subject to monitoring and/or recording.

Call Ready

Agents are required to follow established processes and procedures to ensure they are in a “call ready” status. This will ensure agents are available to provide insanely great service to our customers when called upon to do so.

Telephone Setup

During call processing, a headset that is attached to the phone is required. The phone line must be a land line phone. Cell phones or VOIP (Voice over IP) are not permitted. The phone line must not contain any phone features such as, but not limited to, Call Waiting, Voicemail/Answering machine, Privacy Forward, Fax Machine, etc.

Automated “BOT” Technology

The use of ANY form of automated technology (such as a BOT) to gain an advantage over other

employees when picking up schedules is strictly prohibited. The use of this technology causes an EXTREMELY HIGH volume of hits to our scheduling servers, creating excessive traffic that is wasteful and detrimental to the Alorica community. Scheduling work hours is on a first come, first serve basis and all agents are required to adhere to this policy. Failure to comply with this policy will result in corrective action up to and including termination of employment.