

Alorica Work at Home Policy and Statement of Understanding

Purpose

The purpose of this Statement of Understanding (SOU) is to provide Alorica Work At Home (WAH) Employees guidelines and rules under which daily operations are required.

Scope

The scope of this SOU applies to all WAH Employees activities, expectations and responsibilities.

Terms and Conditions of Employment

Expenses

Unless otherwise stipulated, employees are responsible for all expenses related to the Work at Home position including, but not limited to, internet service, phone service, work station equipment and setup, and any appropriate office supplies as needed to fulfill job duties as defined in the job description for my position.

Tax and other legal implications for the business use of my home will be based on IRS and state and local government restrictions. Responsibility for fulfilling all obligations in this area rests solely with me. I understand The Company will not provide tax guidance, nor will the Company assume any additional tax liabilities.

Privacy, Security and Confidentiality

Employees may have access to or receive or may be exposed to certain information relating to Alorica, its affiliates, its clients, suppliers, agents and their customers including, but not limited to, business requirements, software, systems, marketing philosophy, objectives, methodology and strategy, competitive advantages and disadvantages, the types and/or details of services provided by and to Alorica, financial results, response results, technological developments, customer information, including without limitation customer names, addresses, telephone numbers, account numbers, and purchasing patterns, supplier names, address, and telephone numbers, and a variety of other information and materials ("Information"). Such 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").

Consistent with the Alorica's expectations of information security and privacy for employees working in an office site, WAH employees will be expected to ensure the protection of proprietary company and customer information accessible from their home office.

Employees agree to protect the confidentiality, privacy and security of all information, concerning the company, our clients, or their customers in any form (spoken, paper, electronic) applicable. Employees understand their obligation to protect the Confidential Information that I may create, access, use or disclose as part of my job.

Employees are not authorized to access, or attempt to access any account, information or intellectual property made available to me other than in the legitimate performance of work and during their scheduled shift.

Work Environment

The employee will establish an appropriate work environment free from noise and other distractions within his or her home for work purposes. The work location cannot be in a room occupied during shift hours by anyone else at all including family, friends or pets. The environment must be a workstation in the permanent and private residence as indicated on your personnel file. Employees are prohibited from working in public environments, temporary accommodations, or community establishments at any time.

Without prior approval from my supervisor, I understand that I am to perform work only while located at the addresses within the state in which I was originally hired. Failure to seek appropriate authorization prior to changing your WAH location may result in disciplinary action up to and including immediate termination of employment.

Additionally;

- Calls must be taken on an approved headset - use of speakerphone when processing calls for Alorica is prohibited.
- Recording of telephone calls or any work-related information is prohibited.
- Capture of any contact information name, address, telephone, credit card, e-mail for any use other than providing service to Alorica.
- Other than in the legitimate performance of work, use of Alorica call, client or contact data or information for contact with any party including, but not limited to third parties, Contacts or clients is prohibited.

Work Area and Safety

WAH employees are solely responsible for ensuring the environment complies with all health and safety requirements including ergonomics. Home offices must be clean and free from obstructions. The work area must be free of hazardous materials. WAH employees are responsible for ensuring their home environment complies with all health and safety requirements.

Worker's compensation laws and rules apply to Employees who suffer a work-related injury while working at home. WAH employees must notify their supervisor or Human Resources immediately and complete all necessary and/or requested documents regarding the injury in a timely manner.

The Company reserves the right to schedule visits to the worksite during regular business hours or request a time to observe the home workspace through a scheduled web/online video conference call.

Additionally, the Company reserves the right to require me to work at the nearest facility for a specific duration, for any additional training, or if requested by supervisor/management to do so.

Alorica Clean Desk and Data Protection

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. The Work Desk should only have a computer, monitor, keyboard and mouse with a zero tolerance for writing utensils or paper of any kind. Laminated training aids and other Laminated Alorica information placards are allowed.

Pay

It is Alorica's policy and practice to accurately compensate employees in compliance with all applicable federal, state and local laws. To ensure that you are paid correctly for all time worked and that no improper deductions are made, please correctly record all work time and promptly review your paystubs to identify and report any errors.

Alorica is authorized to deduct from my paycheck any amount equal to, but not exceeding, overpayment in the event payroll and/or accounting administrative errors occur which result in my being paid an amount more than that to which I am entitled. Alorica will take actions to collect that amount from a following pay period's paycheck. If the amount of the overpayment exceeds the amount I have earned during the pay period following the overpayment, Alorica is authorized to deduct the remainder from subsequent pay periods. All efforts will be made to minimize hardship incurred as a result of these actions should they become necessary.

Timekeeping Adherence

The Company requires me to adhere to the following Timekeeping Rules:

- a. **Accurately record all time worked** – whatever, whenever and wherever.
- b. **Do not work off-the-clock – ever.** Work may not be performed before clocking in or after clocking out. Requiring, allowing or encouraging off-the-clock work is also strictly prohibited.
- c. **Take all required or permitted breaks.** No one may interfere with, interrupt, or discourage employees from taking rest, meal, restroom, accommodation, or other breaks to which they are entitled under company policy or law.
- d. **All breaks must be completely off-duty and uninterrupted.** Unpaid meal breaks must be at least 30 minutes long.

e. **Carefully review and approve timesheets.** Employees and managers should review timecards daily for accuracy. Employees complete timecard approvals weekly and managers bi-weekly.

f. **Correct inaccurate timesheets.** Employees must notify their supervisor through a timekeeping system notification or other writing of any incorrect or missing time entries. Supervisors must make the necessary corrections.

g. **Never falsify records / beware of non-compliance.** Do not falsely adjust, or ask or allow someone to falsely adjust time records up or down. Failure to follow the Company's timekeeping and wage payment policies or applicable law can result in disciplinary action, up to and including employment termination.

h. **Feel safe in reporting non-compliance.** Promptly report any suspected non-compliance with the Company's timekeeping and wage payment policies or applicable law, without fear of retaliation.

i. **To report concerns, use any avenue of the Open Door Policy.** These include your supervisor, other managers, HR, and Lighthouse – our incident reporting hotline available 24/7 (and anonymously) at 844.410.0009 or www.lighthouse-services.com/alorica.

j. **Always, act with integrity and do the right thing!**

Schedule Adherence

Schedule adherence is critical to Alorica. WAH employees are expected to meet all schedule adherence requirements by working all the scheduled hours. Scheduled hours may vary from week to week and that my schedule and/or available hours may be changed by Scheduling at any time during my employment. In addition, I am aware that I may be released early from my shift at any time, or I may be held over to sufficiently complete any incoming business.

For flex-schedule lines of business only - Due to customer call volumes, schedule changes are not guaranteed. If I have a schedule conflict that prevents me from being able to meet scheduled hours, I must immediately post my shift(s) for trade.

a. If a conflict arises within 24 hours of my scheduled hours. I must post the scheduled hours for trade. Any scheduled hours not picked up will affect my schedule adherence.

b. If a conflict arises prior to 24 hours of my scheduled hours, I must immediately delete the scheduled hours.

Technical Schedule interruptions

If your problem is Alorica-owned, such as, Company/Client Network/Application Issues, Password Lock/Resets, Internal Licensing Issue, Broken Equipment.

The IT Service Desk will troubleshoot and attempt to resolve the issue within 30 minutes of receiving. If IT is unable to resolve the issue within 30 minutes, you must provide a good contact number (usually a cell number), log out of Alorica's timekeeping system, and go about your day until the issue can be resolved. You will be paid for a maximum of 30 mins.

Expectations and Responsibilities - Acknowledgement

I understand that if I wish to terminate employment and remain in good standing, or be considered as re-hirable, I should provide my Team Leader at least fourteen (14) days written notice.

Upon termination of my employment with the Company, I will return all Company and/or Client-issued equipment and Confidential and Proprietary information / documents to my immediate supervisor.

I agree to immediately notify the Company of any actual or suspected unauthorized access, disclosure, or use of Company, consumer, or client Confidential & Proprietary Information and to take all necessary steps to retrieve the information and prevent further unauthorized access, disclosure, or use.

I understand that I am responsible for adhering to all the policies contained herein and as referenced, and if at any time I am uncertain as to the intent of a policy, I must contact Human Resources. If at any time I do not comply with policy, immediate disciplinary action may result up to and including termination of employment.

This Agreement is applicable to all Alorica Work at Home Employees and the language used is not intended to create or constitute an employment contract. The expectations and responsibilities presented here are subject to applicable detailed interpretation and Company practices and supersede all oral statements and representations. This Agreement is also subject to application in accordance with local, state and federal/national law as appropriate to the jurisdiction where the employee is located. In the event of a conflict, the local, state or federal law will supersede policy. The Company reserves the right to make final decisions concerning the interpretation and application of any policies, procedure, and to change or discontinue them at any time.

By signing this Agreement, employees agree to comply with the above noted activities, expectations and responsibilities outlined in this document. In addition, employees must comply with applicable law and company policies, including, but not limited to, the Company's Code of Ethical Business Conduct, System Use agreement(s), Internet Usage Policy, Harassment and Discrimination Policy, Information Security Policy and Standards Manual, Insider Trading Policy, Global HR Data Privacy Policy, Intellectual Property Use Policy, and Any Acknowledgement of Conditions of Employment or Employment Agreement.