

REMOTE TECHNICIAN TIMECLOCK POLICY

While the schedule in Portal will always reflect 9 AM to 7 PM, your true working hours will vary week to week based on appointment times. Due to this, the following policy defines ownership's expectations when it comes to time clock procedure.

SECTION 1: BEGINNING OF DAY (BOD)

1.1 START TIME

Your first appointment may **not** always be during your first available time slot. Therefore, it is ownership's expectation that a Remote Technician's day should begin with only enough time to perform any BOD procedures *and* arrive at their first appointment.

Under typical circumstances, BOD procedures should not exceed (30) minutes. If a Remote Technician is unable to perform these tasks within (30) minutes, they are encouraged to contact your Remote Tech Supervisor.

Example: If a Remote Technician's first appointment is 11 AM to 1 PM and is approx. (30) minutes driving distance from the parts location, then arriving to the store no later than 10 AM and no earlier than 9:45 AM is expected. Any additional time may include performing routine duties related to vehicle maintenance and upkeep such as: getting gas, car wash, or cleaning/vacuuming the vehicle, buybacks.

1.2 INITIAL CLOCK-IN

Your day begins when you arrive at the location to transfer your parts for the day. Therefore, this is when you are expected to clock-in. If parts for the current day were transferred the night before, and it is unnecessary to come to this location, then your day starts when you begin the route to your first appointment.

Note: At this time, you should verify whether you have any timeslots open for the day and reach out to your Remote Tech Supervisor for assistance in "pulling forward" these appointments.

SECTION 2: DURING SHIFT

2.1 TIMESLOT(S) WITHOUT APPOINTMENTS

If you have a timeslot with no appointments *but* have appointment(s) for the following timeslot then you are expected to attempt to “pull forward” any and all possible remaining appointments. This involves contacting these customers and asking if you can arrive early.

Any attempts to contact the customer should be made within Bringg / Field App for documentation.

Contact your remote tech supervisor to manually reschedule and assign any jobs.

If no customers respond or no customer is able to accommodate an earlier appointment time, you may stay clocked during this interim period *if and only if* you are able to perform *some* essential function of the FSL Remote Technician position *for the entirety* of this single recess in appointments. See Section 4 COMMON RESPONSIBILITIES.

If you cannot or do not have anything to do, and you’ve taken your half hour lunch break, you are expected to clock-out for this break in appointments. You are eligible to clock-in as soon as you need to begin heading to your next appointment.

Deviation from this procedure requires prior authorization from your Remote Tech Supervisor.

SECTION 3: END OF DAY (EOD)

3.1 FINAL CLOCK-OUT

Once you have completed your final appointment, and you have completed **all** your end of day tasks, your day ends. You are now expected to clock-out. See 3.2 END OF DAY TASKS

SECTION 4: COMMON RESPONSIBILITIES

NOTE: This is **not** meant to be an exhaustive list of every single possible duty you can perform.

4.1 COMMON RESPONSIBILITIES

For FSL Remote Technicians, common essential functions include but are not limited to: vehicle maintenance and upkeep (ex. getting gas, car wash, or cleaning/vacuuming the vehicle), buybacks, inventory counts, reordering inventory / back glass orders, reviewing and contacting future appointments (ex. iPhone 12 back glass appointment for following day would be a cancellation). Additionally, you are entitled to one (1) half hour lunch break per eight (8) hour shift, so you are eligible to utilize your lunch break at this time.

If you are unsure as to the full scope of these responsibilities, please contact your Remote Tech Supervisor.

4.1.A UBREAKIFIX LOCATION COMMON RESPOSIBILITIES (NON-FSL)

In addition to the responsibilities above, Remote Technicians reporting to uBreakiFix stores can reach out to their Store Manager to see if they can assist with any in-store responsibilities. While the Remote Technician is performing in-store duties, they will report to the Store Manager.

SECTION 5: TIMECLOCK ADJUSTMENTS

Each employee is individually responsible for verifying the accuracy of their timeclock. In the event an error is discovered, requests to edit the timeclock should be made via the Timeclock Adjustment Form. Employees will have until EOD the following Monday to submit any errors for correction from the previous week, otherwise JJB23 Holdings, Inc. reserves the right to delay the employee's payroll until the discrepancy is rectified.

SECTION 6: DISCIPLINE POLICY

Time theft is a serious offense with any organization, and as such any Remote Technicians who are found to be in violation of this policy will be subject to reprimand. The typical sequence of disciplinary action is as follows:

1. First offense: The Remote Tech Supervisor will discuss the incident with you in detail and the time will be deducted from the following payroll period.

Note: In instances of prolonged willful time theft ownership reserves the right to review GPS and timecard information from January 1st of the current year up to the date of the offense. If additional deductions are incurred a payment schedule will be put into effect.

2. Second offense: Termination.

Remote technician timeclocks will be monitored along with daily repair rate.

SECTION 7: POINT OF CONTACT

Rob Irwin
Remote Tech Supervisor
(574) 215-9202
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TIMECLOCK EXPECTATIONS AGREEMENT

I have read and understand the rules, regulations and standards outlined in this Remote Technician Time Clock Policy. I understand that failure to adhere to these policies will result in disciplinary action, up to and including termination of employment.

Date: _____

Name: _____

Signature: _____