

#Your24 Attendance Trial

Training Playbook

 **Workforce**
Transformation

AT&T reserves the right to amend, change, cancel, etc. at its sole discretion during the trial.



What's included?

- Why change attendance?
- Your24 Overview
- User Experience: Using Your24 in Shift
- What's in it for me?
- Transition Plan
- Knowledge Check

Why change attendance?

Attendance Insights



OWNERSHIP



FLEXIBILITY



EXPERIENCE

Your24 Overview

Overview

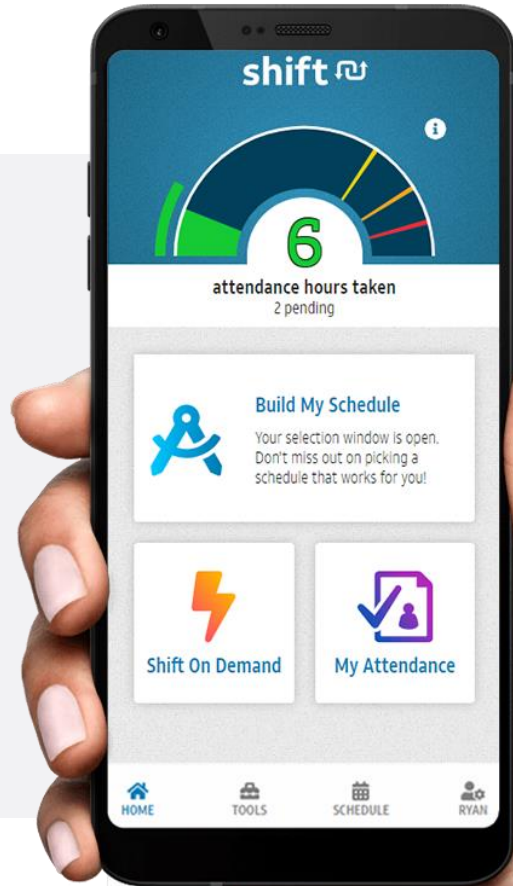
Empowering employees with **flexibility** when it matters most!

Starting
in June

Your24 Trial

Current Policy

- 1 5-minute grace period
- 2 Points expire in 12 months
- 3 Each occurrence has a point association
- 4 Employee uses MyWorkLife to submit attendance occurrences



- 1 Grace Period extended to **10 minutes** at the start of the shift
- 2 Occurrence expiration reduced to **6-month**
- 3 Converting Points to **Hours**
 - Employees have **24 hours** (Non-Protected)
 - **2 hours minimum** followed by 1-hour usage
- 4 Employee utilizes the Shift app to view their hours and occurrences

Meet Jessica!

Jessica lives in Los Angeles and is a full-time superstar! She is a **mom, student** and **adventurist**. Traveling and making memories with family is her daily motivation!

6 total **occurrences** from **March 2020 to August 2020**



- March 10th** 6 min. late due to parking
- March 22nd** 10 min. late due to traffic
- April 10th** Late 35 minutes, because she had to finish a paper for school
- May 30th** Full 8 hours missed because she wasn't feeling well
- June 3rd** Late 4 hours, babysitter canceled, she had to find someone else to help
- August 20th** Left 2 hours and 20 minutes early, plumbing emergency at her house



CURRENT PLAN		Your24	
.25 point	<i>exp. 3/10/21</i>	6 minutes	No penalty
.25 point	<i>exp. 3/22/21</i>	10 minutes	No penalty
.75 point	<i>exp. 4/10/21</i>	35 minutes	2 hours <i>exp. 10/10/20</i>
1 point	<i>exp. 5/30/21</i>	8 hours	8 hours <i>exp. 11/30/20</i>
1 point	<i>exp. 6/3/21</i>	4 hours	4 hours <i>exp. 12/3/20</i>
1 point	<i>exp. 8/20/21</i>	2 hours 20 minutes	3 hours <i>exp. 2/20/21</i>

4.25 points
20 hrs. 36 mins. of time missed
Counseling Notice

17 hours
17 hrs. 16 mins. of time missed
No Discipline

Meet Damian!

Damian lives just outside of Dallas and is a part-timer. He is a full-time **student** that likes to spend his spare time **going out with friends** or going to **concerts**.

7 total **occurrences** from **March 2020 to August 2020**

- March 1st** Full 6 hours missed because he had a cold
- April 2nd** Late 1 hour, because he thought he was scheduled to close
- April 24th** 8 min. late because he got stuck in traffic
- May 3rd** Full 6 hours missed because he wasn't feeling well
- May 20th** 6 hours missed due to a school event and he couldn't find anyone to swap shifts with
- July 23rd** 3 hours late because he was having car trouble and had to take his car to the shop
- August 30th** Full 6 hours missed because he wasn't feeling well



CURRENT PLAN

1 point	<i>exp. 3/1/21</i>
0.75 point	<i>exp. 4/2/21</i>
0.25 point	<i>exp. 4/24/21</i>
1 point	<i>exp. 5/3/21</i>
1 point	<i>exp. 5/20/21</i>
1 point	<i>exp. 7/23/21</i>
1 point	<i>exp. 8/30/21</i>

6 points
32 hrs. 8 mins. of time missed
Written Warning

Your24

6 hours	<i>exp. 9/1/20</i>
1 hour	<i>exp. 10/2/20</i>
8 minutes	No penalty
6 hours	<i>exp. 11/3/20</i>
6 hours	<i>exp. 11/20/20</i>
3 hours	<i>exp. 1/23/21</i>
6 hours	<i>exp. 2/30/21</i>

29 hours
29 hrs. 18 mins. of time missed
Counseling Notice

Accountability

Comparison & Overview



Level of Discipline	Hours	Duration of Discipline
NONE	0-24	No discipline for accumulation of occurrences up to 24 hours.
CN	26	Deactivates when current hours fall below discipline thresholds. <i>Note: Non impacting step, employee is still eligible for transfer & incentives.</i>
WW	30	Discipline step deactivates when current hours fall below discipline thresholds.
FWW	34	Discipline step deactivates when current hours fall below discipline thresholds.
TRM	38	<i>n/a</i>

Your24 Details

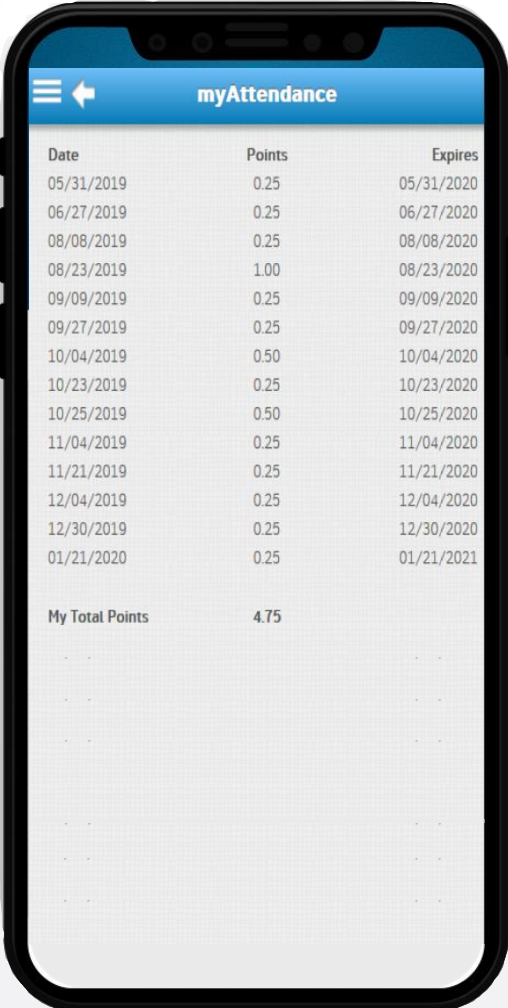
- **Touch Points:** Manager will check-in at 8, 16 & 24 hours to ensure protected leave information is discussed
- **Discipline:**
 - There will be no attendance discipline for hours taken up to an accumulated 24 hours
 - Employee would be triggered for a step of discipline for first occurrence after the 24-hour mark
 - Remaining discipline steps will be administered using the hour amounts in the table to the left (4 hour increments)
- **Consecutive Day Treatment:** Full scheduled hours missed for day 1, half the scheduled time missed for days after
- **Protected Absences:** CAG would continue BAU triggers and communication with managers after 5 days of consecutive absences.

Using Your24 in Shift

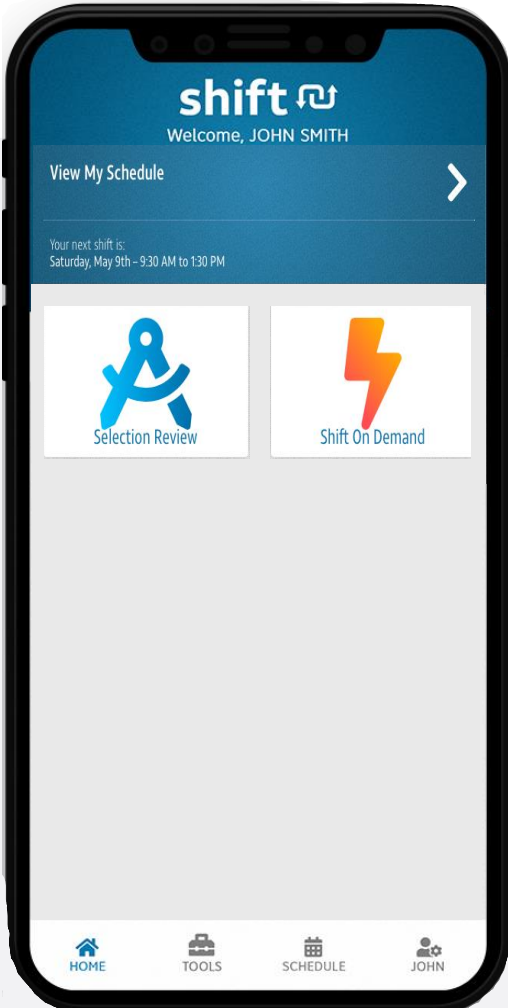
Evolution: Retail Workforce Tools

Your24

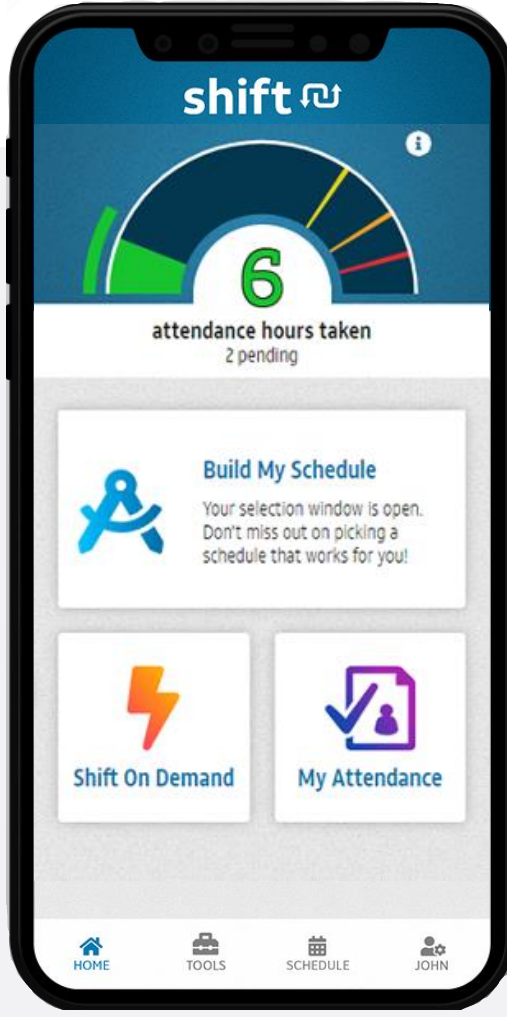
Past

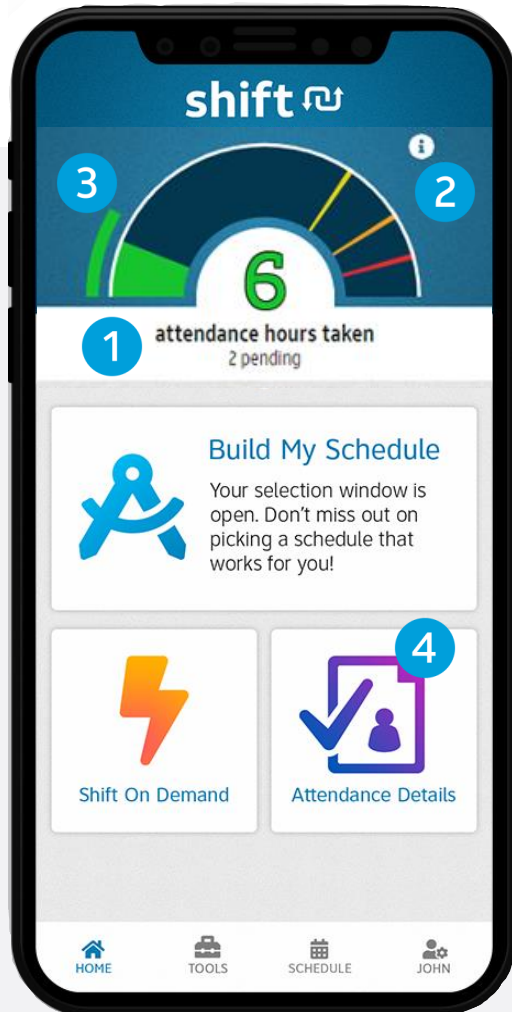


Present



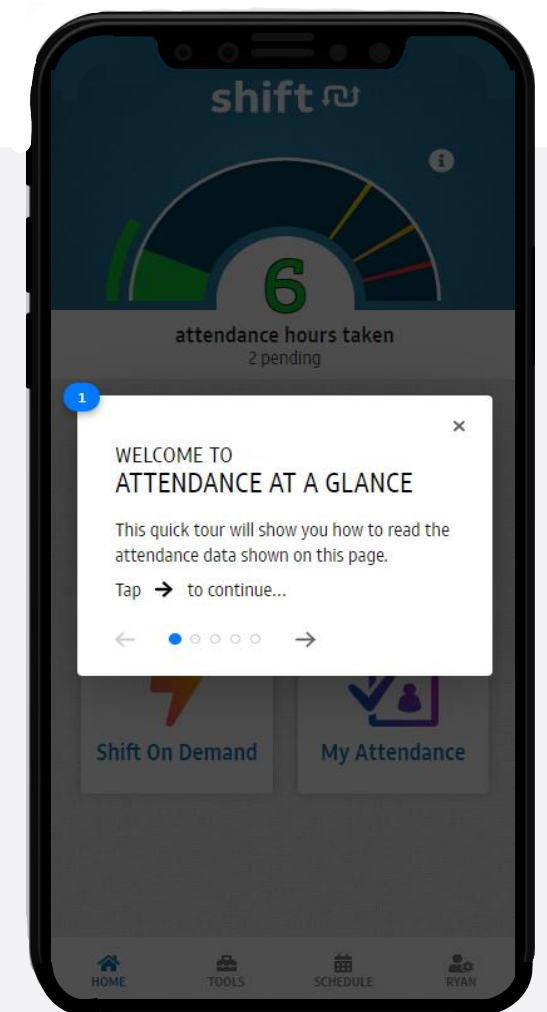
Future





From the Home Screen ...

- 1 Quickly view your total hours taken of Your24 with a color-coded tracker
- 2 Additional information can be found here
- 3 Line above dial and text below will show any pending protected time taken
- 4 View additional details including occurrences, dates, and hour associations



What's in it for me?

What's in it for me?



- 1 Longer grace period – 10 minutes
- 2 Shorter expiration time for occurrences – 6 months
- 3 Complete ownership of Your 24 hours
- 4 Take the time you need
- 5 Digital platform - fully integrated into the Shift App

Transition Plan

EXAMPLE	CONVERSION RESULT
A	<i>2.75 points = 11 hours</i>
B	<i>4 points = 16 hours</i>
C	<i>5.5 points = 22 hours</i>
D	<i>7 points = 28 hours</i>

Current Policy into Hours Model

Conversion of hours: Take point totals and multiply by 4.

Expiration of hours: All active points will keep existing expiration from the date occurred. Any hours missed after trial start will expire in 6 months from date of occurrence

Knowledge Check

Q & A



AT&T