

# Assort Group: Global Workforce Policy

**Version:** 2026.1 **Effective Date:** March 1, 2026 **Applicable To:** All Assort Staff (Global)

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## 1. Core Systems & Responsibilities

### The "Assort Staff App"

All staff are required to use the **Assort Staff App** for time and attendance. This app is the single source of truth for your pay.

- **Clock In / Clock Out:** You must clock in when you arrive and clock out when you leave.
- **Geolocation:** The app uses GPS to verify you are on-site. Clock-ins from home or transit will be rejected.
- **Lateness:** If you clock in after your rostered start time, you are automatically flagged as "Late."

### Roster & Shifts

- **Strict Schedule:** Your shift start and end times are fixed in the Roster.
- **Auto-Clockout:** The system will automatically clock you out at your scheduled finish time.
  - **Note:** If you are serving a client late, you must notify your Manager to adjust your timecard manually.
- **Overtime:** Assort operates on a **Strict No-Overtime Policy**. You should not be working past your rostered time unless explicitly authorized by a Manager.

### Break Deductions (Automatic)

The system automatically deducts break times from your total hours based on your shift length. You do not need to "clock out" for lunch.

- **Global Rule (JP, NL, HK, US, UK):** If you work **more than 8 hours**, a **60-minute break** is deducted.
  - **Australia Rule:** If you work **more than 5 hours**, a **30-minute break** is deducted.
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## 2. Location-Specific Leave Policies

Please refer to the section matching your employment location.

## Assort Tokyo (Japan)

- **Annual Leave (PTO):** Full-time staff receive **20 Days** per year (available from Day 1).
- **Sick Leave:** Assort Japan does not have a separate "Sick Leave" category. If you are sick, you must use your Annual Leave balance.
- **Public Holidays:**
  - The salon is typically closed on Mondays.
  - If you work on a Public Holiday that falls on an open day, you receive **Standard Pay** (Regular Rate).

## Assort Melbourne (Australia)

- **Annual Leave:** You accrue **4 Weeks (20 Days)** per year.
  - This is accrued bi-weekly (every pay cycle).
- **Sick / Carer's Leave:** You accrue **10 Days** per year.
  - *Requirement:* You **must** upload a medical certificate (photo) in the App for any Sick Leave claim.
- **Public Holidays:**
  - If the salon is open and you are rostered to work, you will be paid **Penalty Rates (2.5x)** as per the Hair & Beauty Award.

## Assort Amsterdam (Netherlands)

- **Annual Leave:** You receive **20 Days** per year (Flat rate).
- **Sick Leave:**
  - If you are sick, you must notify your Manager immediately via the App.
  - **Pay Rate:** Sick days are paid at **70% of your standard wage**.
  - *Duration:* This coverage applies for up to 2 years of illness, as per Dutch law.
- **Public Holidays:**
  - If you work on a Public Holiday, you receive **Standard Pay** (Regular Rate).

## Assort Hong Kong

- **Annual Leave:** You receive **20 Days** per year (Flat rate).
- **Sick Leave:** Assort Hong Kong does not offer paid sick leave for minor illnesses.
  - If you are sick, you must use your **Annual Leave** balance.
- **Public Holidays:**
  - If you work on a Public Holiday, you receive **Standard Pay** (Regular Rate).

## Assort New York (USA)

- **Vacation:** You receive **10 Days** per year.

- **Sick Leave:** You receive **40 Hours** (approx. 5 days) of mandatory paid sick leave per year.
- **Overtime:** Stylists and Managers are classified as Salary Exempt and do not qualify for overtime pay.
- **Public Holidays:**
  - If you work on a Public Holiday, you receive **Standard Pay** (Regular Rate).

## Assort London (UK)

- **Annual Leave:** You receive **28 Days** total per year (Inclusive of Bank Holidays).
    - *Breakdown:* 20 Days Vacation + 8 Days for Bank Holidays.
  - **Sick Leave:**
    - The first **3 days** of sickness are **Unpaid**.
    - From Day 4 onwards, Statutory Sick Pay (SSP) applies if you qualify.
  - **Public Holidays (Bank Holidays):**
    - If you work on a Bank Holiday, you receive **Standard Pay**.
    - *However,* to ensure you get your legal 28 days of rest, a **Day in Lieu** (+1 Day) will be added to your leave balance to be taken later.
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## 3. Leave Management FAQ

**Q: Can I carry over my unused vacation days to next year?** **A:** No. Assort operates on a "Use it or Lose it" policy. All Annual Leave must be taken by December 31st of the current year. Balances reset to 0 on January 1st (Except where local laws strictly prohibit this, e.g., Australia).

**Q: What happens if I forget to clock out?** **A:** The system will auto-clock you out at your scheduled finish time. If you actually worked later (with approval), you must message your Manager to correct your timecard.

**Q: How do I request time off?** **A:** All requests must be submitted via the **Assort Staff App**. Do not text or email your manager. Verbal requests are not valid.

**Q: What if I run out of vacation days?** **A:** You cannot request paid leave if your balance is zero. Any additional time off will be **Unpaid Leave** and requires special approval from HR.