

## Understanding Edited Clocks

When your colleagues clock in and out for their shifts they are making a declaration of their worked time and as a rule you should not edit the time a colleague has clocked for, but occasionally there will be times when this is the right thing to do.

### What causes an edited clock to impact my compliance?

- Your compliance is only negatively affected if you edit either (or both) of a colleague's clocks to create a shorter shift than the original clocks by the colleague.
- There will be circumstances when it is the right thing to pay a colleague for more hours than they have clocked for – this is always fine to do!
- The only reason you may need to edit clocks to reduce the length of a shift is if the colleague hasn't actually worked during that time - this is a colleague behaviour issue and should be addressed as such. For situations like these we give you a tolerance of 1 shortened shift per week before your compliance is affected, but the expectation is that you manage the colleague, not the timecard.

### What do I do if...?

- My colleague forgot to clock in when they arrived

*Ask your colleague to clock in as soon as they realise, then edit the clock in STAR to their actual start time – remember there is no penalty if you edit a shift to lengthen time worked*

- My colleague clocked out and then stayed late to serve a customer

*Ask your colleague to clock out again when they are done working and then delete the middle punch (this will ensure the most accurate record is kept).*

- My colleague clocked in when they arrived in store but didn't start work until half an hour later

*This is incorrect colleague behaviour and you should address this with the colleague. In this instance you should edit the clock in STAR to shorten the shift (this **will** show on your compliance reporting) – make sure you have added a comment to the punch for auditing purposes. Also make sure the colleague knows that you have shortened the shift and why and that you are able to evidence this conversation if needed.*

- My colleague clocked in and started working before their scheduled start time but I didn't ask them to

*Again, this is incorrect colleague behaviour and should be addressed, however in this instance the colleague has actually worked the time and should be paid for it. Leave the clock as is, but make sure the colleague knows not to do it again.*