

## Right First Time Pay - 3 Key Controls and **What** you Have to Do

Clock In and Out		Sign Off All Timecards	Don't Edit Clock
Control	All shifts should be clocked in and out when a colleague starts and finishes work.	All timecards signed off every week. No zero hour timecards.	Clocks should not be edited where this cause the duration of the shift to be shorter. (Fine to make the shift longer)
Minimum Standard	90% of shifts clocked as a minimum	All signed off (or ticket to escalate) each week by the 3pm Monday deadline. (Normally extended for Bank Holidays) All timecards should have all contracted hours accounted for – no zero hour timecards.	Tolerance of one edit per store per week.
Other Information	We need to know when our colleagues have clocked so we can ensure we're getting their pay right. We also have a legislative requirement to keep accurate records of worked time. Colleagues should be clocked in for any worked time included briefings and searches. Use the clocking fall back process if your store experiences a power cut of connectivity issues.	Branch Managers need to ensure their teams timecards are always signed off so that they can be paid properly. Timecards should not have zero hours on them - contract hours should be always be accounted for so we have an accurate record of what happened in the week. From Week 27 Branch Manager's are able to and should sign off their own timecards.	The only reason for editing a clock that reduces the duration of the shift is if the colleague clocked in before starting work or clocked out after finishing work. This is unacceptable and represents a control issue in your store which needs to be addressed.
Who's Responsible and Accountable	Colleagues are responsible for ensuring they clock in and out when they start and finish work. Whilst on the very rare occasion a colleague may forget, repeated instances of forgetting are not acceptable and Branch Managers are accountable for addressing poor compliance.	Branch Managers are accountable for ensuring their teams timecards are signed off - this includes during periods of planned absence where they must ensure a robust plan is in place to ensure their team are paid correctly whilst they are not there. Signing off a timecards is a declaration that it has been double checked and is an accurate record of what pay should be processed. In instances of unplanned absence the Regional Manager should ensure the necessary support is given to the store to ensure all timecards are signed off.	Colleagues are responsible for ensuring the time they have worked is for worked time and reflective of what they need to be paid for. Clocking in or out before actually starting work is not acceptable as it is a declaration that this time should be paid. Branch Managers should address any issues.
Tips	<ul style="list-style-type: none"> <li>* Use the clocking trending reports to identify colleagues that are routinely forgetting to clock.</li> <li>* Ensure all new starters are enrolled onto the Kronos terminal on their first day in store.</li> <li>* Ensure the store has an S card.</li> <li>* By exception if there is a physical limitations that stops a colleague using the biometric system to clock in your TPC can set the colleague up to use a keyed entry to clock.</li> <li>* Ensure you print copies of the clocking fall back form and leave in your fall back box.</li> </ul>	<ul style="list-style-type: none"> <li>* Ensure you have a properly trained second use in the store for periods of absence.</li> <li>* Use the 'help me' button on the timecard signoff report if you're unsure of how to process a certain scenario on a colleague's timecard.</li> </ul>	<ul style="list-style-type: none"> <li>* Ensure your team are clear when they should be clocking in and out.</li> <li>* In general if a clock needs adjusting you should edit the clock - not delete and insert another clock.</li> </ul>