



Kelly

Policies and Procedures

This manual will outline company policy and procedure, show you how to use your Deputy account, and how to ensure your success as a Kelly Services Interpreter.

Contents

Getting Started in Deputy.....	2-7
Work Requirements and Expectations.....	8-11
Policies and Procedures.....	12-30

Getting Started in Deputy

Once you are enrolled in training, you will receive an invitation to Deputy via e-mail. Please be sure to check your spam/junk folder if you do not see the email. Once you receive your email, please take time to sign-up, and follow the steps listed below to better understand the application and its function. After reading this document, you will have the necessary knowledge to use Deputy. You will just need to setup a password and enter your basic contact information.

Please do not change your name or your employee number as we use this information for payroll purposes.

Submitting your Availability

At this stage in the training process, you will have already given your Kelly Recruiter your hours of availability. Please be as specific as possible when you are submitting your hours of availability, as all new interpreters are locked into their confirmed schedule for 90 days. **We do operate based on client need, and we are provided hours by our client based on current staffing.** Scheduling Coordinators select shifts that fit within your provided time range based on client need to satisfy the hourly staffing requirements as defined by Language Lines Solutions. To secure the hours an interpreter prefers, please be as specific as possible when advising the Kelly Recruiter when you are available.

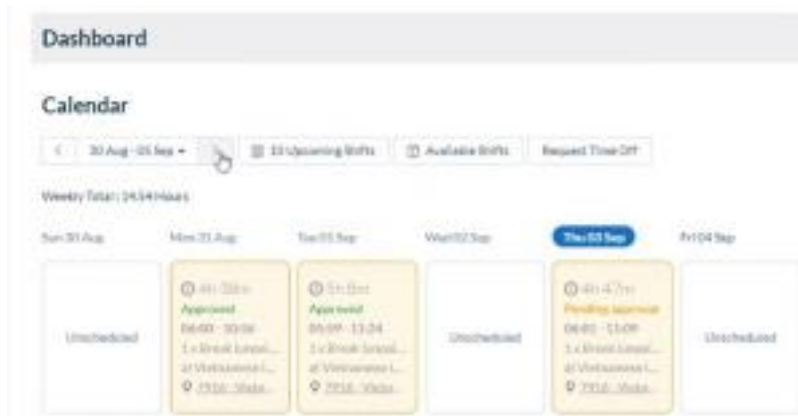
Schedule Changes

Schedule change requests may be submitted to 33UL@kellyservices.com. Please note schedule changes are approved based on current client needs. **Any approved schedule changes will go into effect with the next month's schedule posting.**

Schedule changes are posted the first week of the month prior to the month being posted. Schedule changes must be submitted the week before the posting to be considered for approval. For example, the schedule for March will be posted the first full week of February, so changes would have to be submitted the last week of January.

Viewing your Schedule

After logging into the website, you can view your scheduled shifts on your "Dashboard." This will be located at the bottom page of your "Me" tab.



Additionally, you can view your schedule from the following tab.



Note - your schedule will always be posted in Pacific Standard Time regardless of your geographical location. It is the interpreter's responsibility to convert their personal time zone to PST and vice-versa. All times provided to 33UL@kellyservices.com must be in PST only.

You can view your upcoming shifts by changing the time range under Calendar.

Entering your Hours

For you to be paid for your hours worked, it is important for you to understand how to use the "Me" tab. The "Me" tab is used to start your shift, manage your break times, and end your shifts.

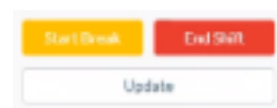
Starting your Shift

Please note unscheduled shifts are not permitted under any circumstance. When going to start your shift, if Deputy shows "Start Unscheduled Shift" you are not allowed to clock in. If you believe there is a scheduling error, you must immediately email 33UL@kellyservices.com for assistance. You may only work when scheduled in Deputy. If it is found that an INT is working unscheduled shifts, they will be issued an immediate final warning. Going forward INT will not be paid for hours worked unscheduled. If INT is found to be working unscheduled again it may be grounds for immediate termination.

After selecting the "Me" tab, you would need to click on the "Start Shift" button on the left panel. A confirmation window will appear.



This will change your toolbar to the following:



You will then use this tool bar to **start your break, end your break**, leave shift notes, and **end your shift**.

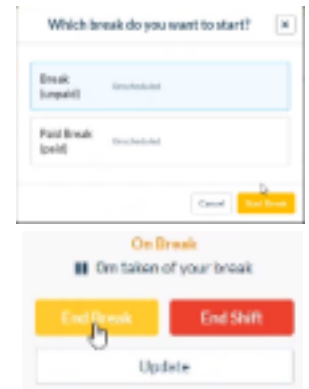
Note – If for some reason you are unsure if you started your shift, or if there are technical issues, please put a note in your timesheet stating that you had difficulty signing into your shift today. You would need to add a note to your timesheet with the following: “**(Date) log in/out OR break at (time) due to (Reason).**” You will then email 33UL@kellyservices.com following your shift to notify us as well so that we may make a note for you in Deputy.

Managing your Breaks

When your scheduled break time arrives, click the “**Start Break**” button.

A pop-up window will appear. **Remember to select the “Break (Unpaid)” unless directed by a Kelly Team Member.**

A timer will begin below your name. Once your scheduled break ends, press the “**End Break**” button.



You will repeat this process for all your scheduled breaks.

Interpreters are required to take their breaks as close to their scheduled time as possible. If interpreters take long calls or back-to-back calls, which cause delays in break times, please take your break immediately following the call. Please be sure to add a note to your timesheet with the following: “(Date) late break at (time) due to a servicing long call.” You will then email 33UL@kellyservices.com following your shift to notify us as well so that we may make a note for you.

Ending your Shift

Once your shift ends, click the “**End Shift**” button.

Please confirm that the start time, end time, and all break times are correct once your timesheet appears. You will then press the “**End Shift**” button in the lower right corner to finalize your shift.

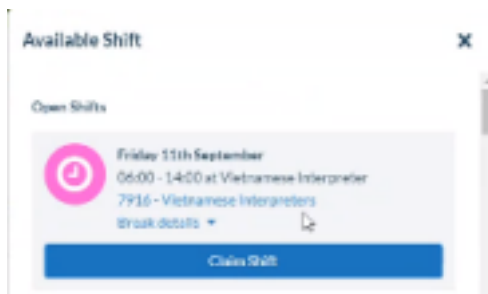


Note – If at any point you realize there are issues with your time reporting, please indicate via your timesheet and address what the problem is. Please also email 33UL@kellyservices.com to notify us of any issues or errors.

Picking up Shifts

On your “Dashboard” you can pick up shifts by clicking the “Available Shifts” button.

A pop-up window will appear with a list of potential shifts.



Once you click “Claim Shift”, a notification will be sent to your e-mail address, and it will appear in your schedule. **You will be obligated to fulfil the entire shift.**

Note – if you are unable to work the required hours of the shift, please do not claim a shift.

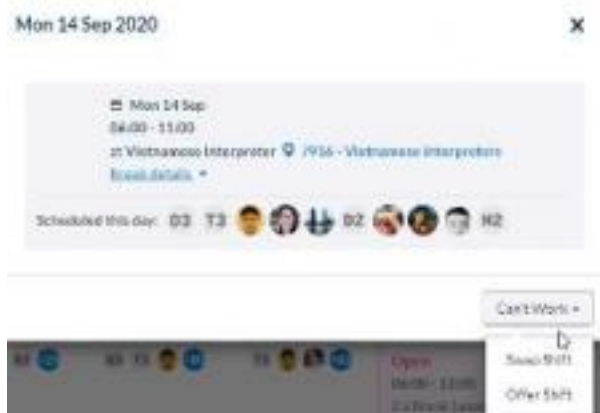
After clicking on the “Claim Shift”, you will receive a notification to your email. Please note that by picking up a shift you are agreeing to fulfil the entire shift. **If you are only able to work a portion of the shift, you must email 33UL@kellyservices.com prior to adding the shift to your schedule so that we may manually adjust the shift and add it to your schedule for you. Shifts added to your schedule will not be adjusted.** Once a shift is picked up you will remain ultimately responsible to fulfill those hours for that day.

Deputy will not allow you to pick up open shifts if they would put you over 8 hours in a day, over 40 hours in a week, overlap with your current schedule, or do not provide adequate rest periods between your existing shifts. If you do not see any open shifts, it is because one or more of these blocks are preventing Deputy from adding those shifts to your schedule.

Trading/Offering Shifts

On your “Dashboard” click on the shift that you want to offer or swap.

A pop-up window will appear. Click on the lower right tab for your specific option.



- If you offer the shift, it will appear in the “pick-up” list for everyone to view. **Please be advised that the any shift still showing on your schedule will still be your responsibility to work until someone picks it up.** You can also use this window to offer the shift to specific interpreters or just click “Select All.”
- If you swap the shift, it will generate a list of interpreters who can trade shifts with you. You would need to communicate beforehand with that specific interpreter before sending out the request using the newsfeed.

Documenting Shift Issues

During your shift, you can leave a note on the “Update” section below your “**Start Break**” & “**End Shift**” toolbar. When you click on the “Update” button a window will appear. You will just need to leave a comment and then press “Update” in the pop-up window.



Please note: Any urgent concerns such as shift errors, scheduling errors, or payroll issues should be directed to 33UL@kellyservices.com.

Request Leave

If you need a full day off, you will request a leave in Deputy by following the below steps. (Keep in mind that by requesting the leave, you agree that you cannot work during this time.) **Leaves are subject to review and are not approved for INTs in their first 60 days unless pre-approved during the interview process.**

Interpreters will not request time-off through Language Lines Solutions' portal.

To submit a leave request, click on the “Request Time Off” button under your “Dashboard.” You will then select “**Leave**.” Please note the unavailability feature is not supported in Deputy and will cause errors when requesting time off.

A pop-up window will appear. You will just need to fill in your request addressing your current scheduling team. Select any member of the US Talent Care Team and then press “Add”.

Pro tip: Under your profile, you can check if your leave requests have been approved. If you are uncertain, please check your mailbox as a notification will be sent out to you when everything is done. Please be sure to read comments to your leave approvals or denials, as they include important information.

Newsfeed

This section of Deputy is for our system admin team to relay information. Please be sure to check this page often and confirm any important messages.

Support Information

Kelly Services

Please reach out to the Talent Care team for scheduling and shift issues, as well as login issues with Deputy:

E-mail: 33UL@kellyservices.com

If you have any questions about the functions of Deputy, please reach out to your Talent Care team for more information. Please send your questions to 33UL@kellyservices.com

Work Requirements and Expectations

Initial Job Requirements:

- ✓ Government-Issued Photo Identification and Proof of Social Insurance Number
- ✓ Screenshot of Speed Test We require you to conduct a speed test with your cell phone using this link: <http://speedtest-us.llsapi.com/> which needs to be provided to your recruiter during orientation.
- ✓ All employees must reside in the United States or Puerto Rico. Interpreters may not work outside of the United States or Puerto Rico under any circumstance at any point during their employment with Kelly Services.

Our team does monitor workplace locations via Geolocation. If Geolocation continues showing you outside the US or PR, we will request for an INTs PIN to be blocked until they reply to an email from our team explaining why they show clocked in outside the US or PR. We will require an updated speed test form any INT showing outside of the US or PR to confirm your updated location within the US or PR.

If an INT plans on leaving the country for travel at any time they must notify 33uL on their leave request. Our team will block your PIN while you are located outside of the US or PR, and your PIN will be unblocked prior to your return by our team.

Work Expectations:

Interpreters should only send correspondence to Kelly Services Representatives using their personal email address. Rackspace emails will not be responded to and should be used only for communication with LLS, Clients, and LEPs.

- ✓ Interpreters are not to change their availability within their 90-day probationary period.
- ✓ Minimum requirement hours: please see requirements per language on page 19.
- ✓ Successful trainees are required to go-live after training, as per training calendar. A test will be given during training that must be passed to continue interpreting.

Training, Deputy, and Interpreting App Access:

- ✓ You should receive the training invite including glossaries, how to log into Deputy, go on to teams etc. prior to your training
- ✓ All interpreting app and training links will be provided to talent from the appropriate representative accordingly.
- ✓ LLS Library: interpreters can subscribe to the portal to get the most up to date reference guides. INTs can request live agent when needing help with resources within the LLS application. This will be discussed further in your training.

✓ Training schedule will be published on Deputy under your “shifts.” You will need to log into Deputy and “start” the shift during the beginning of the shift. Schedules are posted 30 days at a time. Your schedule will remain the same for 90 days.

Technical Requirements:

Burner phones are NOT allowed following training.

Connectivity Requirements:

Internet connection must be a reliable, high speed, fixed line, dedicated for work.

Hardwired internet service (i.e. your internet provider has a wire from a street pole to your house) such as DSL, cable modem, or fiber optics is required.

Using a shared/ community service, satellite service, hotspots, Mobile Wi-Fi devices, or public networks is strictly prohibited. This also includes HOA provided internet where you cannot access your router as this is a shared network/service.

Internet speed must meet the following minimum requirements:

Download speeds of no less than 5 Mbps

Upload speeds of no less than 3 Mbps

Ping value of no more than 300 ms

Jitter Value of no more than 30 ms

Wired vs. Wireless: a wired Ethernet connection is preferred for improved stability and security; however, Wi-Fi connections are permitted.

Personal wireless routers are not preferred, but are allowed, provided that the Interpreter and their device are located as near to the router as possible. If your Wi-Fi connection is deemed to not be meeting the proper requirements an ethernet connection can be requested by the client at any time.

Meeting internet standards for our client is a requirement for this position. Failure to meet the internet requirements outlined and requested by our client can result in PIN blocks. If the client finds your internet to not be meeting their needs, they can request adjustments be made as outlined above.

Equipment Requirements:

Equipment condition:

- Mobile devices must be in good working order.
- Prepaid phones (burner) are NOT permitted.
- Some older models (Android & iPhone) cannot update to the latest OS and should be avoided as they may no longer receive security/vulnerability updates, performance improvements, etc.

Equipment and Operating System Requirements:

- Apple iOS 15 or higher for iPhones
- Android OS 12 or higher for Android

Windows:

1. Currently supported OS versions
 2. Active and updated antivirus
 3. A modern and updated browser
- RESTRICTION: Kaspersky products are prohibited

Mac:

1. Currently supported OS versions
 2. Active and updated antivirus
 3. A modern and updated browser.
- RESTRICTION: Kaspersky products are prohibited

ChromeOS:

1. Currently supported OS version
 2. A modern and updated browser.
- Huawei and ZTE Corporation hardware is prohibited.

Phone Chargers:

1. Must have the ability to charge the smartphone & use the headset at the same time.
- If using iPhone 7 or higher, a 3.5 mm (about 0.14 in) Audio + Charger adapter is required.

- If using Android, a USB-C adapter is required in some instances.
- The adapter must support the ability to utilize VOIP (voice over IP)

Headsets:

- Headsets are required to be wired with a boom-style microphone.
- Wireless headsets or earbuds are prohibited.
- It is recommended that the microphone have a unit-directional voice pattern & noise- canceling technology.
 - It is not recommended to use the speaker mode.

Restricted Brands:

Kaspersky products are prohibited.
Huawei hardware is prohibited

All interpreters, with the exception of those located in Puerto Rico, will move to VRI (Video Remote Interpreting) after the end of the 90-day probationary period as equipment becomes available. This is a VRI interpreting position, and VRI will be required for all employees located within the United States. Those moving to VRI will receive the proper equipment to receive video calls through LLS and will receive training upon the receipt of this video equipment. This equipment is the property of Language Line Solutions and must be returned upon the end of your contract. If this equipment is not returned after 15 days, you may face additional charges or legal action.

Internet:

All Interpreters must have access to stable and consistent internet. Hotspots, satellite connections, and the use of VPNs are not permitted per LLS.

All INTs must have a **private** internet connection. Guest internet, public group internet, and hotel internet is not permitted. Guest internet includes vacation home rentals such as AirBNB or VRBO rentals.

Devices must be put into “airplane mode” while working.

All internet sources must meet the minimum bandwidth requirements.

Minimum bandwidth and speed test result requirements:

*Please note if you change residence or work from a different location temporarily, you will be required to submit a new speed test.

Download Speed	5 Mbps
Upload Speed	3 Mbps
Ping	< 300 ms (potential issues above 120 ms)
Jitter	< 30 ms

Any INT who is found to be using internet that does not follow the above requirements or specifications will have their PIN blocked in LLS. No calls will be able to be taken until the issue is resolved.

Space requirements and Other Supplies:

✓ Interpreter’s will need to supply their own **headset** and a **shredder or whiteboard**.

✓ While you are working, you will be taking notes. The notes must be destroyed at the end of each shift. If you are using paper, you will need a shredder to destroy the notes. If you wish to use an electronic format for note taking you will need an erasable tablet like a Boogie Board. **You cannot use a personal laptop to take notes due to privacy requirements.**

✓ A private, quiet, home office space free from distraction

- Boogie Boards can be provided upon request if you do not have access to a whiteboard or paper shredder.
You may not use the mute button to block out noise. The mute button is not permitted due to the types of calls you will be handling.

You must be able to be marked available for the entirety of your shift.

****** If you ever work from a location that is not your home address you must provide the updated address and a passing speed test from that location prior to the start of your first shift at the new location. INTs may work from a location that is not their home for a maximum of 30 days.

Schedule:

- ✓ We do operate based on client need. If there is a change in client need or requested staffing schedules may be altered to fit our current availability.
- ✓ All communication and all tools will be in ***PST***
- ✓ We recommend interpreters provide as many hours as possible for their potential availability.
- ✓ Employees are expected to check the Deputy News Feed often to confirm any important posts.

Payroll:

You will be paid based on hours scheduled and worked, not the number of calls taken.

- ✓ Pay Cycle – Every Friday
- Payroll Hotline: 1-866-535-5948
- ✓ ePay Stub set up
- <https://ebpp.documentdna.com/kellyus/login.aspx>
- ***ALT ID*** is on your first paper check on the right hand on the top
- ✓ Kelly Employees Perks Program:
- <https://www.mykelly.us/us-mykelly/perks/employeeperks/employee-discounts/>

Important Contact/Resources:

- ✓ Interpreter Help Desk: IHD@languageline.com- Toll Free at 1-800- 874-0271 (24/7)
- ✓ Workday Inquiries: 33UL@kellyservices.com

Team Contact Information:

If you have any questions about the information regarding orientation, please reach out to your Kelly Recruiter or Kelly Talent Care team for more information. Please send all general questions to 33UL@kellyservices.com.

We here at Kelly Services are happy to have you join our team, and we are looking forward to working with you in the future.

Changing Your Residential Location -

INTs who move homes must submit their new address to 33UL@kellyservices.com prior to the start of their first shift at this location, as well as a speed test from this location. Internet at your new home location must meet the same initial internet requirements. This notification should be made well in advance of your relocation. Proper communication will allow us to:

1. Update your contact information and ensure you continue to receive important notifications and updates.
2. Adjust scheduling and work allocation to accommodate your new location if applicable.
3. Address any regulatory or compliance requirements that may vary depending on your location.
4. Maintain the quality and continuity of our interpreting services.

Please email us at 33UL@kellyservices.com with your updated address and relocation date with at least a week's advance. If you are needing to move immediately due to an emergency, please let us know right away as soon as you have a relocation date, even if it's the day after. We will have to review job availability based on client needs for any permanent relocations, and hours in different areas are never guaranteed.

If you decide to travel for a family or friend visit in another state, please note that should you spend more than 30 days in this temporary location, we will have to process an address change for tax purposes. This same process applies if you leave in Puerto Rico, and you temporarily travel to the US and vice versa. If an INT wishes to work from another private home location with a quiet work environment and private internet, they must supply the following prior to the first shift at this location:

The address of the place from which they will be working.

A passing speed test from this location.

Scheduling Requirements – All scheduling requirements are determined by language of interpretation.

We cannot schedule any Interpreter for more than 5 days per week, more than 8 hours per day (7.5 working hours), or more than 40 hours per week. We do require a minimum 12-hour rest period between the end of a night shift and the start of the morning shift the next day. Schedule change requests will remain in effect for a minimum of 90 days after their effective start date with the exception of ASL INTs who can change their schedules monthly.

Spanish and T3/OSL Interpreters located are required to work a minimum of 15 hours per week.

ASL Interpreters are required to work a minimum of 10 hours per week.

******These hour counts do not include breaks. For example, five shifts at 5.5 hours per day would equate to 25 hours for the week due to the required 30-minute breaks.

We do operate based on client need. If there is a change in client need or requested staffing schedules may be altered to fit our current availability.

Transferring Calls: Per LLS guidelines, SPA and T3/OSL INTs may transfer a call after 2 hours of *continuous interpreting*, and ASL INTs may transfer calls after 30-minutes of *continuous interpreting*. This means an INT must be continuously signing without breaks for 2 hours or 30-minutes depending on your language of service. In these cases, following the 2 hours or 30-minutes of interpreting an INT may conduct a soft transfer to disconnect the call. This transfer must be reported using a call report and the situation must be emailed to 33uL following the shift.

If a client places you on hold INTs are expected to exhaust all efforts to reach the client and LEP. If the client and LEP continue to keep an INT on hold the call may be disconnected. Following this disconnection, a call report must be made, a note must be left on the timesheet following the shift, and an email must be sent to 33uL following the shift so a note can be made.

Timekeeping and Payroll

Kelly maintains accurate records of hours worked by all employees to ensure correct and timely pay. Kelly uses Deputy (scheduling system) to track and verify assignments worked by employees. Each employee is responsible for verifying the hours in the scheduling system are correct. Any falsification or misrepresentation of time or attendance may result in disciplinary action, up to and including suspension or termination.

Submitting Your Time:

Scheduling System- Deputy

You are responsible for verifying that your hours are accurately reflected in the scheduling system. Your responsibility is to log your hours for each shift into the scheduling system before Kelly can process your time. We recommend checking the hours for each completed shift to ensure accuracy.

If you submit hours that you were not scheduled to work, those hours will not be approved.

All hours submitted are cross checked with the app that you use to take your calls. Your app tracks your log in/log out time, lunch and breaks.

Inaccurate Timesheet Submission:

Inaccurate timesheets or falsely reporting hours worked: Defined as a terminable offense that involves altering, changing, or modifying a document with incorrect/false information will result in immediate termination.

You are paid for the time that you are logged in and available in the LLS interpreting application. Submitting a timesheet for anything else can be considered inaccurate. The timesheet approval team will cross check the time submitted with the time available in the call logs. Time not available will be deducted.

Kelly Talent Advisors (Supervisors) will communicate one Warning. If the behavior is not corrected, second occurrence will result in Termination.

Time spent on technical issues with LLS can be submitted on a non-productive time form. LLS reviews forms on a monthly basis. If it is found that the issue was on LLS equipment or technology, it may be approved and paid by Kelly at a later date.

Resignation and Rehire Process

If any Kelly Employee resigns in good standing, they do maintain the right to go through the rehire process after a minimum of 6 months of separation with the company. If an INT resigns in good standing with the option for rehire, please note it will be at the discretion of our client. Resigning in good standing includes providing and working a 2-week notice. We do operate based on client need, so the schedule and hours offered would be based upon what they have available at that time. Our client would also review your file to determine if retraining is needed based upon the amount of time previously worked and other factors. No employee is guaranteed a position when going through the rehire process due to our operation based on client need.

Employment

Please note you are a Kelly Services employee working with our client Language Line Solutions. Through this contract we operate based on our client's needs and direction. If the client requests specific action to be taken regarding your assignment, any outlined progressive discipline may be disregarded. All inquiries regarding this matter must be directed to 33uL@kellyservices.com to a Kelly Services representative.

Peer Support

At Kelly, we understand that you experience long, stressful, and challenging calls throughout your day. Due to the nature of the calls taken, some individuals may find it helpful to speak with a representative. Today I am happy to be sharing the introduction to our Distress Support Program. This program provides you with an additional resource when dealing with challenging or stressful calls. Below you will find the necessary steps on how to access this support.

- a. If you experience a difficult call, please take a second to evaluate whether or not accessing the Distress Support Program is necessary.
- b. If you believe that you would benefit from speaking to an individual from the Kelly Team, you can email 33UL@kellyservices.com with the subject heading “**Peer Support-URGENT**” and a representative will be in contact to provide support.

Policies and Procedures

We are so happy to have you joining our team and interpreting with us here at Kelly Services! Below you will find an outline of our company policies and procedures. These are to be used as a point of reference for all employees. Failure to follow these policies and procedures can result in disciplinary action, and even contract termination. If there are any questions about the policies and procedures below, please contact 33UL@kellyservices.com.

Occupancy Report - Language Lines/Kelly Services are monitoring the call volume and Schedules of Interpreters. An audit is run on a weekly basis to determine certain issues that could be occurring such as:

- Working outside your scheduled shift times
- Taking additional breaks or unscheduled breaks in excess
- Quick Hang ups or Refused calls

Muted calls

Switching from available to unavailable repeatedly during a shift

**** Please note for **INTERPRETER CONNECT** users, the use of the unavailability state is NOT PERMITTED. When taking breaks you must LOG OUT of your interpreting system. The unavailable and unavailable break states should never be selected. Please select only "Log Out" for your state change at any time. Using the unavailable setting will cause you to appear on our occupancy report. Appearances on the occupancy report due to the use of the unavailable state can lead to disciplinary action.****

For users in the **LINC system - which is for ASL INTs and VRI INTs- you will log breaks using the break status.**

If we identify you as having one of these occurring issues, we will reach out to discuss and you will be given an opportunity to correct the behavior. If behavior continues, then disciplinary action can/will be taken in the following order.

Disciplinary Action:

Coaching/Education by member of the Talent Care or Scheduling Team

First Warning – In Writing of what you can improve to avoid future reports

Second Warning – in writing advising next steps which can include termination

Final Warning--In writing that if there is no improvement that if you appear again it may result in termination

Termination – receive in writing effective date

We want to make sure you are successful, please make sure you follow your schedule as it is posted. Any issues occur or any assistance needed, please reach out to the Kelly team via 33UL@kellyservices.com

Adherence:

All of your posted shifts in Deputy are timeframes that we save specifically for you. We inform our clients and LEPs that you will be scheduled during this time and working your posted shift. Not working these posted shifts can cause our clients and LEPs to miss important services. This is why we stress that it is very important to adhere to your schedule as well as communicate with our team about these shifts.

Adherence Report - A report is run weekly to review Interpreters' adherence to their posted schedules. Interpreters are responsible for showing up to work on time and working their posted shifts in their entirety.

Kelly Services makes every effort to accommodate leave and absence requests that are submitted. Interpreters are expected to take responsibility for the appropriate use of time off. If you must miss a shift for any reason, please be sure to follow the steps outlined for requesting leave. This report allows us to see the big picture regarding worked shifts.

Attendance Report - A report is run daily to review Interpreters' attendance for a single shift in the week.

Interpreters are expected to take responsibility for the appropriate use of time off. If you must miss a shift for any reason, please be sure to follow the steps outlined for requesting leave or providing an excuse note.

Excessive absences, tardiness, abuse of leave, and failure to report or call in will not be tolerated and may result in disciplinary action, up to and including dismissal from employment.

Disciplinary Action:

Coaching/Education by member of the Talent Care or Scheduling Team. Provides in writing of what you can improve to avoid future reports.

Warning – In writing notice that improvement has not been seen.

Termination – In writing that there was no improvement. Will receive in writing effective termination date.

The following examples are for illustrative purposes and demonstrate some, but not all, of the scenarios where discipline may result:

Any missing time from a shift- whether it be a fully missed shift, a late arrival, an early leave, or missing excessive time in the middle of a shift- can be subject to appear on the adherence and attendance reports. Below you will find the steps to follow should you need to miss any of your scheduled working time:

For days where you cannot work a full shift you can be fully excused by being on a pre-approved leave or by having an offered shift be picked up by another interpreter. If a leave is denied or the offered shift is not picked up the INT does remain responsible for those hours. These shifts are reviewed for adherence when going unworked because we save these shift times specifically for you.

Denials for leaves will be included in the denial comment in Deputy. Please note for US interpreters 15 days of leave are allotted for each year. These 15 days are applicable to days where leaves are requested on or prior to the date of the leave. Past date leaves will not be approved and will not excuse the absence unless a verifiable doctor's note is provided within the week of the absence.

Days that are missed can also be fully excused following the provision of a verifiable doctor's note within the week of the absence.

If you are ill and unable to communicate with 33uL we ask that an individual you trust who can be verified as a contact provide communication on the situation so that we can work to assist you.

Doctor's notes must list the days you are to be excused. Notes that only list one given day will only cover that listed date.

For days where you know in advance that you must miss a portion of your shift you must request a partial leave to be approved with a minimum of 24-hour advance notice. If the partial leave is not approved and entered, you do remain responsible for the posted scheduled shift.

If an emergency arises causing you to be late, must leave early, or must miss an excessive portion of your shift for any reason you are subject to appear on the adherence/attendance report. Sending an email to 33uL will not fully excuse this missed time. A verifiable doctor's note must be provided to fully cover this missed time.

Missing 3 Monday shifts will result in termination of contract.

Inaccurate timesheets or falsely reporting hours worked: Defined as a Terminable offense that involves altering, changing, or modifying a document with incorrect/false information such as marking hours as worked where you were not online and available in the interpreting system. Will result in immediate termination.

Prevention from appearing on the adherence report includes being on an approved full day leave, partial leave, or by providing verifiable doctor's notes provided to 33uL within the week of the absence. Doctor's notes must list all days to be excused as well as the INT name as either a patient or caregiver.

Adherence and Break Policy:

Failure to follow your schedule exactly as it is posted in Deputy will negatively affect your adherence. This includes starting your shift at its designated start time and ending your shift at the designated end time. If you are ever on a call that extends past your shift end time, you are to finish servicing the call and **immediately** log out. You must also add a comment to your timesheet using the below example. The note would help the approving team to approve your timesheet. Please also email the note to 33uL so that we may also make a note for you.

Adhering to your posted schedule also includes taking your breaks exactly as they are scheduled in Deputy in their entirety. Taking breaks as close as possible to the scheduled time is a requirement. In the case that you are on a call and are not able to take the break at the scheduled times please take your break immediately following the call.

5-minute break policy for SPA and T3 INTs:

If you need to use the restroom, get a glass of water, or take a break after back-to-back calls, please do so with discretion. Kelly Services does allow you to take 5-minute breaks as needed, however we have seen a pattern in some instances of these breaks being used excessively.

For example, a 5-minute break after every call or 5-minute breaks that equal 10 to 30 minutes when the shift was only 4 hours long. These additional breaks will be removed.

Please note all schedules and breaks are based on our client's needs, and we have clients and LEPs that are counting on you to adhere to your schedule.

5-minute break policy for ASL INTs:

Please see the ASL Break Policy page for more information on breaks for ASL INTs

Adherence and Attendance Report- SPA Monday Pilot INTs

Pilot INTs have a shortened disciplinary action course due to only holding 2 shifts per week.

Disciplinary Action:

First and Final Warning- Contact made by member of the Talent Care or Scheduling Team. Provides in writing of what you can improve to avoid future reports.

Termination – In writing that there was no improvement. Will receive in writing effective termination date.

Additional Adherence Information

Unscheduled Shifts – Unscheduled shifts are not permitted under any circumstance.

When going to start your shift, if Deputy shows “Start Unscheduled Shift” you are not allowed to clock in. If you believe there is a scheduling error, you must immediately email 33uL@kellyservices.com for assistance. Staying online and logged in for a shift accepting new calls following your designated clock out time is also considered working unscheduled. **You may only work when scheduled in Deputy. If it is found that an INT is working unscheduled shifts, they will be issued an immediate final warning. Going forward the INT will not be paid for any hours worked unscheduled. If the INT is found to be working unscheduled again it may be grounds for immediate termination.**

LLS has created reports for Kelly to use to do intra-day checks for people who:

- 1) Mute Calls
- 2) Forward calls to others but remain on the line silently
- 3) Quick Hang Ups
- 4) Short Calls
- 5) Video Call Refusal

LLS will also be reviewing the same data with their internal teams. If Kelly Services or LLS identifies a violation of interpretation protocol and Kelly Services completes an investigation, those who are found to be in non-compliance will be subject to disciplinary action.

Please be aware of the following:

INTs should never be on mute. There are no exceptions to this policy. Interpreters should not mute themselves in between calls. Any calls arriving while on mute will drop. Also, time spent on mute is calculated to a daily total which can result in PIN blocks and/or disciplinary action. INTs should have their status set to available at all times during their shift unless they have a scheduled break. If an INT is going on break, please click the break button or lunch button. INTs should have phones fully charged at the beginning of the shift and use the required charger and adapter to avoid service interruption. Quick hang ups- calls without speaking/hanging up within short periods of time- are not permitted. Short calls- disconnecting one call after another in a short period of time- are also not permitted. If you are experiencing issues hearing callers or calls are dropping or other technological issues, you need to report the problem immediately, keeping track of when the issue occurred and when it was reported. If a call must be forwarded, advise the caller and a warm transfer should be used to introduce the caller to the Interpreter answering. Under no circumstances should a call be forwarded, and the initial Interpreter remains on the line in silence while another Interpreter assists the caller. Also, do not “background” the application during your working hours. Doing so will trigger some of these error conditions. Any video refusals due to technological or Client/LEP errors must be reported via a Service Request.

Please make sure you follow the process and report SR if needed to the LLS team – We are here to help, so we will issue coaching emails first and if it continues to happen, we will give you **three warnings** to allow you to make necessary behavioral corrections. If the issues are not resolved, we will proceed with contract termination.

***For Puerto Rico INTs, absences of 3 consecutive days without notification will be considered desertion of employment, and we will proceed with the termination of employment immediately.**

- a) Inaccurate timesheets or falsely reporting hours worked: Defined as a terminable offense that involves altering, changing, or modifying a document with incorrect/false information.
 - a. Will result in immediate termination

Inaccurate Timesheet Submission:

You are paid for the time that you are logged in and available. Submitting a timesheet for anything else can be considered inaccurate. The timesheet approval team will cross check the time submitted with the time available in the call logs. Time not available will be deducted.

Kelly Talent Advisors (Supervisors) will communicate one Warning. If the behavior is not corrected, second occurrence will result in Termination.

Time spent on technical issues with LLS can be submitted on a non-productive time form. LLS reviews forms on a monthly basis. If it is found that the issue was on LLS equipment or technology, it may be approved and paid by Kelly at a later date.

Break Policy for SPA and T3 INTs

Breaks are assigned based on the number of hours you work on a day.

4 hours shifts include a 15-minutes paid break.

5-, 6- and 7-hours shift include a 30-minutes unpaid break (lunch)

7.5 to 8 hours shift include a 15-minutes paid break and a 30-minutes unpaid break (lunch)

Since break times are calculated based upon hours worked, if you are scheduled to work a shift that has a paid break time, but if you do not work the full allotment hours required, the paid break time will be deducted from your timesheet based on the number of hours you work on a day.

Take the breaks as close as possible to the scheduled time. In the case that you are on a call and are not able to take the break at the scheduled times, please take your break immediately following this call.

If you need to use the restroom, get a glass of water, or take a break after back-to-back calls, please do so with discretion. Kelly Services does allow you to take 5-minute breaks as needed, however we have seen a pattern in some instances of these breaks being used excessively. For example, a 5-minute break after every call or 5-minute breaks that equal 10 to 30 minutes when the shift was only 4 hours long. These additional breaks will be removed.

Please note all schedules and breaks are based on our client's needs, and we have clients and LEPs that are counting on you to adhere to your schedule. Any additional breaks must be noted in your timesheet following your shift with an email also sent to 33uL. INTs are paid based on time spent online and available, so the removal of breaks is at the timesheet team's discretion and can be subject to review at any time.

See below how to log your breaks in Deputy:

You DO NOT have to enter short breaks. Only enter your scheduled breaks.

Managing your Breaks:

Once your shift starts, you can click the "Start Break" button when your break begins.

A pop-up window will appear. Remember to select the "Break (Unpaid)" unless directed by a manager.

A timer will begin below your name. Once your break ends, press the "End Break" button.

You will repeat this process for all your scheduled breaks.

Break Policy for ASL INTs

ASL INT breaks are assigned based on the number of hours worked in a day.

10-minutes of unscheduled paid break time per scheduled hour to be used as needed by ASL INTs

(EX: 4 hour shifts receive 4 10-minute paid breaks to be used as needed over the course of the shift)

Please note these breaks cannot be used at the end of the shift for an early log out, as this will shorten the timesheet.

Breaks cannot be combined and used all at once. If a long call occurs you may take your 10-minute break following that call.

Any shift totaling 5 or more hours will receive a 30-minute unpaid lunch in addition to the 10-minutes of paid break time per scheduled hour

(EX: 5 hour shifts receive 5 10-minute paid breaks to be used as needed and a scheduled 30-minute unpaid lunch break)

You DO NOT enter short breaks in Deputy. Only enter the scheduled 30-minute break if it is present in your posted Deputy shift.

US INT Leave Policy

A. Introduction

At Kelly Services, we are proud to have built a team of highly engaged remote workers who are motivated to give their best performance every day. We understand that one of the biggest benefits of working remotely is the freedom and flexibility offered, and we strive to ensure that our employees can take full advantage of that.

This policy is designed to make our remote employees aware of the company's expectations for attendance. It outlines the procedures for managing absences and tardiness. By adhering to these guidelines, we can ensure that our remote employees are held to the same standards as our in-office staff, and that our operations remain efficient and productive.

B. Scope

This policy covers all employees of Kelly Services who are working as Interpreters with Language Line Solutions (LLS) located in the Continental United States, Alaska, and Hawaii.

C. Employee Absenteeism

We expect all employees to report to their scheduled shift on time. Furthermore, employees must remain signed in and complete their entire shift each day. Unauthorized absences, such as tardiness, leaving early, or any other absences from scheduled hours, can have a detrimental effect on productivity and will not be tolerated.

1. Absenteeism and Tardiness

Absenteeism is defined as an unreported and/or unverified absence from any scheduled shift.

Tardiness, is the failure to adhere to the daily work schedule as set out for the employee, including late clock-ins, early departures, and extended break or lunch times.

To ensure compliance with the Attendance policy, all employees must clock in and out of their work hours using Deputy and fulfill their scheduled shift duration. This helps us to ensure that our staff are adhering to the Attendance policy and that their hours are accurately tracked.

If an employee's tardiness or absenteeism begins to interfere with the company's operations, it can lead to disciplinary action up to and including termination of employment.

2. Absenteeism Policy

Three consecutive days of absence from a scheduled shift without any notification to your Talent Care Team at 33UL@kellyservices.com (no call no show) will be considered job abandonment, unless there is a valid reason provided.

Employees should always strive to avoid absenteeism; however, we do understand that emergencies can arise unexpectedly. In such cases, employees must communicate with the Talent Care Team by sending an email to 33UL@kellyservices.com as well as offering their shift in Deputy.

Examples of unapproved absences include but are not limited to.

- Unverified medical conditions.
- Non-approved leave days.
- Oversleeping.
- Lack of Childcare
- Personal daily tasks, errands, etc.
- School or another job
- Forgetting schedule shift or picked-up shift

It is also the employee's responsibility to always keep in regular communication with the Talent Care Team and 33UL@kellyservices.com in any cases of ongoing or extended absences.

3. Extended Leaves

Please see our Extended Leave Policy on the Interpreter Portal. All requests for an extended leave must be submitted to 33UL@kellyservices.com 2 weeks in advance.

Leave Allocation

1. All interpreters are given 15 days of leave per calendar year. These 15 days can be used after 60 days point an Interpreter has gone live.

- All leaves must be requested in Deputy with a minimum of 24-hour advance notice.
- If you are sick and have a doctor's note, this note can be provided to excuse an absence. On days where a doctor's note is provided an Interpreter will not have to use one of their 15 days allocated for the calendar year.
- Talent can be preapproved for a maximum of 7 days of leave during the interview process. Any preapproved leaves will not be taken from the 15 days of leave allocated for the calendar year.

E. Disciplinary Action

Employees who fail to comply with the above guidelines or demonstrate a pattern of poor attendance each month may be subject to disciplinary action, as outlined below.

	Total Days Missed	Disciplinary Action Step
Unapproved Absence	3 Days	Verbal Coaching
all missed time can be applied, including half days, excessive tardiness, etc.)	6 Days	Verbal Warning (documented)
	10 Days	Written Warning
	15 Days	Termination
No Call No Show (Job abandonment)	3 Days	Termination

For both US and PR INTs, if you are ever unable to work, you must follow one of the options below depending on the situation:

Leave:

If you know in advance that you are not able to work a shift, please submit the leave on Deputy by following the below steps. (Keep in mind that by requesting the leave, you agree that you cannot work during this time.)

1. Go to deputy
2. Go Me
3. Go to Request Time off

4. Go to Leave and enter the dates that you want off. If you need the whole day, click the box "All day."
5. Select leave type "unpaid-leave"
6. Notified manager(s) *You would select a member of the current US talent care team
7. Click "Add"

Notes: Partial leaves CANNOT be approved in Deputy.

Leaves will always be subject to review and may not be approved same-day or for new talents during their first 60 days.

Offer a shift:

If you are unable to work a shift because something unexpected happen the same day or a couple of hours before your shift starts or you are still in your probationary period, please "offer" the shift(s) in Deputy, make sure that you are offering the shift by using the step below. **It is also important to note that those options are for urgent and unexpected matters. It is not meant to be used on a regular basis (i.e. weekly, monthly) and should only happen on rare occasions.**

1. Clicking on the shift the want to "offer"
2. Click "Can't work"
3. "Offer" shift

Email 33UL@kellyservices.com indicating the reason why you have offered you shift. Please note if your shift is not picked up by another INT you do remain ultimately responsible for that shift and those hours.

After offering your shift, please be sure to email 33UL@kellyservices.com to let us know as well.

In the case you are in the middle of your shift or arrive late due to something unexpected happening, please note that you won't be able to offer your shift or request a leave as you already started your shift or will start the shift mid-way.

If you ever have to arrive late or leave early, please proceed by adding a note in the comment section of your timesheet as follows: **"(Date) log in/out at (time) due to a (Reason)."** The note would help with your adherence and would help the timesheet team to approve your entered hours. Please also email us at 33UL@kellyservices.com and let us know you will be noting your timesheet. This is so we can also enter a note in Deputy for you.

The comment box is right beside the submit button, before clocking out your timesheet.

Please follow the below steps if you are ever interested in using sick or vacation pay:

*Please note sick/vacation pay amounts are determined by city and state of residence.

If you know you would like to use sick/vacation pay for a day, please request a leave in Deputy.

1. Go to deputy
2. Go Me
3. Go to Request Time off
4. Go to Leave and enter the dates that you want off. If you need the whole day, click the box "All day."
5. Select leave type "unpaid-leave"
6. Notified manager(s) *You would select your current US talent care team
7. Click "Add" *Include in the comment section that you are requesting sick/vacation pay to 33UL*

Neither sick pay nor vacation pay can be processed in advance. In order to request sick pay or vacation pay please email 33UL on or after the date in which you are requesting pay to be processed.

If sick pay is wanted for a past date where no leave was already in place, we will request a doctor's note to place the leave and process the sick pay. Once your leave is approved, please reach out providing the details for your sick pay request including the date and hours you would like processed for sick pay. Please note hours cannot exceed what you would have been scheduled for on that day.

Scheduling Requirements – All scheduling requirements are determined by language of interpretation.

We cannot schedule any Interpreter for more than 5 days per week, more than 8 hours per day (7.5 working hours), or more than 40 hours per week. We do require a minimum 12-hour rest period between the end of a night shift and the start of the morning shift the next day. Schedule change requests will remain in effect for a minimum of 90 days after their effective start date with the exception of ASL INTs who can change their schedules monthly.

Spanish Interpreters located are required to work a minimum of 15 hours per week.

ASL Interpreters are required to work a minimum of 10 hours per week.

Interpreters for all other languages are required to work a minimum of 15 hours per week.

****These hour counts do not include breaks. For example, five shifts at 5.5 hours per day would equate to 25 hours for the week due to the required 30-minute breaks.**

Unscheduled Shifts – Unscheduled shifts are not permitted under any circumstance.

When going to start your shift, if Deputy shows "Start Unscheduled Shift" you are not allowed to clock in. If you believe there is a scheduling error, you must immediately email 33UL@kellyservices.com for assistance. **You may only work when scheduled in Deputy. If it is found that an INT is working unscheduled shifts they will be issued an immediate final warning. Going forward the INT will not be paid for any hours worked unscheduled. If the INT is found to be working unscheduled again it may be grounds for immediate termination.**

Technical support issues:

INTs do not get paid for times when being helped with technical issues. If you ever experience any technical issues, please email 33UL@kellyservices.com to notify us. We

will do our best to assist you and direct you to LLS's help desk as needed.

Please make sure you work with the LLS help desk if applicable. If work is missed due to an error with LLS you can submit a non-productive hours form. If you are unsure on how to complete this form please email us at 33UL@kellyservices.com.

Some technical issue troubleshooting steps can be found below:

Important: The MAX (maximum response time) in the extended ping tests shouldn't be above 300 ms. If the times are above these numbers, please contact your service provider and ask them to reboot the service. Sound quality may be impacted as well as the connection

Please perform the following steps:

1. Reboot your modem and your device.
2. Run 3 speed tests on your computer to test your Internet for signal strength and stability.

Please run the Speed Tests using: <http://speedtest.llsapi.com>

1. The internet signal requirements are as follows:

- Download speed 5.0 Mbps minimum
- Upload speed 3.0 Mbps minimum
- Ping 300ms or less recommended, potential issues above 120ms
- Jitter 30ms or less recommended, potential issues above 30ms

1. Contact your Internet provider if your Speed Tests fail to meet requirements.

2. Please contact the Interpreter Help Desk via Phone Call or Live Chat, and have them transfer you to the IT.

IHD contact numbers:

Phone number:

US 1-800-874-0271

email: ihd@languageline.com

Hours of operation 05:00-17:00 Mon-Sat

Issue related to INT app & LINC/LLS Application:

Below is a troubleshooting guide. Should you experience any issues, I would suggest you follow the following steps:

Self-trouble shooting:

1. Restart the device
2. Reinstall the app
3. Restart the router
4. For Over-the-Phone interpreter: Check the battery (need to be over 25%), and check the phone's operating system and ensure it is up-to-date.

If the issue remains unsolved

1. Contact Interpreter Help Desk below
 1. IHD@language.com Or by toll free at 1 800 874 0271
2. Submit a Support Request for technical issues
3. Include a phone number in case the Interpreter Help Desk or IT need to contact you.
4. Check the "Unable to continue my shift" (See image attached) box even if you are able to continue your shift. You will be able to continue working but it will also add priority to your Support Request.

The image shows the login interface for LanguageLine Solutions. At the top is the LanguageLine Solutions logo. Below it, a message reads: "Log in using the Interpreter ID and PIN used to log in on the Interpreter app". There are two input fields: "Interpreter / Agent ID" and "PIN". Below these fields is a blue "Login" button. At the bottom left, there is a link that says "Change My PIN".

Click 'Create Support Request'

The image shows three buttons in a row: "View Profile", "Create Support Request", and "Change Pin". A large black arrow points from the "Change Pin" button to the "Create Support Request" button.

Status Details

Status ☒ New
Escalated to IT ☐

Request Details

In 'Type', select the problem you're experiencing

Category ☒ Ongoing Technical/Equipment Related Problem
Type ☒ Equipment problems
Reason ☐ None

Unable to Continue my Shift ☒ Even if you're able to continue working your shift, Unable to Continue my Shift always needs to be selected

Interpreter/Agent Information

Interpreter/Agent Name Your full name
Language Your language

Issue

Issue

Response

If the issue remains unsolved, please contact the Interpreter Help Desk.

IHD contact numbers:

Phone number:

US 1-800-874-0271

email: ihd@languageline.com

Hours of operation 05:00-17:00 Mon-Sat

Submit a Support Request for technical issues

Include a phone number in case the Interpreter Help Desk or IT need to contact you.

Check the "Unable to continue my shift" (See image attached) box even if you are able to continue your shift. You will be able to continue working but it will also add priority to your Support Request.

CCC Verify:

Kelly Services Representatives **will not** respond to any 3rd-party group that is not the talent under any circumstance. 33UL@kellyservices.com does not provide offer letters or income verifications. This is done through a third-party vendor, and I will share instructions below on how to do this. Please note, if you use two last names, make sure to type them together when prompted. Example: Riveragonzalez

Whether applying for housing or getting a new job, as a Kelly Employee, you have access to CCC Verify (powered by Corporate Cost Control) which offers an automated solution to help with proof of employment/income for your verification needs and the ability to access your personal information whenever needed.

If you have any questions while using CCC's site or if you do not have access to a computer, call toll-free at 855-901-3099 or fax 614-495-0225. *Note if you have two last names, please make sure your last name is entered with no space AngelRivera

Step 1: Sign Up

Visit www.cccverify.com and click the Get Started link under the employee's tab on the homepage. Use the last 4 digits of your SSN as the employee pin when signing up.

STEP 2: Authenticate Email Address

After completing the sign-up requirements, an e-mail message will be sent to you for confirmation. Click the link in the email to confirm your identity and complete the sign-up process. Check your junk/spam folder if you don't receive the email within 10 minutes of signing up.

STEP 3: Login & Generate Report

Once logged in, click Verify Data on your employee dashboard. You will be prompted through steps to instantly verify your employment, and you will have the option to download the report as a PDF.

Direct Deposit:

To improve accuracy and put data privacy back in the hands of our employees, our Payroll Department is requesting that you go to the myDetails page on the Kelly Career Network to manage all direct deposit changes.

To enroll in direct deposit, please access myDetails via the Web talent Portal:

1. Visit myKellyJobs at www.kellycareernetwork.com
User will be directed to myKellyJobs.com. Click Sign In
2. Enter your KCN account information within the Email and Password fields. Note: If you're unsure of your account information, contact the Kelly IT Service Desk at 1-800-KELLY-28 (1800-535-5928) for IT-related issues continue to hold).
3. Ensure that the profile information is updated (at least 80%) by clicking on the down arrow and choosing to manage profile from the menu. Profile information must be up to date before Direct Deposit information can be submitted.
4. Once logged in to myKellyJobs, on the far-right corner beside the user profile picture, click the down arrow next to the list of options and choose myDetails.
5. You will be prompted to enter the last four digits of your Social Security Number (SSN) for verification purposes.
6. Following a valid entry of the last four digits of the SSN, myDetails will be displayed with 4 tabs of available information.
7. Choose the Pay Information tab
8. Click on the Add/Update Direct Deposit
9. Enter all the valid banking information, and check the "I agree" box to agree to the terms
10. Click Submit

Any questions for the Payroll Department, their number is 1-866-535-5948.

Electronic Paystub:

You can find your paystubs electronically by clicking this link <https://ebpp.documentdna.com/kellyus/login.aspx>

To register, you'll need to use your ALT ID- which is different from your CRID ID #.
Your ALT ID is entered as either your ATS 8-digit Number or your 9-digit KSN Number.

If you have issues with your ALT ID number, problems registering, or questions about the Kelly e-Paystub enrollment process, call the Help Desk at **1-800-733-7842** – 24 hours a day, 7 days a week. When getting assistance, reference your User ID

*For any payroll related questions, contact the Employee Service Center at **1-866-535-5948** – Monday through Friday, 8 am to 8 pm ET.

PLEASE NOTE: The talent care team does not have access to your pay stubs. They only have access to the numbers listed above. You must call the help desk if you experience difficulties retrieving this info.

Maternity Leave, FMLA, and ADA:

If you are interested in FMLA (Family Medical Leave Act), you would need to reach out to 33UL@kellyservices.com and provide us with the following to forward to HR for review:

Your name, ID#, and Language

A brief description of the accommodation you are requesting- such as FMLA, the dates you will need off, the reason for requesting the accommodation, etc.

Maternity Leave processes vary depending on your place of residence. More information regarding the maternity leave process based on your place of residence can be provided by emailing 33UL.

If you are in need of an ADA (Americans with Disabilities Act) accommodation regarding breaks, scheduling, extended leave, etc. we ask that the following be provided to 33UL@kellyservices.com to be sent to HR for review:

Your name, ID#, and Language

A brief description of the accommodation you are requesting- such as ADA, the accommodation you are requesting (i.e. additional breaks, the time they are needed as well as their duration), the reason for requesting the accommodation, etc.

All INTs will be expected to continue following their posted schedule in Deputy until a decision has been made regarding their FMLA/ADA request. Failing to adhere to your schedule in Deputy- even while waiting on FMLA/ADA results-can result in disciplinary action.

Professionalism and Behavior Expectations:

All employees of Kelly Services are expected to act with professionalism. This includes but is not limited to maintaining professional speech when interacting with supervisors, coworkers, clients, and LEPs. All correspondence made with individuals associated with Kelly Services is monitored to ensure professionalism is maintained. Professionalism is defined by the following:

1. Employees are expected to demonstrate honesty and integrity in their work as well as provide high quality service to clients and LEPs.

2. Employees are expected to use appropriate language when addressing coworkers and supervisors at all times.
3. Posts to the public Deputy Newsfeed should refrain from using religious and/or political statements, negative or derogatory expressions towards clients, LEPS, or one another, and/or advertisement for 3rd-party applications and products.
4. Profile pictures used on Deputy must be appropriate for the workplace.
5. All correspondence between employees and the Kelly Services support team are considered private communication. Direct communication between the talent care team, recruiters, or HR is not to be shared on public platforms or with other employees.
6. All correspondence made during calls between clients and LEPs is considered strictly confidential. No information obtained in calls may be discussed at any point.

Failure to follow the Kelly Services professionalism and behavioral expectations can result in disciplinary action. These guidelines are in place to protect all employees, clients, and LEPs.

PIN Blocks:

If an interpreter is found via report from LLS that they are not meeting system requirements, experiencing technical issues, or are no longer fit to service calls their PIN will be blocked. Once a PIN is blocked and interpreter will not be permitted to access the any LLS applications to take calls. Interpreters may not be directly notified of a PIN block due to a high volume of PIN block notifications received each day. If you attempt to log into any LLS application, you will receive an error message when your PIN is blocked. The following steps should be taken if you encounter a PIN block: Immediately email 33UL@kellyservices.com to notify the talent care team of the PIN block. A Talent Advisor will supply the appropriate steps to follow to unblock your PIN. Please see below potential causes for PIN blocks alongside temporary trouble shooting:

A PIN can be blocked for technical issues, including but not limited to several missed calls, working outside of the US or Puerto Rico, or performance issues. The reason for your PIN block will be provided once you have notified 33UL@kellyservices.com. Please note it is REQUIRED to notify 33UL@kellyservices.com of your PIN block prior to enacting any of the below troubleshooting steps.

For technical or connectivity issues: Please reboot your modem, check and/ or replace your headset. **The mobile app may not be detecting your headset. Please make sure to use the recommended lightning adapter** (Belkin) or an apple certified adapter with charging port and headset port. Also, please ensure the highest update has been installed on your phone.

LLS Observations:

LLS does perform random observations to evaluate and ensure interpreters are meeting expectations in customer service and interpretation skills. These are done at random, and an Interpreter will not know when an observation is occurring until a coach contacts the Interpreter directly through the used LLS application. Key points during an observation include, but are not limited to, correct renditions and meaning of terms or words, if the interpreter omits or adds things that shouldn't be omitted or added, correct use of disclosures, opening and closing statements etc. Video Interpreters will also be evaluated on the state of their backdrops, shirts, posture, positioning of camera etc. In terms of customer service, some of the things that are observed are the interpreter's tone of voice, politeness, friendliness, and expressions for video interpreters.

If an LLS coach determines an Interpreter is not meeting expectations in customer service and/or interpretation skills, the Interpreter's PIN may be blocked for retraining or potential termination based on the score of the observation. Below you will find an example of an LLS Observation coaching email:

It is very important to pay special attention and avoid the things that you will find in **Areas for Improvement**.

Strengths:

- Stayed attentive on the call
- Provided accurate interpretation
- Maintained friendly and professional demeanor
- Opened and closed calls appropriately

Areas of Improvement:

Ensure best video practices - adjust lighting to avoid shadows

Be conscious of mic sensitivity

Avoid chewing gum on screen

Interpret in 1st person at all times