



DIRECTV POLICY
Attendance and Time Off
Workforce Management

Attendance and Time Off

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Scope

DIRECTV has standards for establishment of work schedules and attendance to enhance workflow, meet our business needs and provide flexibility. Schedules will vary at work locations that support business needs outside of standard business hours. Employees will be advised of standards for their location that vary from the general standards described here. Employees' immediate supervisors and management are ultimately responsible for allowing flexibility in schedules and work locations fairly for each employee while ensuring that business performance is not diminished.

Unless specifically noted, this policy and these procedural rules apply to all employees of the Company with the exception of: Enterprise employees on an alternative work schedule for certain shift-related job roles at broadcast center locations; Home Services technicians and other non-managerial Home Services roles; and Customer Care CSRs, AMs and Team Support Specialists. Note that some policies and practices may vary among the Company's business units (Enterprise, Customer Care and Home Services). Please check with your Human Resources representative if you are unsure whether a particular policy or procedure applies to your business unit. For non-employee staff, refer to Managing Non-Employee Assignments for details.

Responsibilities

Employees

Employees must work with their immediate supervisor to discuss their individual work schedule, which may accommodate an arrival at work between the hours of 7 a.m. and 9 a.m. and a departure from work following a minimum of eight hours (or more if required by business need). Business needs take precedence over personal needs in determining work schedules.

Once a work schedule is established, the employee should generally observe the same work schedule each day, subject to the needs of the business and at the approval or request of the employee's supervisor.

Employees who have excessive or unjustified absences, fail to conform to regular work schedules, do not inform their immediate supervisors promptly when absences occur, leave their job during work hours without permission, fail to return upon expiration of an authorized leave, or who misrepresent their reasons for applying for leave or other time off, may be subject to corrective action. Failure to report to work due to an absence occurring for three or more consecutive days will be considered job abandonment and result in a voluntary termination of employment.

Supervisors

Supervisors may provide additional flexibility in a direct report's individual work schedule and location based on the individual's personal needs and the requirements of the department and the business. Supervisors review and approve their direct reports' time cards on a weekly basis.

On an annual basis, supervisors may review individual work schedules for each direct report and confirm or modify them individually with each employee to meet the needs of the department.

Breaks

One hour is generally observed for lunch, from approximately 12 p.m. to 1 p.m. A lunch break may be started one half-hour earlier or later than 12 p.m., depending on department needs.

- Non-exempt employees who work more than five hours per day are provided with an unpaid, duty-free meal period of at least 30 minutes. The meal period should be taken before the end of the employee's fifth hour of work.
- Non-exempt employees who work more than 10 hours per day are provided with a second unpaid, duty-free meal period of at least 30 minutes.
- If the total hours worked in a day is less than 12 hours, the second meal period may be waived by mutual consent of the non-exempt employee and the Company if the first meal period was not waived.
- Non-exempt employees are authorized and permitted to take one paid duty-free rest period of at least 10 minutes for every four hours of work, or major fraction thereof.

Rest periods cannot be combined with the meal period or used at the end of the day for early departure. Meal periods are intended to provide employees with an opportunity to be relieved of their responsibilities. Because of the importance of taking a break during the day for a meal, exempt employees are discouraged from foregoing their lunch break and must obtain the approval of their immediate supervisor in order to forego a lunch period on a regular basis.

Time Off

The Company understands that taking time away from work is critical to making sure that time spent at work is productive. The company provides time off programs with flexibility to help you manage your busy work and life schedules. If you have a personal emergency, you may wish to check with your immediate supervisor or HR representative to determine any available options for time away from work. Paid time off is not counted in the calculation of overtime for non-exempt employees. It is your responsibility to work with your supervisor to plan time off and to responsibly use these programs to support your work/life balance.

When illness, injury or another life event causes you to require a leave of absence from active work, DIRECTV has programs and guidelines in place to assist you and to facilitate a successful return to work as soon as you are able. Note that falsifying a reason for your request for a leave of absence is subject to corrective action up to and including termination. Always coordinate any absence with your immediate supervisor and your HR representative. Whenever possible, a minimum of 30 days' notice of an impending absence is required. For more information on leaves of absence, visit directvTotalPicture.com > Work/Life > Time Off.

Referenced Policies & Procedures

This policy correlates to related company policies, procedures and guidelines including but not limited to:

- Workforce Management
- Ethics and Business Conduct
- Corrective Action
- Flex Worker
- Customer Care Attendance Policy for CRs, AMs and Team Support Specialists
- Home Services Attendance Policy
- Alternative Work Schedule rules for roles at select locations