## Clocking in and out with ISS

We use a Time & Attendance System to record your attendance at work. This means you will be expected to follow a clock in and out procedure using either a biometric terminal, telephone or timebox.

*Welcome to ISS from your Time and Attendance Team*

The information feeds directly into our pay system. Failure to clock could affect the pay you receive. The system can read the clocking information and determine the hours you should be paid. It also provides the information the payroll team need to resolve queries.

It reduces:

- the time spent fetching and inputting data
- inputting errors
- the use of paper
- pay queries, failure to clock could affect the pay you receive.

It is used to record holiday, absence and sickness information so that it can be accessed quickly, should you or your manager need this information.

Additionally, it may be used by the managers to ensure they have adequate service cover and to assist with Health & Safety checks.

Issues with clocking need to be addressed as soon as possible. Ensure you tell your line manager immediately if you experience any issues with clocking, so it can be addressed. Clocking in and out is a requirement of your employment and failure to clock is a disciplinary matter. Please refer to your Employee Handbook and the Disciplinary Policy for more information.

Overleaf is what you need to know to use the system correctly.

Please speak to your Manager if you have any questions.

**Badge ID**

If you clock by biometric terminal or telephone you will be issued with a Badge ID, this is what the system requires to recognise you. You may be issued with a temporary number initially. When you are given a payroll number we use that to create your permanent Badge ID as this number is unique to you.

**Clocking In**

Unless you have been authorised to come in early to carry out overtime, **clock in no more than 15 minutes before your shift start time.** The system is expecting you and will start the clock at the beginning of your shift.

If you arrive late for your shift, clock in as soon as you arrive, the system will start the clock from this time.

**Breaks**

Unless your manager has told you otherwise, if your shift includes a break it has already been added to the system so you **do not need** to clock your breaks.

**Clocking Out**

**Clock out no earlier than the end of your shift and up to 10 minutes afte**r unless you have been authorised to stay late to carry out overtime.

If you clock out early the system will end your shift at this time.

**Overtime**

Unless your manager has told you otherwise you do not need to clock your overtime separately. You have been assigned a shift so any authorised overtime carried out before or after your shift will be identified.

**Clocking Methods**



If you are clocking using a terminal instruction on how to clock in and out will be by the terminal. Your Badge ID will be provided and this is all you need to clock in and out using this method.



If you are telephone clocking instructions will be available at your place of work and will be provided in the recorded message. You will be provided with your Badge ID and the telephone number to dial is **0800 161 3056**. The Site ID is **162024**, the system may ask for one, depending on the site you are clocking from.