

COMPANY CONFIDENTIAL – FOR INTERNAL USE ONLY
Job Expectations for
Advantage Solutions (“Advantage”) Associates on the Advantage
Merchandising Services Team (“AMS”)
Update posted July 7, 2017

As an Advantage associate, you are expected to comply with the company’s policies and procedures, which can be found on the Company’s intranet site. You are also expected to satisfy job expectations specific to your position, including those outlined in your job description and communicated to you elsewhere by management.

Highlighted below are a few key job expectations for AMS associates. From time to time, you may be assessed on these expectations to help ensure job requirements are being satisfied. Please note this document is not intended to provide an exhaustive list of job expectations but rather to emphasize some of those which are expected to impact your role on a regular basis. Also, the responsibilities below are not an exhaustive list of job duties and the Company’s management may assign additional or different job responsibilities as it deems necessary for the effective performance of the role and achievement of client and customer business objectives. If you have questions about any of your job requirements, you are strongly encouraged to contact your supervisor or Human Resources. Failure to adhere to these expectations (whether or not expressly stated below) may lead to disciplinary action, up to and including termination of employment.

Compliance with the requirements discussed in this document is expected of all associates to whom it is distributed, regardless of whether he/she submits an Acknowledgment to Advantage.

Assignment Requirements. In order to be eligible to be assigned work, AMS associates must satisfy any business-related client or customer specific requirements (including but not limited to training, certification, timely in-store reporting and submission, and screening requirements), subject to applicable law. An associate who has not met or is not willing to meet such requirements will not be eligible to be assigned to a corresponding job, which may impact the associate’s volume and variety of AMS work assignments.

Work Assignments. All associates are required to perform assigned work in accordance with the expectations for the assignment and report in store via JET Mobile App (outlined below). Assignments must be completed by the date and time specified for the given assignment or assignment window, if applicable. If you anticipate not being able to complete the assignment within the given parameters, you are expected to promptly notify your supervisor. (Notwithstanding any deadlines, all work performed must be recorded so it can be properly paid.)

Calendar Management. Associates are responsible for reviewing JET Mobile call report assignments and scheduling within the JET Mobile App calendar to reflect the actual date the work will be performed within the assigned window.

Reassignment of Work. For legitimate business needs, management may cancel and/or re-assign future work from an associate’s dashboard, subject to any applicable reporting time requirements.

In-Store Reporting & Data Transmission Requirements. To meet the needs of our clients and customers, while the associate is still clocked in and in store, he/she shall enter, save, and transmit all reporting through use of the JET Mobile App.¹

Personal Mobile Device and Data Usage Requirements.² For each store assignment, AMS associates are required to use a personal mobile device that is photo capable, has a data connection and that is compatible with Advantage’s JET Mobile App.³ During the store call, associates log into the JET Mobile App to accurately enter, save, and transmit store data, client and customer call reports, in store pictures, and timekeeping information (to include in-store time, administrative time, work-related travel records, off-duty meal periods taken, and non-working personal commute time). Associates will also use the personal mobile device in-store to view and respond to any Company related communications and to make Company-related phone calls as needed. The use of a personal mobile device provides real time data transmission, eliminates the need for printing, faxing, and scanning, and is intended to further work-life balance by reducing the need for work outside of store time.⁴

- Associates are required to use the start and stop buttons within the JET Mobile App to accurately capture their timekeeping entries such as when they begin and end work, as well as off duty breaks that are 30 minutes or longer in length. The edit feature is available for associate use within the JET App to correct any clock in/out errors or missing in/out punches during the week the work is performed. Any errors discovered beyond that week should be submitted in writing to one’s supervisor for correction.
- While the associate is clocked-in to the JET Mobile App at the assigned work location, the associate must answer all call report questions, upload required photo(s) or other evidence, and capture the appropriate store manager’s signature using the personal mobile device. In the event that the store manager is not available to sign off on the call report, while in the store, an associate may sign his or her name on behalf of the store manager, but must clearly document this step in writing (e.g., [insert associate name] on behalf of [insert store manager’s name]). The associate must include the first and last name of the store manager within the call report.
- If an associate knows his/her mobile service and/or Wi-Fi or cellular connection will be limited or not accessible due to the store’s location, he/she will be required to download the applicable call report information sometime in advance of completing the call report in-store. This step does not need to be done immediately before work. While in the assigned store, he/she will log into the JET

¹ On occasion, some data may ultimately transmit immediately upon exiting the store due to any in-store reception or connection limitations.

² Associates who do not meet such requirements will not be eligible to be assigned to a corresponding assignment, which will impact the associate’s volume and variety of AMS work assignments as well as will be subject to disciplinary action up to and including termination.

³ Associates are eligible for expense reimbursement in the form of a stipend for business use of their personal device, subject to division policy applicable law.

⁴ Certain assignments may require completion of paperwork outside of JET Mobile reporting.

Mobile App offline and enter and save one's reporting and timekeeping as normal. Once the service or connection is restored, the data will automatically sync.

- While associates are expected to complete their job duties in-store using a personal mobile device and data connection as outlined above, occasionally associates may need to perform some job duties, such as making phone calls, sending emails, or submitting administrative time and travel records outside of in-store time (including unexpected or urgent circumstances where an associate does not have mobile access or connectivity while in-store).⁴ In these instances, associates may elect to use the most convenient method, equipment, or resources to perform these duties, including use of publicly available or other free resources. Further, regardless of where work is performed, associates are still expected to timely and accurately submit his/her time records including in-store work time, off-duty meal breaks taken, additional administrative time incurred outside of in-store time, work-related travel records, and non-working commute.
- Associates using personal devices, while on duty, to access Company Systems at any time, to communicate regarding Company matters, or to otherwise perform their job duties are expected to abide by Company policies, including the Technology and Timekeeping Policies.

Location Monitoring. The Company may use Location Monitoring (subject to any requirements or restrictions of applicable law) in or through the Company Systems, to which the Company has granted an associate access, such as the JET Mobile App, including through use of a Company assigned device or an associate's personal device, subject to the terms of the Technology Policy. When using the JET Mobile App, an associate is required to enable their personal device's Location Services feature when using the start and/or stop buttons to clock in or out for timekeeping purposes, subject to applicable law.⁵

Customer/Client Reporting System Compliance. Certain work assignments identify and require your use of in-store Customer or Client in-store systems, such as but not limited to, LILO, Big Sky, and Oasis. These systems are customer required and not AMS timekeeping systems or intended to substitute for or satisfy Advantage timekeeping requirements. Use of the identified system(s) is mandatory and must be completed while you are already clocked into the Advantage JET Mobile App in-store that you use for timekeeping purposes. If an associate has any challenge with accessing or using the customer/client system for each applicable assignment, the associate is required to take a screen shot of any errors and contact his/her supervisor at the time of occurrence while in the store. A pattern of non-compliance with these expectations and the use of customer/client systems will not be tolerated and will result in termination of employment.

Reporting Accuracy. To meet the needs of our clients and customers, the data supplied through the reporting process must be accurate. Falsification of any employment records (including data submitted

⁴ If an associate performs work after a store call, such as administrative time or work related travel, or has non-working paid personal commute time after a store call, he/she must enter the time into JET Mobile by EITHER the end of the day on which the work is performed OR no later than six (6) hours after the work is completed, whichever deadline is later.

⁵ The Company does not enable location monitoring in CA, MN, DE, or HI and therefore, an associate in any of these locations is not required to enable their device's Location Services feature.

through the use of JET mobile) is a violation of company policy, will not be tolerated and will result in termination of employment.

Timekeeping. In accordance with Advantage’s company-wide policies, all non-exempt associates are expected to accurately and timely record all hours worked and off-duty meal periods taken of at least 30 minutes in connection with their employment with Advantage.

If an associate is completing administrative tasks (examples of which are provided in Advantage’s Timekeeping Policy at [Advantage Policies & Procedures](#)), during ordinary working hours, for example when using JET Mobile in-store, this time would be included within the associate’s “in-store time” in the JET call report and paid at the in-store rate, not entered separately as “administrative time” in the JET call report. Administrative tasks completed outside of ordinary working hours (i.e., in-store time) must be separately submitted as administrative time in JET.

If at any time an associate completes work but believes he/she may not have an available call report to submit the work performed, please contact the Help Desk at (888) 900-4ASM (4276) or submit a help desk ticket at <https://helpdesk.asmnet.com> requesting an additional call report. Specify the date(s) and details of the work completed. A call report will promptly be generated for your access and completion. As a reminder, the time spent contacting the Help Desk is considered admin time and is required to be added to your assigned call report in the admin section of the call report or included as in-store time if already clocked in.

Auto-Scheduling, Availability, & Inactivity. Review the AMS Auto-Scheduling, Availability, & Inactivity Policy located on Advantage Connects’ Policies & Procedures site or by clicking: [AMS Division Specific Policies](#).

Work Completion. Associates are expected to perform all of their own job duties. Requesting or allowing another individual (whether or not that other individual is an associate) to perform one’s job duties is not permitted. [NOTE: The expectations set forth in this paragraph are subject to requirements of applicable law, including without limitation, reasonable accommodations for qualified individuals with disabilities. In addition, this paragraph is not intended to include times when associates occasionally assist one another with minor job duties in the ordinary course and scope of employment.]