

Introducing WorkSmart

Introduction

We are committed to your success, and therefore Crossover created these guidelines to be transparent about WorkSmart.

WorkSmart is becoming the standard of how sustainable remote work is measured, and below are some policies and guidelines you'll want to follow.

WorkSmart Tool Installation

Please ensure that you install the WorkSmart Tool in your host machine and not inside a Virtual Machine. Installing the WorkSmart Tool inside a VM will restrict the tool's functionality. If you have any technical issues with the tool, please reach out to support@crossover.com for assistance.

To download the latest version of the WorkSmart Tool, please follow these steps:

- Log into <https://www.crossover.com/>
- Click on the Settings menu option (next to the Messages icon)
- In the Settings page click on [Download WorkSmart](#)
- Select the respective application based on your operating system

Risk Management Team

From time to time you may hear from the Risk Management Team.

The Risk Management Team is an internal team inside of Crossover that has formed checks and balances to ensure full transparency, timecards are accurate and paid in a timely manner, and to ensure that hiring manager as well as their team members are working to their full capacity.

Hiring managers want to ensure that their team members are billing fairly for the work they've performed; Team members want to ensure that they are meeting expectations and getting paid for the work they've performed, and on time.

Guidelines for Success

We've implemented these guidelines for transparency and for both your success and that of your hiring manager. Please carefully read the guidelines below to avoid unnecessary disputes and to

ensure productivity and transparency with your hiring manager.

We understand we're all human and that we all have personal needs and break time. Following these guidelines will ensure success.

The goal of WorkSmart is to get insights and feedback on productivity that match activities and objectives and improve progress on those goals.

If you have any questions or concerns, you can contact productivity@crossover.com at any time.

Billing and Payment Timeline

The Crossover work week starts at 00:00 UTC-0 on Mondays and concludes at 23:59 UTC-0 on Sundays. The weekly timeline for billing and payment will occur as follows:

- Week 1: You track your time using WorkSmart between Monday and Sunday.
- Week 2: Your logged time bills to your client on Monday and is simultaneously reviewed by the Crossover Risk Management Team throughout the week. They will be raising any issues directly to you for review.
- Week 3: Your net payments will become available on Wednesday of this week.

Grace Time

The Risk Management Team will allow for 60 minutes of "grace time." In other words, if less than 60 minutes of your billed time is associated with any of the behavior explained below, you will not be flagged for review.

Note: Neither the 60 minute grace period nor Overtime will compensate for Webcam Policy non-compliance.

Please note that "Virtual Timecard" or "Timecard" refers to a combination of one screenshot and one webcam shot taken at random intervals every 10 minutes. Timecards will be displayed in the contractor's Log Book.

Two-Week Onboarding Period

We understand that logging hours and measuring productivity may be an unfamiliar concept for many people. Therefore, we want to give you some time to understand the intricacies of WorkSmart as well as have some time to learn how things work.

Here are some [FAQs](#) related to WorkSmart that you will want to review

<https://www.crossover.com/x/#!/resources/candidate/faq>

The following data will help guide you as you navigate your schedule, time logging, and productivity insights with WorkSmart.

Dispute Categories

Below you will find a comprehensive list of the various computer activities that will initiate a dispute and are best avoided.

Other Job

This may seem obvious, but it's considered unethical to bill one employer while working for another. "Other job" includes any activity related to another contract or job that is performed while logging time. While working for Crossover clients it is expected that you're billing time for Crossover clients only.

Working from another job's offices is not allowed while working for Crossover clients due to proprietary and sensitive information issues. Internet Cafes, Co-working spaces, libraries and other public places are acceptable.

**Credit or overtime does not offset this category*

Surfing and Gaming

Includes 1 or more Timecards spent on non-work related websites and programs. iTunes and Spotify Timecards will not be disputed unless they appear consecutively.

Extended Idling

Includes the following:

- 3 or more consecutive Timecards that display identical screenshots
- 2 or more consecutive login screens displayed on the Timecards
- 2 or more consecutive or 5 or more non-consecutive Timecards that display black screens and blank Active Window details
- Any Timecard that says "Screensaver (Idle)"*
- Any Timecard that is being billed but is missing the Timecard*

**These situations will not be disputed if the activity level has 5 or more bars.*

Improper Manual Time Entries

Includes 1 or Timecards of Manual Time that do not comply with the following guidelines:

- Before submitting manual time, reach out to your immediate manager for authorization. Please provide your manager with both the reason and the amount of time that will be added.
- Manual time cannot be added for previous weeks. Be sure to submit manual time before the end of the current work week so that we can make sure you get paid for your hard work.
- When you enter manual time in your Logbook, be sure to include the following:
 - The reason you are entering manual time
 - The task completed during that time
 - The complete name of the authorizing manager OR the support ticket number as authorization for technical issues. Be sure to explicitly state if you received authorization from your manager in your memo.

Identical Timecards (Switching)

Includes 5 or more non-consecutive Timecards that are exactly identical on any given day.

Distractions

Includes the following:

- 2 or more consecutive or 5 or more non-consecutive Timecards of cell phone use
- 3 or more consecutive Timecards in which the contractor is not present
- Any Timecard displaying a contractor who is driving, nursing a child, or sleeping

Reviewing Log Books

Includes 2 or more consecutive or 5 or more non-consecutive Timecards of a contractor's own Log Book. This will not be applied to supervisors who are viewing their teams' Log Books.

Low Activity

Includes 2 or more consecutive or 5 or more non-consecutive Timecards with an activity level less than 11%. Contractors who are on a call or meeting, watching work related training videos, or downloading or uploading large work-related files ($\geq 30\text{MB}$) will not be flagged.

Webcam Policy

Note: Webcam policy depends on your specific position. If the policy is enforced, disputes include the following

- Instances in which the webcam is not being used consistently throughout the day
- 2 or more consecutive or 5 or more non-consecutive digitized Webcam shots in a day
- Webcam shots that don't capture the contractor's entire face

Please note that neither the 60 minute grace period nor Overtime will compensate for Webcam Policy non-compliance.

Websites and Applications

If you have questions about which specific websites or applications the Risk Management Team may flag, please consult the list below. Although this list is by no means exhaustive, we hope that it will help you feel confident regarding your computer activity.

It sometimes happens that you use certain programs, websites, or software on your job. In order for these to be tagged properly in WorkSmart you should send a list of these to your manager.

Acceptable Work-Related Websites

Amazon Web Services bit.ly Codesion.com Comerica* Currency converter websites CX.com eBay Google (Sites, Docs, Mail) Evernote	Google Talk imo.com** Intacct Laptoplunches LastPass Office365**	randpass.com Remote Desktop Salesforce Transact Yahoo Search Engine Yandex Zendesk
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*The finance department uses this website to process ACH payments. This site blocks Timecards so they will appear black when logged into Comerica.

**These websites will not be flagged as long as they are being used in a work-related manner.

Unacceptable Surfing and Gaming Websites

Please note that this list is not exhaustive. The Risk Management Team will exercise discretion according to the guidelines outlined above as well as Crossover’s philosophies.

Social Media	Music Related Sites	Other
Digg Facebook Livejournal.com MySpace Reddit Tagged Twitter Yahoo Buzz Youtube	AOL Music Grooveshark Jango Last.FM MySpace Music Pandora Rhapsody Tunein Yahoo Music	Apple App Store Blog Sites Game Sites Manycam News Sites Paypal Personal Emails Personal Skype* Skrill

*Because we are aware that you may use Skype for work, the Risk Management Team will use discretion when reviewing Skype-related activity.

Unacceptable Software

Manycam, HideMyIP, CamDecoy.com, Youcam or any software that can be used to manipulate the Webcam data feed to the Productivity Tool. This software normally comes pre-installed as third-party add-ons and just needs to be disabled when logging time. Instructions on how to disable this software can be found by searching in Google.

Thank You!

We hope that you enjoy the unbelievable potential of WorkSmart. If you have any further questions, please contact productivity@Crossover.com.

If you have any technical issues, please contact support@crossover.com.