Colleague Reference Guide

Availability

- Availability is a key component in generating shifts on the correct days and times
- The Availability Platform in MyDay is where colleagues must input the EXACT times/days they can work to ensure they are scheduled in correlation to our business needs.
- Colleagues can modify and update their availability weekly, IF NEEDED, until the week is grayed out for schedule generation
- If a colleague has restrictive availability, they can expect an impact to the number of hours systematically scheduled to them.

Requirements

All colleagues are required to be available to work Friday evenings, Saturdays and Sundays. The platform will not allow restrictions to be selected during these days/times.

Key Days are high volume, big days for our company. The company expectation is all hands on deck to service our customers. **No PTO or Unavailable Day selections can be entered on these Key Days.**

Scheduling Facts

- Schedule release one week at a time every Friday at 7am local time.
- At release, schedules are 16 days in advance of the effective schedule start date.
- All colleagues can view newly released schedules on Friday and begin self-service activities at 7am local time using the following cadence:
    - Friday = Full-time colleagues
    - Saturday = Part-time colleagues
    - Sunday = Flex/Seasonal colleagues
- Colleagues are to utilize self-service tools to manage their schedules and pick up additional open shifts
- Colleagues are to use the CALL OUT function to drop their shift to open when unable to work a scheduled shift on the schedule day.

Deadlines Impacting Schedules

Availability deadline: Any availability changes take effect 6 weeks out.

Time Off/Planning Ahead: Requests must be in the MTO system at least 35 days prior to the applicable date. If a People Leader approves an exception outside this timeframe, the colleague may receive a schedule with less than expected hours.