

Timekeeping FAQ

Effective September 7, 2025, there will be several updates to our timekeeping policies, processes, and requirements. These updates were made to ensure our policies fully comply with federal, state, and local labor laws while also improving the accuracy of timekeeping and pay practices. The changes provide clearer guidance on meal and rest breaks, reinforce fairness and consistency across all teams, and support Team Member well-being.

Q: What are the rules for clocking in and out?

Hourly team members must clock in/out no more than 2 minutes before their scheduled start time and 2 minutes after their scheduled end time. This is referred to as the timeclock “grace period”

What’s different? Window has narrowed from **±5 minutes** to **±2 minutes**.

Q: What happens if a team member tries to clock in or out outside of the grace period?

Hourly team members will be unable to clock in or out without approval from their direct manager. If a team member attempts to do so, their time will not be recorded and must be manually corrected by the manager.

What’s different? Team members will be unable to use the time clock outside the grace period.

Q: When do team members get a meal period and for how long?

If a team member works more than 5 consecutive hours, they should receive a 30-minute unpaid, uninterrupted, off-duty meal period, ideally near the middle of their shift when business allows.

What’s different? Threshold moved from 6+ hours to 5+ hours.

Q: Do team members have to clock out for meal breaks?

Yes. Meal periods are unpaid and must be recorded on the team member’s time record by clocking out for meal breaks and clocking back in to resume the remaining time in the shift.

What’s different? Team members are responsible for accurately recording meal breaks by clocking out and in at mealtimes. **Auto-deduction for meal breaks will no longer occur.** Failure to do so may result in disciplinary action up to and including termination.

Q: What rest breaks do team members get?

Team members **should receive one paid 10-minute (or longer where required by law) rest break for every 4 hours worked where no meal break is given.** If possible, it should be near the middle of the 4-hour block.

Q: Do team members clock out for rest breaks?

No. Rest breaks are **paid**; team members **do not clock out** or record them on time records.

Q: What if there is a necessary schedule change but it hasn't been updated in the system?

Team members will be unable to clock in or out outside of the 2-minute grace period. If there is a necessary schedule change, the manager must enter that in MyStaff system for the team member to be able to clock in and out.

Q: What if a team member misses a punch or forgets to record their meal break?

In these cases, team members should tell their manager immediately for manual correction. Team members must respond to any time-clock attestations accurately. *What's different?* Greater emphasis on team member responsibility and attestations; no more auto-deduct for the meal period.

Q: Who should team members contact with questions about timekeeping, hours, or pay.

Team members should start by speaking with their direct manager. Team members can also contact Human Resources for guidance.

Key Take Aways:

Effective September 7, 2025, all hourly team members must follow these updated timekeeping requirements:

1. Meal Break Recording – Team members are required to clock out and back in for all meal breaks.
2. Meal Break Eligibility – If team members are scheduled for 5 hours or more, they will be provided a 30-minute unpaid meal break.
3. Shift Punch Times – Team members must clock in no more than 2 minutes before their scheduled shift start time and clock out no more than 2 minutes after their scheduled shift end time.