



600 Brickell Ave, Miami, FL 33131

3404 Bimini Ln APT J3
Coconut Creek, FL 33066,
USA.

Date: December 8th, 2020.

Dear **[REDACTED]**,

EMPLOYMENT OFFER LETTER

We are pleased to offer you the position of a **Customer Service** (Full-Time) with us here at **SITEL GROUP** where we hope you will enjoy your role and make a significant contribution to the success of the business.

Your employment will commence on December 15th, 2020. You have been employed as a **Customer Service - Full-Time** reporting daily to Head of Department.

You will be based remotely at home until the office location is ready and convenient for work as reasonably determined by the needs of the business.

SITEL GROUP General hours of business are between 8:30am-4:30pm Monday to Friday. Evening shift starts from 4:30pm-11:00pm and you will be required to choose between any of these shifts. Note: You will be doing a minimum of Thirty <25> hours per week during general business hours.

From time to time you will be required to work reasonable additional hours or after hours when necessary to perform your duties effectively. Overtime payments or time in lieu will be calculated in accordance with the

hour work and will be paid along with your weekly payment. You will earn \$25/Hour after training and \$18 /hour during training.

This is a Temporary <working from home for few months until the physical office is completed for you> but Full-Time position, weekly payments and training.

Probationary Period:

A one-month Probationary Period will apply to this role.

- During this time, you will receive training and guidance to help you become familiar with, and competent in, performing the work you have been appointed to do.
- The appointment is subject to the satisfactory completion of the Probationary Period which itself is subject to termination during any stage, by either party, upon <one week's notice in writing>, or by payment in lieu of notice.

- Payment:
 - Your salary will be paid weekly on Friday each week, working 6-8 hours daily and 25 hours weekly.
 - All or any expenses made out of pocket for the sake of the company will be reimbursed immediately or during His/her respective pay period.

- Superannuation:
 - Superannuation payments will be made on your behalf in accordance with the Superannuation Guarantee into a Superannuation fund of your choice. If you do not choose a fund, your contributions will be placed into the default fund.

- Salary Review:
 - Your remuneration package will be reviewed annually on or about the anniversary of your employment or in accordance with workplace laws.

- Personal leave:
 - You are entitled to 10 days paid personal/career's leave in accordance with the Fair Work Act 2009.
 - You are entitled to a period of two days unpaid career's leave per occasion in accordance with the Fair Work Act 2009.
 - You are entitled to a period of two days paid compassionate leave per occasion in accordance with the Fair Work Act 2009.

The minimum period of notice required to be given to the employer by the employee is either:

- That prescribed by the relevant employment agreement or other contract of employment. If no period of notice is prescribed as above, a period of notice equal to the employee's usual pay period.
- Other Benefits:
 - Health, Dental, Life and AD&D insurance
 - 401 (k) plans.

SITEL GROUP may terminate your employment by giving the following period of notice (or payment in lieu) depending on service:

Period of continuous service	Notice period
Not more than 1 year	1 week
More than 1 year, but not more than 3 years	2 weeks
More than 3 years, but not more than 5 years	3 weeks
More than 5 years	4 weeks

If you are over 45 with more than two years continuous service, you will receive an additional week's notice (or payment in lieu).

The company may terminate your employment at any time without notice if:

- you are guilty of serious misconduct; or
- You are in material breach of a provision of this contract, including confidentiality undertakings.

Following the termination of your employment you will be required to return all company property. You are required to observe and uphold all of the Company's privacy policies and procedures as implemented or varied from time to time.

Collection, storage, access to and dissemination of employee personal information will be in accordance with privacy legislation.

SITEL GROUP places a number of company policies and procedures; you are required to comply with company policy. A failure to comply with these policies may result in disciplinary action being taken against you.

During your employment you may become aware of information relating to the business of **SITEL**

GROUP including but not limited to client lists, trade secrets, client details and pricing structures. Confidential information, including client lists, trade secrets, pricing structures and any and all documents created by you in the course of your employment remain the sole property of **SITEL GROUP**. You shall not, either during or after your employment, without the prior consent of the **SITEL GROUP**, directly or indirectly divulge to any person or use the confidential information for your own or another's benefit. This contract is made in the State of **FLORIDA** United States of America.

Jo Ann Fuhrman, we would like to take this opportunity to welcome you to **SITEL GROUP** and wish you a long and rewarding career with us.

Yours sincerely,

Mr. Richard Hughes,
Chief Human Resources Officer.



I, _____, accept the terms and conditions of this contract.

Employee:

Sign _____ Date _____

SITEL GROUP 2020