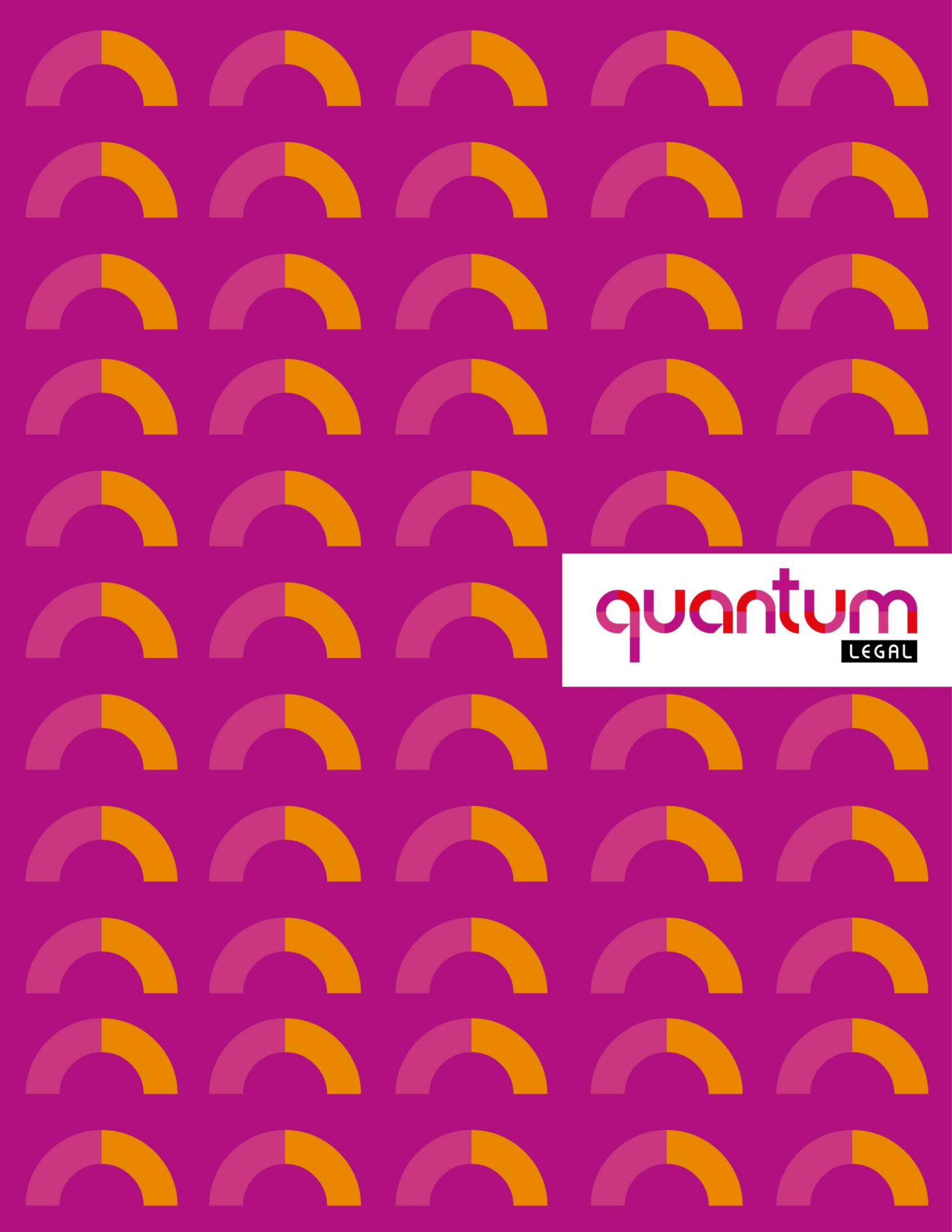




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POL-015: Timekeeping & Activity Recording Policy

Effective Date: 2026.05.01



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Purpose

This Policy establishes mandatory standards for the accurate, timely, and complete recording of all work-related activity. It is intended to close identified operational gaps that affect billing integrity, performance measurement, compliance, and client accountability.

Scope of Application

This Policy applies to all attorneys, paralegals, trainees, consultants, and administrative staff engaged in legal, operational, supervisory, or support activities, regardless of whether such activity is billable or non-billable.

Core Principles

All work performed must be contemporaneously recorded. Time records must reflect actual work undertaken, not estimates or reconstructions. Every activity must be linked to the correct client, matter, and task category. Activity descriptions must be sufficiently detailed to evidence value, progress, and compliance.

Mandatory Timekeeping Standards

All billable and non-billable activity must be recorded on the same business day the work is performed. Time must be recorded in minimum increments prescribed by the Firm's billing framework. Blank, generic, duplicated, or rolled-up entries are strictly prohibited. Work spanning multiple matters must be apportioned accurately across each matter.

Activity Description Requirements

Each entry must clearly state: The task performed The purpose of the task The output or outcome achieved Vague descriptions such as "review," "work on file," or "admin" are not acceptable. Internal activity, including supervision, follow-ups, client communication, court preparation, and compliance actions, must be recorded with the same discipline as billable work.

Non-Billable Time Recording

Non-billable time must be recorded in full and categorised correctly. Failure to record non-billable activity is treated as a compliance breach. Non-billable time data will be used for workload analysis, resourcing decisions, and performance evaluation.

Prohibited Practices

Backdating or reconstructing time from memory. Recording time days or weeks after work is performed. Inflating, compressing, or redistributing time to meet targets. Recording activity to incorrect matters or categories. Leaving time unrecorded due to assumptions that it is “not billable” or “too small to count.”

Supervisory Review and Accountability

Supervisors are required to review time and activity entries on a weekly basis. Patterns of late, poor-quality, or inaccurate entries must be escalated and corrected promptly. Supervisory sign-off does not absolve individuals of responsibility for inaccurate records.

Monitoring, Audit, and Reporting

Timekeeping and activity data will be monitored through periodic audits and exception reports. Key risk indicators include late entries, low activity density, excessive non-descriptive entries, and misaligned billing patterns. Audit findings may inform performance reviews, training requirements, or disciplinary action.

Consequences of Non-Compliance

Failure to comply with this Policy may result in: Corrective instructions or mandatory retraining Billing write-downs or disallowance Adverse performance assessment Disciplinary action in accordance with Firm governance procedures

Systems and Records

All time and activity must be recorded in the Firm’s approved practice management system. Offline notes, personal trackers, or informal records do not replace system entry requirements. System records constitute the official and authoritative record of work performed.

Breach of Policy

Failure to comply with this policy may result in corrective action in accordance with firm procedures, up to and including disciplinary measures.

Effective Date

This Policy takes effect on the date of formal approval and remains in force until amended or revoked.

Review and Updates

This policy will be reviewed periodically to ensure it remains aligned with operational needs, regulatory requirements, and best practices in client care.

Employee Acknowledgement and Confirmation

I, _____, acknowledge that I have received, read, and understood the contents of the **Timekeeping and Activity Recording Policy**.

I confirm that:

- I understand my obligations under this Policy and the standards expected of me;
- I agree to comply with the requirements set out herein and any related procedures, guidelines, or standard operating documents;
- I understand that failure to comply with this Policy may result in corrective or disciplinary action in accordance with organisational policies;
- I undertake to seek clarification where any aspect of the Policy is unclear.

I further acknowledge that this signed confirmation forms part of my official HR and compliance record in accordance with organisational requirements.

Employee Name: _____

Signature: _____

Date: _____

Position: _____