

EMPLOYEE HANDBOOK

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*This Handbook is intended only to be used by employees of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (hereinafter referred to as the "Company"). If you have any questions or difficulty understanding the contents of this handbook, please ask.*

# INTRODUCTION

\_\_\_\_\_\_\_\_\_\_\_\_ started up in \_\_\_\_\_, and we’ve been on an epic ride ever since. We first started as a place to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, but now has evolved into the fastest growing \_\_\_\_\_\_\_\_\_\_. Built with one focus – \_\_\_\_\_\_\_\_\_\_\_ has created an exceptional experience for our community to find local employment opportunities. We owe a huge appreciation to our community for the support and trust as we have been building our very own success story.

**Our Purpose**

To Connect \_\_\_\_\_\_ with \_\_\_\_\_\_\_\_\_

**Our Core Values**

* We Live with Integrity
* We Believe in Success
* We Practice Accountability
* We Challenge Growth
* We Deliver Results
* We Embrace Change
* We Lead with Humility

You were hired because we believe your experience, ability, and attitude will contribute to our Company’s success. You should be able to enjoy working with the people here and they with you. You can expect fair and respectful treatment from others in our Company. You will get the most out of your job by expecting to improve yourself and by doing good work. When each person works at doing better, the group, including the entire Company, makes more progress. One of our goals is a work environment that fosters teamwork and mutual respect. Your positive attitude, even when things may not be perfect, will benefit everyone. We encourage you to express constructive suggestions and ideas. It’s all about the team at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_!

While we look forward to a favorable outlook to the future, there are no certain roads to success in this Company. No one’s job is guaranteed and nothing contained in this handbook should be considered either an express or implied contract of employment. Employment is voluntary for both you and the Company. You or the Company may terminate your employment at any time for any reason not prohibited by law. No one, other than the President of the Company, and then only in writing, has any authority to enter into an agreement for employment for a specific period of time or make arrangements contrary to this statement.

**STATEMENT ON ETHICS**

We believe the greatest rewards accrue to both you and the Company when all of us work together with a constructive, devoted attitude in a positive ethical climate.

\_\_\_\_\_\_\_\_\_\_\_ is committed to honesty, integrity, dedication and loyalty. The Company expects the highest standard of ethical practice in dealing with customers, suppliers, competitors, government agencies, the general public and your fellow employees. These standards include:

* There can be no conflict of interest between your work at \_\_\_\_\_\_\_\_\_\_and any activity, interest or relationship with non-company persons or entities that you or your family may have.
* You must comply with Company procedures to preserve the assets of the Company, including confidential or proprietary information that belongs to\_\_\_\_\_\_\_\_\_\_\_\_.
* You must comply with laws that affect any action you take for the Company.
* You must refer any requests for information concerning the Company and its employees by newspapers, radio, television and other news media to CEO.

### **CONFIDENTIALITY AND NON-DISCLOSURE**

Employees often have access to confidential, sensitive, or proprietary information. You must use and/or disclose information learned or acquired through your association with the Company only for the performance of your job. Particular care must be taken to keep confidential any information of possible value to competitors or potentially damaging to customers, or information received under an express or implied confidentiality obligation. You are prohibited from using, copying, or disclosing any such confidential information to any other person, employee, firm, corporation, or other entity, either during or after your employment, except as authorized by the CEO.

Confidential information includes, but is not limited to, data processing and computer programs and operations; financial information; lists of actual and prospective customers; customer purchase prices; Company training materials and handbooks; and personnel information and data.

**NON-DISCRIMINATION**

Every qualified person has the same opportunity for hire, assignment and advancement without regard for race, color, religion, sex, national origin, age (over 40), disability, sexual orientation, military status, or status as a Vietnam-era or special disabled veteran as these are defined by law. You, and all members of the \_\_\_\_\_\_\_\_\_\_ Team, are expected to work in harmony with others.

**ANTI-HARASSMENT**

It is a violation of Company policy and federal law to subject any employee to harassment. Any harassment, whether based on race, sexual orientation, gender, age (over40), religion, disability, invasion of privacy or national origin, is prohibited. Sexual harassment includes unwelcome sexual advances, requests for sexual favors and other offensive conduct that is either sexual in nature, or directed at or about someone or a group because of gender. Sexual harassment undermines the employment relationship by creating an intimidating, hostile or offensive work environment. Some examples of harassment may include:

* Verbal Conduct – such as epithets (a label used to describe someone negatively), derogatory jokes or comments, name calling, sexual innuendo, demeaning slurs, or unwanted sexual advances.
* Visual Conduct – such as leering, derogatory and/or sexually oriented posters, photography, cartoons, drawings, graffiti, electronic mail, or gestures.
* Physical Conduct – such as assault, unwanted touching, blocking of normal movement, or interfering with work.
* Threats or Demands – to submit to sexual requests as a condition of continued employment benefits.

Observance of this policy is a condition of employment. Any employee who experiences or observes conduct believed to constitute harassment should tell the harasser that the behavior is offensive and that you want it to stop. If you are unable to confront the harasser or are unsuccessful in convincing him or her to stop, immediately report the incident to company leadership so the incident may be fairly investigated and any prompt remedial action needed may be taken. There will be no retaliation against any employee who reports a complaint or who provides a witness statement during the investigation. Reports of alleged harassment will be treated as discreetly and confidentially as possible. No employee will be retaliated against for lodging a good faith complaint with management under this policy. Any employee who believes he or she is being subjected to retaliation should promptly report this to one of the individuals listed above.

**SUBSTANCE ABUSE**

\_\_\_\_\_\_\_\_\_\_ is committed to a safe, productive, and drug-free work environment. We are also committed to promoting the general health and well being of all employees. We want to prevent substance abuse and encourage people who abuse drugs or alcohol to find help.

* Employees must not use, manufacture, possess, sell, store, trade, or offer for sale illegal drugs.
* Employees must not use, manufacture, possess, sell, or consume alcohol on the job.
* Employees must not report to work under the influence of illegal drugs or alcohol.
* Employees must not use prescription drugs illegally.
* Employees arrested for using, possessing or trafficking drugs may be suspended pending company investigation of facts and circumstances or in a court judgment.
* Employees convicted of possessing or trafficking drugs may be terminated.

**ELECTRONIC AND OTHER COMMUNICATIONS**

Our computers, computer networks, software, telephone systems, fax machines, internet access, data stored on personal devices and other information technology (together, the “IT Systems”) are Company property and are provided to assist you to be used for business purposes in fulfilling your duties and in the course of normal operations.

The Company expects you to use the IT Systems responsibly and in compliance with all applicable laws, and normal standards of professional and personal courtesy and conduct. In short, we expect you to use good judgment in the use of any IT systems.

Using an IT Systems inappropriately exposes both you and the Company to significant risks, including virus attacks, compromises of IT Systems, services and records, inappropriate disclosure of Company and personal information, and significant legal issues.

This policy applies to you and all Company employees. This includes all permanent full time and part time employees, as well as any temporary staff contracted by the Company, consultants, interns and employees hired through a temporary agency.

**Personal Use**

You may use the Company’s IT Systems for limited, occasional personal purposes. However, your personal use must not interfere with or conflict with your or others’ assigned work duties, disrupt the work of co-workers, or violate Company policy (including the Company’s anti-discrimination and anti-harassment policies).

The Company reserves the right to monitor your use of the IT Systems and to access any file or record (including deleted, archived and encrypted files, emails, text messages and voicemails) in the IT Systems.

You may not use any of the Company’s IT Systems (including but not limited to Internet access) to access, transmit, store, print, display or request offensive material. Offensive materials are anything that could be considered obscene, pornographic, erotic, profane, racist or sexist or other offensive material , including images, messages, video or sound, material that violates \_\_\_\_\_\_\_\_\_\_\_\_’s anti-discrimination and anti-harassment policies, and material that creates an intimidating, offensive or hostile work environment

**Copyright Laws**

The Company’s policy is to honor all copyrights and obey copyright laws.

Do not use the Company’s IT Systems to violate any copyright laws, including copying, ripping, downloading, uploading, storing, transmitting or making available any unauthorized copies of copyrighted materials, including text, photographs, music, movies, videos or other media. Do not copy, scan or digitize photographs, illustrations or text from books, magazines, periodicals or other copyrighted sources.

**Email and Other Electronic Communication**

The Company holds all communications using the IT Systems, whether by voice, fax, e-mail or any other means, to the same standards as any other business communication, including compliance with the Company’s anti-discrimination and anti-harassment policies. Please take care when using email, as it can easily be printed, forwarded to others, intercepted or even altered by third parties.

**Security**

Incoming email can introduce viruses and malicious programs and code. Do not open an email attachment if you do not know the nature of the attachment or the sender. Simply viewing some Internet sites can also introduce viruses and malicious programs and code. Be careful which sites you access. Do not disable firewalls or antivirus programs. You should keep logon IDs and passwords secure. Do not share accounts or divulge Internet addresses, telephone dial-up numbers, logins or passwords to anyone, including family members. You should keep all Company data stored on any media or device secure from possible theft or damage. Take special care with portable or laptop computers, smartphones or other handheld devices, as they are especially vulnerable to theft.

**Caring for the Company’s IT Systems**

You should take every effort not to damage or cause unusual wear on the Company’s IT assets. Please use computer cases, padding, or other protective devices when transporting any device. Please use appropriate surge protection equipment.

**TOTAL REWARDS**

A good Total Rewards program must maintain many elements to attract and retain quality talent. The following elements are those we feel are important to our employees.

**Direct Compensation**

Direct compensation is the wages you receive for doing the basic work for which you are hired. Each employee’s individual pay rate is reviewed periodically and is a product of market research and internal needs of the company. We consider your pay confidential and believe you should too. Discussion with others concerning your pay is discouraged. Wages are paid biweekly using direct deposit of net pay into accounts in financial institutions. Pay stubs documenting gross and net pay along with other deductions are provided to each employee through individual Gusto accounts.

**Incentive Pay**

Some employees enjoy additional pay as they hit sales and marketing goals. The parameters set with incentive pay are based on multiple factors which company leadership establishes.

**Personal Time Off (PTO)**

\_\_\_\_\_\_\_\_\_\_\_’s “vacation year” is based upon an anniversary year. This means that your vacation year begins on the date you started work with our Company and runs until the day before that date in the next calendar year.

All regular full-time employees are eligible to accrue up to 10 paid vacation days during the 3 years of employment. These paid vacation days are accrued on a pro rata basis – that is, you will accumulate one paid vacation day for each 1.5 months of uninterrupted service. After that, you will accumulate vacation according to the following schedule:

* 15 days per year (1.25 days per month) of service for the 4th through 9th year of continuous employment.
* 20 days per year (1.66 days per month) of service for the 10th through 14th year of continuous employment.
* 25 days per year (2.08 days per month) of service for the 15 or more years of continuous employment.

New employees will accrue vacation per the schedule above however, vacation days may not be used until after 90 days of continuous employment.

You will not accrue vacation during unpaid leaves of absence.

In an effort to accommodate the desires of our employees who would like to take their vacations early in the year, employees will be permitted to “borrow” against the vacation they expect to accrue over the course of a vacation year. You should understand, however, that if your employment with our Company is terminated for any reason prior to the time that you have accumulated the number of vacation days taken during the vacation year, you will be responsible for reimbursing our Company for the amount of used but unaccrued vacation. At the time you “borrow” against the unaccrued vacation, you will be expected to execute a written authorization that would allow the Company to deduct the amount of used but unaccrued vacation from your final paycheck, should that be necessary.

Accrued but unused vacation time may not be carried over from year to year.

Please notify company leadership as far in advance as possible of the time you wish to take your vacation. Requests for scheduled vacation must be submitted in writing. To ensure that our Company’s staffing and operational needs are met at all times, the Company reserves the right to grant vacation requests at its discretion. PTO requests will be approved by company leadership based on the needs of the company and clientele and is done so on a first-come, first-serve basis. We stress to you the importance of three thing as you take time off:

1. Communication with your team and customers.
2. Requests for more that 5 day at one time must be approved 30 days in advance.
3. Requests 5 days or less must be approved 7 days in advance.
4. Have fun and relax!

**QUALITY WORK ENVIRONMENT**

\_\_\_\_\_\_\_\_\_\_\_ is a fun place to work. We pride ourselves in having a great office space and fun people to work with, we pride ourselves in being a company that operates behind this purpose:

*We create a positive impact on people’s lives through innovative solutions to find employment which allows each person to be the best version of his or herself.*

As this reality resonates through each one of us, we find joy in our work everyday. Team Building events, daily collaboration and servant leadership make for a great day at the office all year round.

**Flexible Work Schedules**

At \_\_\_\_\_\_\_\_\_\_ we are proud of our work ethic. Each member of our team works fulfilling productive days. A work-day is defined as 9 hours with appropriate and periodic breaks (lunch, snacks, a call home, etc.) The core business hours of \_\_\_\_\_\_\_\_\_\_\_ in which every employee must be at the office is from 9:00 AM to 4:00 PM. Some examples of flexible work schedules might include:

1. Arrive early, leave early - 7:00 AM to 4:00 PM
2. Standard - 8:00 AM to 5:00 PM
3. Arrive late, leave late - 9:00 AM to 6:00 PM

The options above are available in an effort to accommodate for heavy traffic and/or other family obligations. However, in choosing a schedule you must communicate to company leadership for the purpose of consistent adherence to the chosen schedule.

**Travel**

On occasion travel for business purposes will be necessary. It is important for employees to always choose the **lowest fare routing option** for air travel, lodging, car rental and all other means of travel.

All travel expenditures must be made on a company issued credit card or recorded on an expense reimbursement form. These forms must be submitted with all accompanying receipts in order to be reimbursed.

When using personal vehicles for business travel, logged miles will be reimbursed at the standard rate established by the IRS each year. This too should be recorded and calculated on the reimbursement form.

Reimbursement will be allowed for expense of meals within reasonable limits. "Reasonable" is a matter of judgment inasmuch as the cost of meals will vary by location. Meals attended by multiple employees should be paid for and submitted for reimbursement by the most senior employee present.

**SAFE HARBOR**

The Company is committed to paying exempt employees for their performance on a salary basis in accordance with the Fair Labor Standards Act (FLSA). The Company prohibits deductions from exempt employees’ pay that are barred by the FLSA. If you believe an improper deduction was made from your salary, please promptly report your concern.

**STANDARDS OF CONDUCT**

Employees are to abide by federal and state laws and regulations, as well as other commonly accepted standards of business and personal conduct while at work or engaged in activities that place you as a representative of the Company. These standards include honesty, integrity, and mutual respect for fellow employees and customers. Employees are further expected to observe and comply with all policies and performance standards that may be established by the Company.

Violation of laws, regulations, general work standards, or Company policies may result in discipline up to and including discharge, depending on the circumstances involved. Listed below are examples of the kinds of problems that may result in discipline or discharge. (The examples are not all-inclusive and do not reflect every circumstance that may result in discipline or discharge—they are intended as general guidance regarding Company standards and expectations.)

**Examples:**

* Dishonesty in any form, including falsification of documents or providing misleading information.
* Theft, unauthorized possession or use of property belonging to the Company, customers, suppliers, or other employees.
* Unauthorized possession or use of Company confidential or proprietary information.
* Damage, loss, or destruction of property belonging to the Company, customers, or other employees due to willful, reckless, careless, or negligent acts.
* Being under the influence of, possessing, or using alcohol, intoxicants, or illegal substances while at work.
* Insubordination, failure to perform assigned work, or neglect of duties.
* Poor performance of work duties, failure to meet job requirements or standards, or lack of due care when performing assigned duties.
* Unexcused or excessive absenteeism or tardiness.
* Failure to work courteously and harmoniously with other employees, customers, or persons doing business with the Company.
* Threatening, harassing, intimidating, or coercing others, or interfering with the performance of others.
* Using profane, obscene, or abusive language.
* Other conduct that may be in conflict with or adversely affect work performance, safety, business, operations, or the Company’s reputation in the community.

**CUSTOMER SERVICE**

The Company strives to consistently provide our customers with the highest level of service. In order to realize our commitment to quality customer service, we expect you to do the following:

* Provide courteous service in a prompt and efficient manner
* Establish and maintain positive relationships with our customers by gaining their trust and respect through professional, honest interaction
* Respond to complaints quickly and professionally. Never argue with a customer. If you are unable to resolve the complaint to the customer’s satisfaction, review the situation with company leadership
* Ensure all communications with customers (whether in person, over the phone, or via e-mail) is professional and courteous

Thank you for taking the time to review this handbook. If you have any questions or difficulty understanding the contents, please ask for assistance immediately. You will be held responsible for its contents. Our intention is to give you a better understanding of what to expect from us, as well as what we expect from you. We are excited to have you on board as part of the \_\_\_\_\_\_\_\_ team!

**ACKNOWLEDGMENT**

I have received a copy of the handbook and I understand I am responsible for becoming familiar with its contents. I realize my continued employment is subject to my compliance with the policies contained in this handbook and any revisions made to it. I understand the handbook provides only an overview, that it is not all-inclusive, and that it does not necessarily contain all Company practices and policies in force. If I have a question, or if there is any policy or provision in the handbook that I do not understand, I am responsible to seek clarification. I acknowledge this handbook supersedes policies issued prior to this date. I recognize the handbook is subject to future change and that the Company may modify, deviate from, or eliminate policies from time to time at the Company’s discretion.

I acknowledge that this handbook is not a contract of employment nor is my employment for any fixed term. My employment is completely voluntary both for the Company and me, and may be terminated either by me or the Company at any time for any reason not prohibited by law. No supervisor or manager, except the President (who can only do so in writing) has any authority to make any promise or agreement to the contrary. A copy of this acknowledgment is kept in my employee file.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Name (please print)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature Date

***Remove this sheet and place in employee’s personnel file.***