INSERT YOUR COMPANY NAME
INTERNAL EMPLOYEE HANDBOOK

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Welcome!

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should familiarize themselves with the contents of the employee handbook as soon as possible, for it will answer many questions about employment with “The Company”. This handbook supersedes all previous policies.

This handbook is neither a contract of employment nor a legal document. Employee has entered this employment relationship with “The Company” voluntarily and acknowledges that there is no specified length of employment. Accordingly, either I or “The Company” can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

Throughout this handbook, we will refer to “The Company or [insert your company name].

Sincerely,

[insert your company name]

A Message from our CEO:

Hello,

I'm [insert your CEO name], CEO of [insert your company name]!

To achieve excellence in what we do, each one of us has a vital role to play in ensuring that

_____

_____

_____Therefore, our reputation and business growth depend on *you*.

As you join [insert your company name], I ask you to help us keep our mission, vision, core values, and culture – all of which defines what we do and who we are.

The entire management team and I will make every effort to support you and create an environment where you can achieve your absolute best. [insert your company name], is a great company with a great future, and we are delighted to have you as part of our team.

[insert your CEO name],

[insert your CEO name], CEO

INTRODUCTION

020 Mission Statement

Insert your company's mission here.

030 Vision Statement

Insert your company's vision statement here.

040 Our Values

Insert your company's values here.

050 Our Company Culture

Insert your company's culture here.

060 Company Philosophy

Insert your company's philosophy here.

070 Our Meeting Structure

Insert your company's meeting structure here.

080 The Rules of Meeting Engagement

We communicate daily using Slack: This is our MAJOR form of communication when we are in the office and when we are out of the office. Each department has their own respective channels where the teams will communicate daily. You can also communicate with your team members directly. Finally, there is a general slack channel where everyone communicates as a team. Now, let's communicate and make some magic happen.

EMPLOYMENT

101 Nature of Employment

This handbook is intended to provide employees with a general understanding of our personnel policies. Employees are encouraged to familiarize themselves with the contents

of this handbook, for it will answer many common questions concerning employment with "The Company".

However, this handbook cannot anticipate every situation or answer every question about employment. It is not an employment contract and is not intended to create contractual obligations of any kind. Neither the employee nor "The Company" is bound to continue the employment relationship if either chooses, at its will, to end the relationship at any time.

In order to retain necessary flexibility in the administration of policies and procedures, "The Company" reserves the right to change, revise, or eliminate any of the policies and/or benefits described in this handbook, except for its policy of employment-at-will. The only recognized deviations from the stated policies are those authorized and signed by the chief executive officer of "The Company".

102 Employee Relations

"The Company" believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisors.

Our experience has shown that when employees deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that "The Company" amply demonstrates its commitment to employees by responding effectively to employee concerns.

103 Equal Employment Opportunity

To provide equal employment and advancement opportunities to all individuals, employment decisions at
"The Company" will be based on merit, qualifications, and abilities. "The Company" does not discriminate in employment opportunities or practices based on race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

"The Company" will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the Human Resources Department. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of

unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

104 Business Ethics and Conduct

The successful business operation and reputation of “The Company” is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of “The Company” is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees owe a duty to “The Company”, its customers, and shareholders to act in a way that will merit the continued trust and confidence of the public.

“The Company” will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines
of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, with the Administrator for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every “The Company” employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead
to disciplinary action, up to and including possible termination of employment.

105 Immigration Law Compliance

“The Company” is committed to employing only United States citizens and aliens who are authorized to
work in the United States and does not unlawfully discriminate based on citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-

9 with “The Company” within the past three years, or if their previous I-9 is no longer retained or valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact the Human Resources Department. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

106 Conflicts of Interest

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which “The Company” wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact the Administrator for more information or questions about conflicts of interest.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of “The Company” 's business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is like that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to an officer of “The Company” as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a
firm with which “The Company” does business, but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration because of any transaction or business dealings involving “The Company”.

107 Non-Disclosure Agreement

The protection of confidential business information and trade secrets is vital to the interests and the success of “The Company”. Such confidential information includes, but is not limited to, the following examples:

- Personal information regarding residents
- HIPPA
- Compensation data
- Computer processes

- Computer programs and codes
- Customer lists
- Customer preferences
- New materials research
- Pending projects and proposals
- Technological prototypes

All employees may be required to sign a non-disclosure agreement as a condition of employment.

Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

108 Disability Accommodation

“The Company” is committed to complying fully with the Americans with Disabilities Act (ADA) and
ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the
duties of the position.

Post-offer medical examinations are required only for those positions in which there is a bona fide job-related physical requirement. They are given to all persons entering the position only after conditional job offers.

Medical records will be kept separate and confidential.
Reasonable accommodation is available to all disabled employees, where their disability affects the
performance of job functions. All employment decisions are based on the merits of the situation in
accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position
descriptions, lines of progression and seniority lists. Leave of all types will be available to all employees
on an equal basis.

“The Company” is also committed to not discriminating against any qualified employees or applicants
because they are related to or associated with a person with a disability. “The Company” will follow any
state or local law that provides individuals with disabilities greater protection than the ADA.

This policy is neither exhaustive nor exclusive. “The Company” is committed to taking all other actions
necessary to ensure equal employment opportunity for persons with disabilities in accordance with the
ADA and all other applicable federal, state, and local laws.

EMPLOYMENT STATUS & RECORDS

201 Employment Classification

It is the intent of “The Company” to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the employee and “The Company”.

Each employee is designated as either NON-EXEMPT or EXEMPT from federal and state wage and hour laws.

NON-EXEMPT employees are entitled to overtime pay under the specific provisions of federal and state laws. **EXEMPT** employees are excluded from specific provisions of federal and state wage and hour laws.

An employee's EXEMPT or NONEXEMPT classification may be changed only upon written notification by “The Company” management.

In addition to the above categories, each employee will belong to one other employment category:

REGULAR FULL-TIME employees are those who are regularly scheduled to work “The Company” 's
full-time schedule. Generally, they are eligible for “The Company” 's benefit package, subject to the terms, conditions, and limitations of each benefit program.

It is the intent of “The Company” to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time.

Accordingly, the right to terminate the employment relationship at will at any time is retained by both the employee and “The Company”.

Each employee is designated as either NON-EXEMPT or EXEMPT from federal and state wage and hour laws.

NON-EXEMPT employees are entitled to overtime pay under the specific provisions of federal and state laws.

EXEMPT employees are excluded from specific provisions of federal and state wage and hour laws.

An employee's EXEMPT or NONEXEMPT classification may be changed only upon written notification by “The Company” management.

In addition to the above categories, each employee will belong to one other employment category:

Exempt Employee

Exempt employees are those that are excluded from the overtime pay requirements of the Fair Labor Standard Act. Exempt employees are paid a salary and are expected to work beyond their normal hours whenever necessary to accomplish the work of the company. Exempt employees are not eligible to receive overtime compensation. Employees should consult with management if they have questions regarding their classification as an exempt employee.

Non-Exempt Employees

Non-exempt employees are those eligible for overtime pay of 1.5 times the regular hourly rate of pay for all hours worked over 40 peer work week. All overtime must be approved in advance. Employees should consult with management if they have questions regarding their classification on a non-exempt employee.

Overtime

Overtime compensation is paid to all nonexempt employees in accordance with federal and state wage and hour restrictions. Overtime pay is based on actual hours worked. Time off on sick leave, PTO leave, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

Employees who work overtime without receiving prior authorization from the supervisor may be subject to disciplinary action, up to and including possible termination of employment.

202 Access to Personnel Files

“The Company” maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of “The Company”, and access to the information they contain is restricted. Generally, only supervisors and management personnel of “The Company” who have a legitimate reason to review information in a file can do so.

Employees who wish to review their own file should contact the Human Resources Department. With
reasonable advance notice, employees may review their own personnel files in “The Company” 's offices
and in the presence of an individual appointed by “The Company” to maintain the files.

203 Privacy

Employees and employers share a relationship based on trust and mutual respect. However, “The Company” retains the right to access all company property including computers, desks, file cabinets, files and folders, electronic or otherwise, at any time. Employees should not entertain any expectations of privacy when on company premise or while using company property.

All documents, files, voicemails and electronic information, including e-mails, SMS text and other communications, created, received or maintained on or through company property are the property of “The Company”, not the employee. Therefore, employees should have no expectation of privacy over those files or documents.

204 Workplace Monitoring

Workplace monitoring may be conducted by “The Company” to ensure quality control, employee safety, security, and customer satisfaction.

Employees who regularly communicate with customers may have their telephone conversations monitored or recorded. Telephone monitoring is used to identify and correct performance problems through targeted training. Improved job performance enhances our customers' image of “The Company” as well as their satisfaction with our service.

Computers furnished to employees are the property of “The Company”. As such, computer usage and files may be monitored or accessed.

“The Company” may conduct video surveillance of non-private workplace areas. Video monitoring is used to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage or prevent acts of harassment and workplace violence.

Because “The Company” is sensitive to the legitimate privacy rights of employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

205 Employment Reference Checks

To ensure that individuals who join “The Company” are well qualified and have a strong potential to be productive and successful, it is the policy of “The Company” to check the employment references of all applicants.

The Human Resources Director will respond in writing only to those reference check inquiries that are
submitted in writing. Responses to such inquiries will confirm only dates of employment, wage rates, and position(s) held. No employment data will be released without a written authorization and release signed by the individual who is the subject of the inquiry.

206 Personnel Data Changes

It is the responsibility of each employee to promptly notify “The Company” of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments and other such status reports should be accurate and current at all times. If any personnel data has changed, notify the Administrator.

207 Employment Applications

“The Company” relies upon the accuracy of information contained in the employment application, as well
as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

208 Performance Evaluation

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal,
day-today basis. Additional formal performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage, and recognize strengths, and discuss positive, purposeful approaches for meeting goals. (More about quarterly evaluations connected to bonus).

209 Salary Administration

The salary administration program at “The Company” was created to achieve consistent pay practices,
comply with federal and state laws, mirror our commitment to Equal Employment Opportunity, and offer competitive salaries within our labor market. Because recruiting and retaining talented employees is critical to our success, “The Company” is committed to paying its employees equitable wages that reflect the requirements and responsibilities of their positions and are comparable to the pay received by similarly situated employees in other organizations in the area.

Compensation for every position is determined by several factors, including the essential duties and responsibilities of the job, and salary survey data on pay practices of other employers. “The Company” periodically reviews its salary administration program and restructures it as necessary.

Employees should bring their pay-related questions or concerns to the attention of their immediate supervisors, who are responsible for the fair administration of departmental pay practices. The Administrator is also available to answer specific questions about the salary administration program.

EMPLOYEE BENEFIT PROGRAMS

301 Employee Benefits

Eligible employees at “The Company” are provided a wide range of benefits. A number of the programs
(such as Social Security, workers' compensation, state disability, and unemployment insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. Your supervisor can identify the programs for which you are eligible. Details of many of these programs can be found elsewhere in the employee handbook.

The following benefit programs are available to eligible employees:

- Holidays
- Bereavement Leave
- Jury Duty Leave
- Military Leave
- Travel Allowances
- PTO
- Voting Time Off
- Witness Duty Leave

Some benefit programs require contributions from the employee, but most are fully paid by “The Company”.

302 Holidays

“The Company” will grant holiday time off to full time employees on the holidays listed below:

- New Year's Day (January 1)
- Martin Luther King, Jr. Day (third Monday in January)
- President Day (February)
- Memorial Day (last Monday in May)
- Juneteenth Day (June)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Veteran’s Day (November 11th)
- Thanksgiving (fourth Thursday in November)
- Christmas Eve (December 24)
- Christmas (December 25)

“The Company” will grant paid holiday time off to full time employees after 90 days of employment. Holiday pay will be calculated based on the employee's straight time pay rate (as of the date of the holiday) times the number of hours the employee would otherwise have worked on that day.

If a recognized holiday falls during an eligible employee's paid absence (such as PTO or sick leave), holiday pay will be provided instead of the paid time off benefit that would otherwise have applied.

If eligible nonexempt employees work on a recognized holiday, they will receive wages at one and one-half times their straight-time rate for the hours worked on the holiday.

Paid time off for holidays will be counted as hours worked for the purposes of determining whether overtime pay is owed.

303 Hours of Operations

“The Company” provides a flexible schedule as long as the clients are being serviced. Office hours are Monday - Friday 8:30am-5:30PM, Closed Saturday and Sunday. Office hours are subject to change. We are currently physically in-office but may implement a hybrid schedule in the near future (on an as needed basis).

304 Workers' Compensation Insurance

“The Company” provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period. Failure to report workplace injuries as soon as they occur may result in disciplinary action, up to and including termination of employment, and may affect an employee’s ability to collect worker’s compensation benefits. Any abuse or misuse of workers’ compensation may also result in disciplinary action up to and including termination of employment.
Employees who sustain work-related injuries or illnesses should inform their supervisor immediately. No
matter how minor an on-the-job injury may appear; it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

Neither “The Company” nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by “The Company”.

305 Time Off to Vote

“The Company” encourages employees to fulfill their civic responsibilities by participating in elections. Generally, employees are able to find time to vote either before or after their regular work schedule.
If employees are unable to vote in an election during their non-working hours.

Employees should request time off to vote from their supervisor at least two working days prior to the Election Day. Advance notice is required so that the necessary time off can be scheduled at the beginning or end of the work shift, whichever provides the least disruption to the normal work schedule.

306 Bereavement Leave

Employees who wish to take time off due to the death of an immediate family member should notify their supervisor immediately. Up to 3 days of unpaid bereavement leave will be provided to regular full-time employees.

Bereavement pay is calculated based on the base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials.

Bereavement leave will normally be granted unless there are unusual business needs or staffing requirements.
Employees may, with their supervisors' approval, use any available paid leave for additional time off as necessary.

“The Company” defines "immediate family" as the employee's spouse, parent, or child.

307 Jury Duty

“The Company” encourages employees to fulfill their civic responsibilities by serving jury duty when required. Employees may request unpaid jury duty leave for the length of absence. If desired, eligible employees may use any available paid time off (for example, PTO benefits).

Employees must show the jury duty summons to their supervisor as soon as possible so that the supervisor may make arrangements to accommodate their absence. Of course, employees are expected to report for work whenever the court schedule permits.

Either “The Company” or the employee may request an excuse from jury duty if, in “The Company” 's
judgment, the employee's absence would create serious operational difficulties.

308 Witness Duty

“The Company” encourages employees to appear in court for witness duty when subpoenaed to do so.

If employees have been subpoenaed or otherwise requested to testify as witnesses by “The Company”, they will receive paid time off for the entire period of witness duty.

Employees will be granted unpaid time off to appear in court as a witness when requested by a party other
than “The Company”. Employees are free to use any available paid leave benefit (such as PTO leave) to
receive compensation for the period of this absence.

The subpoena should be shown to the employee's supervisor immediately after it is received so that operating requirements can be adjusted, where necessary, to accommodate the employee's absence. The employee is expected to report for work whenever the court schedule permits.

309 Paid Time Off – How Much Time Is Offered

Paid Time Off (PTO) with pay is available to regular full-time employees to provide opportunities for rest, relaxation, and personal pursuits.

Full-time employees are eligible for PTO after 90 days of employment. The amount of PTO employees
receives each year increases with the length of their employment as shown in the following schedule:

- Upon initial eligibility, employees are eligible for 10 PTO days per year.
- After 2 years of employment, employees are eligible for 15 PTO days per year.

The length of eligible service is calculated based on a "benefit year." This is the 12-month period that begins when the employee starts to earn PTO time. An employee's benefit year may be extended for any significant
leave of absence except military leave of absence. Military leave has no effect on this calculation. (See individual leave of absence policies for more information.)

PTO can be used in minimum increments of one day. To take PTO, employees should request advance approval from their supervisors. Requests for PTO time off are not guaranteed and will be reviewed based on a number of factors, including business needs and staffing requirements.

PTO is paid at the employee's base pay rate. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials.

As stated above, employees are encouraged to use available PTO for rest, relaxation, and personal pursuits. PTO must be used by December 31st. Any unused PTO days not used by the end of the calendar year will be forfeited.

Employees that resign from employment and provide a two-week notice period will be paid for unused PTO days. If an employee is fired for misconduct or fails to provide a two-week notice will not receive pay for unused PTO days.

TIMEKEEPING / PAYROLL

401 Timekeeping

Accurately recording time worked is the responsibility of every nonexempt employee. Federal and state laws require “The Company” to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time spent on the job performing assigned duties.

Nonexempt employees should accurately record the time they begin and end their work, as well as the beginning and ending time of each meal period. They should also record

the beginning and ending time of any split shift or departure from work for personal reasons. Overtime work must always be approved before it is performed.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

Nonexempt employees should report to work no more than 15 minutes prior to their scheduled starting time nor stay more than 15 minutes after their scheduled stop time without expressed, prior authorization from their supervisor.

It is the employees' responsibility to sign their time records to certify the accuracy of all time recorded. The supervisor will review and then initial the time record before submitting it for payroll processing. In addition, if corrections or modifications are made to the time record, both the employee and the supervisor must verify the accuracy of the changes by initialing the time record.

402 Paydays

All employees are paid biweekly. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

In the event that a regularly scheduled payday falls on a day off such as a weekend or holiday, employees will receive pay on the last day of work before the regularly scheduled payday.

If a regular payday falls during an employee's PTO, the employee may receive his or her earned wages before departing for PTO if a written request is submitted at least one week prior to departing for PTO.

Employees may have pay directly deposited into their bank accounts if they provide advance written authorization to “The Company”. Employees will receive an itemized statement of wages when “The Company” makes direct deposits.

403 Overtime

When operating requirements or other needs cannot be met during regular working hours, employees will be given the opportunity to volunteer for overtime work assignments. All overtime work must receive the supervisor's prior authorization. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Overtime compensation is paid to all nonexempt employees in accordance with federal and state wage and hour restrictions. Overtime pay is based on actual hours worked.

Time off on sick leave, PTO leave, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

Employees who work overtime without receiving prior authorization from the supervisor may be subject to disciplinary action, up to and including possible termination of employment.

404 Commissions & Bonuses

COMMISSIONS - "The Company" pays commissions based on the collected gross profit of the sales procured. The rates of commission, as well as the required profit margins, will be given to each new eligible employee at time of hire. "The Company" reserves the right to change commission rates and profit margin requirements as needed to protect the financial integrity of the company or to serve any other legitimate business interest.

"The Company" will pay commissions on a monthly basis only, and only on collected gross profit. In no event will "The Company" pay commissions later than one week from the date when the money is received for the sale.

Commissions will be considered final after 30 days. If you have a question, problem or disagreement with the amount of commission paid on a sale, be sure to submit in writing, the details of your issue to the director of human resources or your immediate supervisor within 30-days of the date the sale was finalized.

BONUSES – "The Company" rewards employees for outstanding individual performance, as well as their contributions that help us achieve company goals. This policy applies to all regular full-time and part-time employees and employees with contracts of one year and more. Seasonal employees, interns and temporary employees with a contract of less than one year are not eligible for bonuses. We may modify this policy and our bonus plans at any time without notice. Bonuses can be either discretionary or nondiscretionary:

- **Discretionary bonuses** are determined at our company's sole discretion. They aren't promised to employees and we can't guarantee anyone will receive them. For example, we may pay a bonus to reward an employee who showed exemplary performance at a particular time.

- **Nondiscretionary bonuses** are promised or announced to employees and guaranteed to those who meet our established criteria for the bonus. For example, we may promise to pay nondiscretionary bonuses to reward teams for meeting specific targets.

One important difference between discretionary and nondiscretionary bonuses in the U.S. is that nondiscretionary bonuses must be included in overtime pay calculations. Our company will follow its legal obligations.

We award bonuses in three forms:

- **Lump sum bonus.** Lump-sum bonuses are discretionary and "The Company" may award lump-sum bonuses (one-time bonus payments) to employees who show exemplary performance. We define "exemplary performance" as:
    - Exceeding goals, either financial or nonfinancial.
    - Performing additional duties from what is expected.
    - Serving as a good example of professional behavior to other employees (e.g. teamwork, ethics, leadership.)

- **Year-end bonus.** "The Company" gives the executive team the ability to decide on year-end bonuses for all employees. There are two conditions for this bonus:
    - "The Company" should have exceeded its annual financial goals.
    - The board of directors or executive team must approve the bonuses.

  If these two conditions are satisfied, then "The Company" will give bonuses to employees who:

    - Are employed by "The Company" on the day when the bonus must be paid.
    - Have not announced they intend to resign either verbally or in writing.
    - Have received at least satisfactory performance reviews.

  "The Company" will pay out bonuses according to this tiered system:

    - Employees who were employed by our company for the entire year will receive a year-end bonus payment of [10%] of their annual salary.
    - Employees who are employed for at least six months will receive a prorated amount.
    - Employees who are employed for fewer than six months will receive a [2.5%] bonus.

- **Incentive plans.** "The Company" may set up incentive plans at the beginning of each year. These plans may involve:
    - Incentive bonuses to encourage employees to achieve annual company financial goals. These are company-wide bonuses that may be announced at the beginning of the year by senior leaders. These bonuses are calculated with a tiered system:
        - 5% for hitting 80% of the goal
        - 10% for hitting the goal
        - 20% for exceeding the goal.

    - Incentive bonuses for achieving or exceeding individual and team targets. Department Heads are responsible for formulating these plans and setting specific goals.

Only written promises of bonuses will be considered valid. If your manager or another executive (including the C-suite) verbally promises you a bonus, they cannot follow through unless they put it in writing and HR approves it. All bonuses are subject to taxation (local, state and federal taxes).

405 Pay Deductions

The law requires that “The Company” make certain deductions from every employee's compensation.
Among these are applicable federal, state, and local income taxes. “The Company” also must deduct Social Security taxes on each employee's earnings up to a specified limit that is called the Social Security "wage base." “The Company” matches the amount of Social Security taxes paid by each employee.

“The Company” offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their pay checks to cover the costs of participation in these programs.

If you have questions concerning why deductions were made from your paycheck or how they were calculated, your supervisor can assist in having your questions answered.

406 Employment Termination

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- Resignation - voluntary employment termination initiated by an employee.
- Discharge - involuntary employment termination initiated by the organization.
- Layoff - involuntary employment termination initiated by the organization for non-disciplinary reasons.

“The Company” will generally schedule exit interviews at the time of employment termination. The exit
interview will afford an opportunity to discuss such issues as employee benefits, conversion privileges,
repayment of outstanding debts to “The Company” or return of “The Company” -owned property.
Suggestions, complaints, and questions can also be voiced.

For resignations, “The Company” prefers that employees provide at least two weeks’ notice prior to their separation with “The Company”.

Since employment with “The Company” is based on mutual consent, both the employee and “The Company” have the right to terminate employment at will, with or without cause, at any time. Employees will receive their final pay in accordance with applicable state law.

Employee benefits will be affected by employment termination in the following manner. All accrued, vested benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee's expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance.

WORK CONDITIONS & HOURS

501 Safety

To assist in providing a safe and healthful work environment for employees, customers, and visitors, “The Company” has established a workplace safety program. This program is a top priority for “The Company”. Its success depends on the alertness and personal commitment of all.

“The Company” provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written communications.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify the appropriate supervisor. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

502 Work Schedules

Work schedules for employees vary throughout our organization. Supervisors will advise employees of their individual work schedules. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

503 Use of Phone and Mail Systems

All phone calls should be made via RingCentral “The Company” phone system at all times. Personal use of telephones for outgoing calls, including local calls, employees should limit person use of phones. Employees may be required to reimburse “The Company” for any charges resulting from their personal use of the telephone.

The mail system is reserved for business purposes only. Employees should refrain from sending or receiving personal mail at the workplace.

To ensure effective telephone communications, employees should always use the approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller and hang up only after the caller has done so.

504 Smoking

In keeping with “The Company” 's intent to provide a safe and healthful work environment, smoking is prohibited throughout the workplace.

This policy applies equally to all employees, customers, and visitors.

505 Cell Phones

While at work, employees are expected to exercise discretion while utilizing personal cell phones unless using “The Company” RingCentral app, Slack, email or other form of company communication(s). Personal calls interfere with employee productivity and can be distracting to others. Employees must limit their use of cellular phones for personal use during business hours to essential and emergency communications. General “chatting” and/or texting on cell phones should only be done on lunch when employee is clocked out.

506 Emergency Closings

At times, emergencies such as severe weather, fires, power failures, or earthquakes, can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility.

When operations are officially closed due to emergency conditions, the time off from scheduled work will be paid, unless otherwise noted that the office is working remotely.

507 Visitors in the Workplace

To provide for the safety and security of employees and the facilities at “The Company”, only authorized
visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards,

protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

Because of safety and security reasons, family and friends of employees are discouraged from visiting. In cases of emergency, employees will be called to meet any visitor outside their work area.

All visitors should enter “The Company” at the reception area. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors.
If an unauthorized individual is observed on “The Company” 's premises, employees should immediately notify their supervisor or, if necessary, direct the individual to the reception area.

508 Computer and E-mail Usage

Computers, computer files, the e-mail system, and software furnished to employees are “The Company”
property intended for business use. Employees should not use a password, access a file, or retrieve any
stored communication without authorization. To ensure compliance with this policy, computer, and e-mail usage may be monitored.

“The Company” strives to maintain a workplace free of harassment and sensitive to the diversity of its
employees. Therefore, “The Company” prohibits the use of computers and the e-mail system in ways that
are disruptive, offensive to others, or harmful to morale.

For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

E-mail may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters.

“The Company” purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, “The Company” does not have the right to reproduce such software for use on more than one computer.

Employees may only use software on local area networks or on multiple machines according to the software license agreement. “The Company” prohibits the illegal duplication of software and its related documentation.

Employees should notify their immediate supervisor, the Administrator, or any member of management upon learning of violations of this policy. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

509 Internet Usage

Internet access to global electronic information resources on the World Wide Web is provided by
"The Company" to assist employees in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage. Internet usage is intended for job-related activities only. **Use of the internet for personal business is not permitted.**

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of "The Company" and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in Internet e-mail messages and other transmissions is accurate, appropriate, ethical, and lawful. The equipment, services, and technology always provided to access the Internet remain the property of "The Company". As such, "The Company" reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a rule, if an employee did not create material, does not own the rights to it, or has not gotten authorization for its use, it should not be put on the Internet. Employees are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.

Abuse of the Internet access provided by "The Company" in violation of law or "The Company" policies will result in disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this policy. The following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action:

- Using "The Company" 's internet access for personal use

- Sending or posting discriminatory, harassing, or threatening messages or images
- Using the organization's time and resources for personal gain
- Stealing, using, or disclosing someone else's code or password without authorization
- Copying, pirating, or downloading software and electronic files without permission
- Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- Violating copyright law
- Failing to observe licensing agreements
- Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
- Sending or posting messages or material that could damage the organization's image or reputation
- Participating in the viewing or exchange of pornography or obscene materials
- Sending or posting messages that defame or slander other individuals
- Attempting to break into the computer system of another organization or person
- Refusing to cooperate with a security investigation
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- Using the Internet for political causes or activities, religious activities, or any sort of gambling
- Jeopardizing the security of the organization's electronic communications systems
- Sending or posting messages that disparage another organization's products or services
- Passing off personal views as representing those of the organization
- Sending anonymous e-mail messages
- Engaging in any other illegal activities

510 Workplace Monitoring

Workplace monitoring may be conducted by “The Company” to ensure quality control, employee safety, security, and customer satisfaction.

Employees who regularly communicate with customers may have their telephone conversations monitored or recorded. Telephone monitoring is used to identify and correct performance problems through targeted training. Improved job performance enhances our customers' image of “The Company” as well as their satisfaction with our service.

Computers furnished to employees are the property of “The Company”. As such, computer usage and files may be monitored or accessed.

"The Company" may conduct video surveillance of non-private workplace areas. Video monitoring is used to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage or prevent acts of harassment and workplace violence.

Because "The Company" is sensitive to the legitimate privacy rights of employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

511 Social Media

Social media is used by many employees. "The Company" 's sole interest in employee use of social media is to ensure that it does not adversely affect its business interests, ethical obligations, and legal obligations. "The Company" has adopted the following guidelines to give guidance to employees who use social media:

- Do not give professional recommendations using social media without prior written authorization of "The Company".
- Read, understand, and comply with the terms and conditions of social media sites.
- If the terms and conditions conflict with Company policy, then do not use the social media site.
- Do not use Company e-mail addresses to register for, or otherwise participate in, social media without prior written authorization of "The Company".
- Seek clarification from human resources when unsure whether specific social media use conflicts with this policy.
- Do not discuss or recommend the products or services of "The Company" without first disclosing the employer/employee relationship and including a disclaimer that your opinions do not represent those of "The Company".

512 Telecommuting

Telecommuting is the practice of working at home or at a site near the home instead of physically traveling to a central workplace. It is a work alternative that "The Company" may offer to some employees when it would benefit both the organization and the employee.

Employees who believe telecommuting can enhance their ability to get the job done should submit a written request to their managers proposing how it will benefit "The Company" and themselves. The request should explain how they will be accountable and responsible, what equipment is necessary, and how communication barriers will be overcome.

The decision to approve a telecommuting arrangement will be based on factors such as position and job duties, performance history, related work skills, and the impact on the organization.

The employee's compensation, benefits, work status, work responsibilities, and the amount of time the employee is expected to work per day or per pay period will not change due to participation in the telecommuting program (unless otherwise agreed upon in writing).

The employee's at-home work hours will conform to a schedule agreed upon by the employee and his or her supervisor. If such a schedule has not been agreed upon, the employee's work hours will be assumed to be the same as they were before the employee began telecommuting. Changes to this schedule must be reviewed and approved in advance by the employee's supervisor.

Telecommuting is an alternative method of meeting the needs of the organization and is not a universal employee benefit. As such, “The Company” has the right to refuse to make telecommuting available to an employee and to terminate a telecommuting arrangement at any time.

Employee is required to use “The Company” ’s form(s) of communication used for remote work i.e. Slack, ATS, RingCentral, Calendly, DropBox, etc.

513 Workplace Violence Prevention

“The Company” is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, “The Company” has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including supervisors and temporary employees, should always be treated with courtesy and respect. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of “The Company” without proper authorization.

Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening.

“The Company” will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. To maintain workplace safety and the integrity of its investigation, “The Company” may suspend employees, either with or without pay, pending investigation.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

“The Company” encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the Administrator before the situation escalates into potential violence. “The Company” is eager to assist in the resolution of employee disputes and will not discipline employees for raising such concerns.

514 Company Morale

“The Company” always makes every effort to keep morale high and positive. “The Company” dissuades
negative conversation about “The Company” or any staff members. Gossip or negative conversation about “The Company”, officers, management, or staff is strictly prohibited. Employees are not allowed to talk down to or yell at other staff members and are not allowed to use profane language at any time. Employees who have a problem with “The Company” or a staff member should consult Executive Management immediately and not spread negative feelings to other staff members. Employees who fail to take their problems to management may be subject to disciplinary action up to and including termination of employment. Furthermore, employees who hear negative conversations regarding “The Company”, its staff or management from other employees are required to report it immediately to Executive Management.

Employees must maintain a positive work atmosphere by acting and communicating in a manner so that employees get along with customers, clients, co-workers, and management.

LEAVES OF ABSENCE

601 Medical Leave

“The Company” provides medical leaves of absence without pay to eligible employees who are temporarily unable to work due to a serious health condition or disability. For purposes of this policy, serious health conditions or disabilities include inpatient care in a

hospital, hospice, or residential medical care facility; continuing treatment by a health care provider; and temporary disabilities associated with pregnancy, childbirth, and related medical conditions.

Regular full-time employees are eligible to request medical leave as described in this policy. Eligible employees should make requests for medical leave to their supervisors at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events.

A health care provider's statement must be submitted verifying the need for medical leave and its beginning and expected ending dates. Any changes in this information should be promptly reported to “The Company”. Employees returning from medical leave must submit a health care provider's verification of their fitness to return to work.

Eligible employees are normally granted leave for the period of the disability, up to a maximum of 6 weeks within any 12-month period. Any combination of medical leave and family leave may not exceed this maximum limit. If the initial period of approved absence proves insufficient, consideration will be given to a request for an extension.

Employees who sustain work-related injuries are eligible for a medical leave of absence for the period of disability in accordance with all applicable laws covering occupational disabilities.

So that an employee's return to work can be properly scheduled, an employee on medical leave is requested to provide “The Company” with at least two weeks advance notice of the date the employee intends to return to work. When a medical leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified.

If an employee fails to return to work on the agreed upon return date, “The Company” will assume that the employee has resigned.

“The Company” is ***not*** a covered employer under the Family and Medical Leave Act (FMLA).

602 Family Leave

“The Company” provides family leaves of absence without pay to eligible employees who wish to take time off from work duties to fulfill family obligations relating directly to childbirth, adoption, or placement of a foster child; or to care for a child, spouse, or parent with a serious health condition. A serious health condition means an illness, injury, impairment, or physical or mental condition that involves inpatient care in a hospital, hospice, or residential medical care facility, or continuing treatment by a health care provider.

Regular full-time and regular part-time employees are eligible to request family leave as described in this policy. Eligible employees should make requests for family leave to their supervisors at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events.

Employees requesting family leave related to the serious health condition of a child, spouse, or parent may be required to submit a health care provider's statement verifying the need for a family leave to provide care, its beginning and expected ending dates, and the estimated time required.

Eligible employees may request up to a maximum of 2 weeks of family leave within any 12-month period. Any combination of family leave and medical leave may not exceed this maximum limit. If this initial period of absence proves insufficient, consideration will be given to a written request for a single extension of no more than 7 calendar days. Married employee couples may be restricted to a combined total of 2 weeks leave within any 12-month period for childbirth, adoption, or placement of a foster child; or to care for a parent with a serious health condition.

So that an employee's return to work can be properly scheduled, an employee on family leave is requested to provide “The Company” with at least two weeks advance notice of the date the employee intends to return to work. When a family leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified.

If an employee fails to return to work on the agreed upon return date, “The Company” will assume that the employee has resigned.

“The Company” is ***not*** a covered employer under the Family and Medical Leave Act (FMLA).

603 Personal Leave

“The Company” provides leaves of absence without pay to eligible employees who wish to take time off from work duties to fulfill personal obligations. Regular full-time and regular part-time employees are eligible to request personal leave as described in this policy.

As soon as eligible employees become aware of the need for a personal leave of absence, they should request a leave from their supervisor.

Personal leave may be granted for a period of up to 7 calendar days every 1 year. If this initial period of absence proves insufficient, consideration will be given to a written request for a single extension of no more than 7 calendar days. With the supervisor's approval, an employee may take any available sick leave or PTO leave as part of the approved period of leave.

Requests for personal leave will be evaluated based on a number of factors, including anticipated workload requirements and staffing considerations during the proposed period of absence.

When a personal leave ends, every reasonable effort will be made to return the employee to the same position, if it is available, or to a similar available position for which the employee is qualified. However, "The Company" cannot guarantee reinstatement in all cases.

If an employee fails to report to work promptly at the expiration of the approved leave period, "The Company" will assume the employee has resigned.

"The Company" is ***not*** a covered employer under the Family and Medical Leave Act (FMLA).

604 Military Leave

A military leave of absence will be granted to employees who are absent from work because of service in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Advance notice of military service is required, unless military necessity prevents such notice, or it is otherwise impossible or unreasonable.

The leave will be unpaid. However, employees may use any available paid time off for the absence.

Employees on military leave for up to 30 days are required to return to work for the first regularly scheduled shift after the end of service, allowing reasonable travel time. Employees on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.

Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

Contact the Administrator for more information or questions about military leave.

"The Company" is *not* a covered employer under the Family and Medical Leave Act (FMLA).

605 Maternity Absence/Leave

"The Company" will not discriminate against any employee who requests an excused absence for medical disabilities associated with pregnancy. Such leave requests will be evaluated according to the medical leave policy provisions outlined in this handbook and all applicable federal and state laws.

Requests for time off associated with pregnancy and/or childbirth, such as bonding and childcare, not related to medical disabilities for those conditions will be considered in the same manner as other requests for unpaid family or personal leave.

"The Company" is *not* a covered employer under the Family and Medical Leave Act (FMLA).

EMPLOYEE CONDUCT & DISCIPLINARY ACTION

701 Employee Conduct and Work Rules

To ensure orderly operations and provide the best possible work environment, "The Company" expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Failure to adhere to "The Company" 's established work procedures
- Failure to maintain a positive work atmosphere by acting and communicating in a manner so that you get along with customers, clients, co-workers, and management
- Failure to protect the proprietary and confidential information of "The Company" at all times
- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Violations of "The Company" 's Driver Policy

- Smoking in prohibited areas
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or any absence without notice
- Unauthorized absence from workstation during the workday
- Unauthorized use of telephones, mail system, or other employer-owned equipment
- Unauthorized disclosure of business "secrets" or confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct
- Employees must follow the chain of command at all times

Employment with “The Company” is at the mutual consent of “The Company” and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

702 Drug and Alcohol Use

It is “The Company” 's desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on “The Company” premises and while conducting business-related activities off “The Company” premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

703 Sexual and Other Unlawful Harassment

“The Company” is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and

includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements. Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission or rejection of the conduct is used as a basis for making employment decisions; or, (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to your supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the Human Resources Department or any other member of management. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the Human Resources Department or any member of management so it can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

704 Attendance and Punctuality

To maintain a safe and productive work environment, “The Company” expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on “The Company”. In the rare

instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance of the anticipated tardiness or absence.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

705 Personal Appearance and Uniforms

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image “The Company” presents to customers and visitors.

During business hours or when representing “The Company”, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with customers or visitors in person.

Your supervisor or department head is responsible for establishing a reasonable dress code appropriate to the job you perform. If your supervisor feels your personal appearance is inappropriate, you may be asked to leave the workplace until you are properly dressed or groomed. Under such circumstance, you will not be compensated for the time away from work. Consult your supervisor if you have questions as to what constitutes appropriate appearance. Where necessary, reasonable accommodation may be made to a person with a disability.

Without unduly restricting individual tastes, the following personal appearance guidelines should be followed:

- Warm-up or jogging suits are not permitted.
- Shoes must provide safe, secure footing, and offer protection against hazards.
- Canvas or athletic type shoes are not appropriate professional attire.
- Tank tops, tube or halter tops, or shorts may not be worn under any circumstances.
- Mustaches and beards must be clean, well-trimmed, and neat.
- Hairstyles are expected to be in good taste.
- Unnaturally colored hair and extreme hairstyles, such as spiked hair and shaved heads, do not present an appropriate professional appearance.
- Long hairstyles should be worn with hair pulled back off the face and neck to avoid interfering with job performance.
- Excessive makeup is not permitted.
- Offensive body odor and poor personal hygiene is not professionally acceptable.
- Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances.

- Jewelry should not be functionally restrictive, dangerous to job performance, or excessive.
- Facial jewelry, such as eyebrow rings, nose rings, lip rings, and tongue studs, is not professionally appropriate and must not be worn during business hours.
- Multiple ear piercings (more than one ring in each ear) are not professionally appropriate and must not be worn during business hours.
- Torso body piercings with visible jewelry or jewelry that can be seen through or under clothing must not be worn during business hours.
- Visible excessive tattoos and similar body art must be covered during business hours.

706 Return of Property

Employees are responsible for items issued to them by “The Company” or in their possession or control, such as the following:

- Cell phones
- Client lists
- Identification badges
- Manuals
- Protective equipment
- Security passes

Employees must return all “The Company” property immediately upon request or upon termination of employment. Where permitted by applicable laws, “The Company” may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. “The Company” may also take all action deemed appropriate to recover or protect its property.

707 Resignation

Resignation is a voluntary act initiated by the employee to terminate employment with “The Company”. Although advance notice is not required, “The Company” requests at least 2 weeks' written resignation notice from all employees.

Prior to an employee's departure, an exit interview will be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits.

708 Security Inspections

“The Company” wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, “The Company”

prohibits the possession, transfer, sale, or use of such materials on its premises. “The Company” requires the cooperation of all employees in administering this policy. Desks, lockers, and other storage devices may be provided for the convenience of employees but remain the sole property of “The Company”. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of “The Company” at any time, either with or without prior notice.

“The Company” likewise wishes to discourage theft or unauthorized possession of the property of employees, “The Company”, visitors, and customers. To facilitate enforcement of this policy, “The Company” or its representative may inspect not only desks and lockers but also persons entering and/or leaving the premises and any packages or other belongings. Any employee who wishes to avoid inspection of any articles or materials should not bring such items onto “The Company” 's premises.

709 Drug Testing

“The Company” is committed to providing a safe, efficient, and productive work environment for all employees. Using or being under the influence of drugs or alcohol on the job may pose serious safety and health risks.

To help ensure a safe and healthful working environment, job applicants and employees may be asked to provide body substance samples (such as urine and/or blood) to determine the illicit or illegal use of drugs and alcohol.

In addition, employees who injure themselves at work will be subject to a drug or alcohol test upon treatment only if drug and alcohol use by the employee likely contributed to the injury in the first place. Refusal to submit to drug testing may result in disciplinary action, up to and including termination of employment.

Questions concerning this policy, or its administration should be directed to the Human Resources Director, Executive Director, or the Office Manager.

710 Progressive Discipline

The purpose of this policy is to state “The Company” 's position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

“The Company” 's own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Although employment with “The Company” is based on mutual consent and both the employee and “The Company” have the right to terminate employment at will, with or without cause or advance notice, “The Company” may use progressive discipline at its discretion.

Disciplinary action may call for any of four steps -- verbal warning, written warning, suspension with or without pay, or termination of employment -- depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; a next offense may be followed by a written warning; another offense may lead to a suspension; and, still another offense may then lead to termination of employment.

“The Company” recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

While it is impossible to list every type of behavior that may be deemed a serious offense, the Employee Conduct and Work Rules policy includes examples of problems that may result in immediate suspension or termination of employment. However, the problems listed are not all necessarily serious offenses, but may be examples of unsatisfactory conduct that will trigger progressive discipline.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and “The Company”.

711 Problem Resolution

“The Company” is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from “The Company” supervisors and management.

“The Company” strives to ensure fair and honest treatment of all employees. Supervisors, managers, and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.

If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with “The Company” in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The employee may discontinue the procedure at any step.

1. Employee presents problem to immediate supervisor after incident occurs. If supervisor is unavailable or employee believes it would be inappropriate to contact that person, employee may present problem to Office Manager or any other member of management.

2. Supervisor responds to problem during discussion or after consulting with appropriate management, when necessary. Supervisor documents discussion.

3. Employee presents problem to Manager/CEO if problem is unresolved.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment and helps to ensure everyone's job security.

712 Casual Days - Office Staff

The following information is intended to serve as a guide to help define appropriate casual business wear for Administrative staff working in the office during designated casual days at “The Company”. These same standards apply to nonexempt employees on an everyday basis unless the position requires public contact. Each Friday, Saturday and Sunday will be designated casual days.

Our primary objective is to have employees project a professional image while taking advantage of more casual and relaxed fashions. Casual dress offers a welcome alternative to the formality of typical business attire.

However, not all casual clothing is appropriate for the office. Casual business wear means clean, neat, professional clothing. It is never appropriate to wear stained, wrinkled, frayed, or revealing clothing to the workplace. If you are considering wearing something and you are not sure if it is acceptable, choose something else or inquire first.

Listed below is a general overview of acceptable casual business wear as well as a listing of some of the more common items that are not appropriate for the office. Obviously, neither group is intended to be all inclusive. Rather, these items should help set the general parameters for proper casual business wear and allow you to make intelligent judgments about items that are not specifically addressed.

Examples of acceptable casual business wear include:

- Slacks
- Jeans
- Dress shorts
- Casual dresses and skirts
- Casual shirts and blouses
- Golf shirts
- Turtlenecks
- Sweaters
- Loafers
- Deck shoes
- Boots
- Athletic shoes
- Dress sandals

Examples of inappropriate clothing items that should not be worn on casual days include:

- Jeans that are excessively worn or faded
- Sweatpants
- Short shorts
- Bib overalls
- Miniskirts
- Spaghetti-strap dresses
- Flannel shirts
- T-shirts
- Sweatshirts
- T-shirts or sweatshirts with offensive messages or images
- Tank tops
- Halter tops
- Tops with bare shoulders unless worn under a blouse or jacket
- Visible undergarments
- Slippers
- Thong slippers

For some, traditional business attire may simply remain a more favored option on casual days. The choice will be yours. We hope and fully expect that casual days will help make our workplace more enjoyable and productive.

713 Workplace Etiquette

“The Company” strives to maintain a positive work environment where employees treat each other with respect and courtesy. Sometimes issues arise when employees are unaware that their behavior in the workplace may be disruptive or annoying to others. Many of these day-to-day issues can be addressed by politely talking with a coworker to bring the perceived problem to his or her attention. In most cases, common sense will dictate an appropriate resolution. “The Company” encourages all employees to keep an

open mind and graciously accept constructive feedback or a request to change behavior that may be affecting another employee's ability to concentrate and be productive.

The following workplace etiquette guidelines are not necessarily intended to be hard and fast work rules with disciplinary consequences. They are simply suggestions for appropriate workplace behavior to help everyone be more conscientious and considerate of co-workers and the work environment. Please contact the Administrator if you have comments, concerns, or suggestions regarding these workplace etiquette guidelines.

- Shred sensitive documents.
- Make sure an employee is off the phone. Do not interrupt employees while they are on the phone.
- Be courteous to other employees. Say please, thank you and excuse me.
- Keep the area around the copy machine and printers orderly and picked up.
- Be conscious of how your voice travels and try to lower the volume of your voice when talking on the phone or to others in open areas.
- Keep socializing to a minimum and try to conduct conversations in areas where the noise will not be distracting to others.
- Minimize talking between workspaces or over cubicle walls. Instead, conduct conversations with others in their workspace.
- Refrain from using inappropriate language (swearing) that others may overhear.
- Avoid discussions of your personal life/issues in public conversations that can be easily overheard.
- Monitor the volume when listening to music, voice mail, or a speakerphone that others can hear.
- Clean up after yourself and do not leave behind waste or discarded papers.

Acknowledgement of Receipt for Employee Handbook

I acknowledge that I have received a copy of the Employee Handbook. I understand that I am responsible for reading the information contained in the Handbook.

I understand that the handbook is intended to provide me with a general overview of the "The Company's policies and procedures. I acknowledge that nothing in this handbook is to be interpreted as a contract, expressed or implied, or an inducement for employment, nor does it guarantee my employment for any period of time.

I understand and accept that my employment with "The Company" is at-will. I have the right to resign at any time with or without cause, just as the 'The Company" may terminate my employment at any time with or without cause or notice, subject to applicable laws.

I acknowledge that "The Company" may revise, suspend, revoke or terminate, change or remove prospectively or retroactively, any of the policies or procedures outlined in this handbook or elsewhere, in whole or part, with or without notice at any time, at 'The Company's" sole discretion.

Employee Name (printed): _____

Employee's Signature: _____

Date: _____