[INSERT YOUR COMPANY NAME HERE] EMPLOYEE HANDBOOK

Table of Contents

000 INTRODUCTION

001 Welcome Message
002 A Message from our CEO
003 What We Do
004 Mission Statement
005 Vision Statement
006 Our Values
007 Our Company Culture
008 Our Company Philosophy
009 Our Meeting Structure
010 The Rules of Meeting Engagement

100 EMPLOYMENT

101 Nature of Employment
102 Employee Relations
103 Equal Employment Opportunity
104 Business Ethics and Conduct
105 Immigration Law Compliance
106 Conflicts of Interest
107 Non-Disclosure Agreement
108 Disability Accommodation

200 EMPLOYMENT STATUS & RECORDS

201 Employment Classification
202 Access to Personnel Files
203 Privacy
204 Employment Reference Checks

205 Personnel Data Changes
206 Employment Applications
207 Performance Evaluation
208 Salary Administration

300 EMPLOYEE BENEFIT PROGRAMS

301 Employee Benefits
302 Holidays
303 Workers' Compensation Insurance
304 Time Off to Vote
305 Bereavement Leave
306 Jury Duty
307 Witness Duty
308 Paid Time Off – How Much Time Is Offered

400 TIMEKEEPING/PAYROLL

401 Timekeeping
402 Paydays
403 Overtime
404 Commissions & Bonuses
405 Pay Deductions
406 Employment Termination

500 WORK CONDITIONS & HOURS

501 Safety
502 Work Schedules
503 Use of Phone and Mail Systems
504 Smoking
505 Cell Phones
506 Emergency Closings
507 Visitors in the Workplace
508 Computer and E-mail Usage
509 Internet Usage
510 Workplace Monitoring
511 Social Media
512 Telecommuting
513 Workplace Violence Prevention
514 Company Morale

600 LEAVES OF ABSENCE

601 Medical Leave
602 Family Leave
603 Personal Leave
604 Military Leave
605 Maternity Absences /Leave

700 EMPLOYEE CONDUCT & DISCIPLINARY ACTION

701 Employee Conduct and Work Rules
702 Drug and Alcohol Use
703 Sexual and Other Unlawful Harassment
704 Attendance and Punctuality
705 Return of Property
706 Resignation
707 Remote Work Security
708 Drug Testing
709 Progressive Discipline
710 Problem Resolution
711 Dress Code Policy
712 Dress Code Expense Reimbursement Policy
713 Fitness Membership Reimbursement Policy
714 Remote Workplace Etiquette

Welcome!

This handbook was developed to describe some of the expectations of our employees and to Welcome to [INSERT YOUR COMPANY NAME HERE]! We are thrilled to have you as part of our growing family, and we look forward to working together to help our clients reach their goals through innovative solutions and exceptional service.

At [INSERT YOUR COMPANY NAME HERE], we believe in fostering an inclusive, collaborative, and supportive work environment where every individual can thrive. Our Employee Handbook has been designed 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 [INSERT YOUR COMPANY NAME HERE]. This handbook supersedes all previous policies.

Please note that this handbook is neither a contract of employment nor a legal document. You have entered this employment relationship with [INSERT YOUR COMPANY NAME HERE] voluntarily and acknowledge that there is no specified length of employment. Accordingly, either you or [INSERT YOUR COMPANY NAME HERE] 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 [INSERT YOUR COMPANY NAME HERE] or "[INSERT YOUR COMPANY NAME HERE]".

As a valued team member, your contributions will be instrumental in the continued growth and success of our organization. We believe in the power of diversity and the unique perspectives that each employee brings to the table. By nurturing a culture of open communication, mutual respect, and continuous learning, we aim to empower you to reach your full potential and make a lasting impact on our company and clients.

Please do not hesitate to reach out to your supervisor, Human Resources representative, or any member of the [INSERT YOUR COMPANY NAME HERE] team if you have questions, concerns, or need clarification on any aspect of the Employee Handbook. We are here to support you in your journey with us and ensure that you have the resources necessary to excel in your role.

Once again, welcome to [INSERT YOUR COMPANY NAME HERE]! We are excited to have you on board and look forward to the valuable insights, skills, and dedication you will bring to our team.

Congratulations!!!

[INSERT YOUR COMPANY NAME HERE]

A Message from our CEO:

Welcome to [INSERT YOUR COMPANY NAME HERE]! I'm [INSERT YOUR FULL NAME], the CEO, and I am personally delighted to have you join our extraordinary team. I truly believe that we have the power to make a meaningful difference in people's lives, and I am excited to see the impact you will make as a valuable member of our family.

Our mission at [INSERT YOUR COMPANY NAME HERE] is to [INSERT YOUR MISSION]

As you embark on this new journey with us, I encourage you to embrace our vision, core values, and culture. These elements define who we are and guide us in our daily work. In return, the entire management team and I promise to create an environment that supports your personal and professional growth, allowing you to have fun while making a real difference in the world.

[INSERT YOUR COMPANY NAME HERE] is more than just a company; it's a place where you can forge lasting connections, push the boundaries of innovation, and contribute to creating a brighter future for our clients and ourselves. We believe in the power of our collective energy and are excited to see the amazing things we will achieve together.

Once again, welcome to [INSERT YOUR COMPANY NAME HERE]! We are committed to providing you with the resources, mentorship, and opportunities necessary for you to excel in your role and create a meaningful impact on the world around you.

Warm regards,

[INSERT YOUR FULL NAME],
Chief Executive Officer

[INSERT YOUR COMPANY NAME HERE]

000 INTRODUCTION

003 What We Do

At [INSERT YOUR COMPANY NAME HERE], we are

004 Mission Statement

At [INSERT YOUR COMPANY NAME HERE], our mission is to

005 Vision Statement

At [INSERT YOUR COMPANY NAME HERE], our vision is to

006 Our Values

At [INSERT YOUR COMPANY NAME HERE], our core values are

007 Our Company Culture

At [INSERT YOUR COMPANY NAME HERE], we believe that our company culture is

008 Company Philosophy

At [INSERT YOUR COMPANY NAME HERE], our philosophy is

009 Our Meeting Structure

At [INSERT YOUR COMPANY NAME HERE], we believe that regular, effective communication is essential for fostering collaboration, driving progress, and maintaining a strong sense of unity within our team. To facilitate this, we have implemented a structured meeting framework designed to keep everyone informed, engaged, and aligned with our goals and priorities. Our company meeting structure consists of the following components:

1. **Daily Stand-ups:** Brief, daily check-ins (typically 15 minutes) where team members share updates on their work, discuss any challenges they are

facing, and coordinate their efforts to ensure that everyone is on the same page.

2. **Daily Team Meetings:** Longer, more in-depth meetings (typically 1 hour) held on a daily basis to review progress on ongoing projects, discuss new initiatives, and address any obstacles or concerns. These meetings provide an opportunity for team members to share their insights, offer feedback, and collaborate on problem-solving.
3. **Monthly All-Hands Meetings:** Company-wide gatherings (typically 1-2 hours) held once a month to discuss high-level updates, strategic initiatives, and company performance. These meetings provide an opportunity for leadership to share important information, celebrate successes, and address any questions or concerns from team members.
4. **Quarterly Strategy Sessions:** In-depth planning sessions (typically half-day or full-day events) held once per quarter to review the company's progress toward its goals, assess the effectiveness of current strategies, and develop plans for the upcoming quarter. These sessions provide an opportunity for cross-functional collaboration and strategic alignment across the entire organization.
5. **Annual Offsite Retreats:** Multi-day events held once a year, focused on team-building, reflection, and long-term strategic planning. These retreats provide an opportunity for team members to connect on a deeper level, celebrate their achievements, and set ambitious goals for the upcoming year.
6. **Ad Hoc Meetings:** Additional meetings that may be scheduled as needed to address specific issues, brainstorm new ideas, or provide support and guidance to team members. These meetings may involve individuals, teams, or cross-functional groups, depending on the topic and objectives.

By adhering to this meeting structure, we aim to create a transparent, inclusive, and collaborative environment that empowers every team member to contribute their ideas, expertise, and enthusiasm to our collective success.

010 The Rules of Meeting Engagement

As a Remote Company - We communicate daily using Slack: At [INSERT YOUR COMPANY NAME HERE], we understand the importance of effective communication in fostering collaboration, productivity, and a strong sense of team unity. To ensure that our meetings and daily interactions are as efficient and engaging as possible, we have established the following rules of meeting engagement:

- **Communicate daily using Slack:** This is our primary form of communication, both in and out of the office. Each department has its own respective channels where teams communicate daily. Team members can also communicate directly with one another. Additionally, there is a general Slack channel where everyone can interact and collaborate as a unified team. Let's communicate and make some magic happen!

- **Be punctual and prepared:** Please arrive on time for all meetings, ensuring that you are prepared with any necessary materials, updates, or talking points. This demonstrates respect for your colleagues' time and helps to maintain a productive meeting environment.

- **Stay on topic and respect the agenda:** Stick to the meeting agenda and avoid straying off-topic. If a new issue arises that requires discussion, make a note of it and bring it up in a relevant forum or schedule a separate meeting to address it.

- **Encourage active participation:** We value the input and perspectives of every team member. During meetings, create an inclusive environment where everyone feels comfortable sharing their ideas and feedback. Be sure to actively listen and engage with your colleagues' contributions.

- **Keep meetings concise and focused:** To maximize productivity, strive to keep meetings as brief and focused as possible. Clearly define the meeting objectives, and work together to achieve them in a timely manner.

- **Follow up and follow through:** After each meeting, ensure that any action items, decisions, or tasks are documented and assigned to the appropriate team members. Regularly follow up on these tasks to ensure timely completion and maintain accountability.

By adhering to these rules of meeting engagement, we aim to create a collaborative, efficient, and enjoyable working environment where everyone feels heard, valued, and empowered to contribute to our shared success.

100 EMPLOYMENT

101 Nature of Employment

This handbook is intended to provide employees of [INSERT YOUR COMPANY NAME HERE] with a general understanding of our personnel policies. We encourage all employees to read this handbook carefully, as it provides answers to many common questions about employment with our company.

Please note that this handbook is not an employment contract and is not intended to create any contractual obligations between the employee and [INSERT YOUR COMPANY NAME HERE] . We reserve the right to end the employment relationship at any time, with or without cause or notice, as permitted by applicable law.

In order to provide the best possible work environment and remain competitive in our industry, [INSERT YOUR COMPANY NAME HERE] may change or revise any policy, benefit, or procedure described in this handbook at any time, with or without notice, and without creating any obligation to continue to apply any prior version of the policy or procedure. Any deviation from the policies set forth in this handbook must be authorized in writing by the CEO of [INSERT YOUR COMPANY NAME HERE].

102 Employee Relations

[INSERT YOUR COMPANY NAME HERE] 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 [INSERT YOUR COMPANY NAME HERE] 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 [INSERT YOUR COMPANY NAME HERE] will be based on merit, qualifications, and abilities. [INSERT YOUR COMPANY NAME HERE] 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.

[INSERT YOUR COMPANY NAME HERE] 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

As a remote company, [INSERT YOUR COMPANY NAME HERE] still upholds the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence depends on following all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

[INSERT YOUR COMPANY NAME HERE] expects all employees to act in a way that will preserve and maintain our customers' trust. We will comply with all applicable laws and regulations and expect our 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 situations 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 you supervisor for advice and consultation. Compliance with this policy of business ethics and conduct is the responsibility of every [INSERT YOUR COMPANY NAME HERE] employee. Failure 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

[INSERT YOUR COMPANY NAME HERE] 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 [INSERT YOUR COMPANY NAME HERE] 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

[INSERT YOUR COMPANY NAME HERE] expects all employees to conduct business in a manner that is free from conflicts of interest. This policy provides general guidance for employees, who should contact the Administrator for more information or questions about conflicts of interest.

A conflict of interest can arise when an employee or a relative of the employee stands to gain personally from a business transaction involving [INSERT YOUR COMPANY NAME HERE] . 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.

Working remotely may make it harder to identify potential conflicts of interest. Employees are therefore encouraged to disclose to an officer of [INSERT YOUR COMPANY NAME HERE] as soon as possible the existence of any actual or potential conflict of interest related to their work. This allows the company to establish safeguards to protect all parties involved.

Personal gain may result not only when an employee or relative has a significant ownership in a firm with which [INSERT YOUR COMPANY NAME HERE] 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 [INSERT YOUR COMPANY NAME HERE] .

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

[INSERT YOUR COMPANY NAME HERE] 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.

[INSERT YOUR COMPANY NAME HERE] 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. [INSERT YOUR COMPANY NAME HERE] will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

This policy is neither exhaustive nor exclusive. [INSERT YOUR COMPANY NAME HERE] 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.

200 EMPLOYMENT STATUS & RECORDS

201 Employment Classification

It is the intent of [INSERT YOUR COMPANY NAME HERE] 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 [INSERT YOUR COMPANY NAME HERE].

REGULAR FULL-TIME employees are those who are regularly scheduled to work [INSERT YOUR COMPANY NAME HERE] 's full-time schedule. Generally, they are eligible for [INSERT YOUR COMPANY NAME HERE] 's benefit package, subject to the terms, conditions, and limitations of each benefit program.

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

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

An employee's EXEMPT or NONEXEMPT classification may be changed only upon written notification by [INSERT YOUR COMPANY NAME HERE] management.

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 a 40-hour 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

[INSERT YOUR COMPANY NAME HERE] 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 [INSERT YOUR COMPANY NAME HERE] , and access to the information they contain is restricted. Generally, only supervisors and management personnel of [INSERT YOUR COMPANY NAME HERE] who have a legitimate reason to review information in a file can do so.

Employees are to complete a New Employee Information Form located: _____ to begin the start of their Personnel File. 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 [INSERT YOUR COMPANY NAME HERE] 's offices and in the presence of an individual appointed by [INSERT YOUR COMPANY NAME HERE] to maintain the files.

203 Privacy

As a remote company, [INSERT YOUR COMPANY NAME HERE] values the privacy of its employees. However, it's important to note that company property, such as computers and software, is provided to employees for business use and may be monitored and accessed by the company at any time for legitimate business purposes.

Employees should not have any expectation of privacy when using company property or accessing company resources, including email, messaging apps, and other communication tools. Any documents, files, or data created, received, or maintained on or through company property are considered the property of [INSERT YOUR COMPANY NAME HERE], not the employee.
Employees are encouraged to maintain the confidentiality of company information and to use discretion when sharing information with third parties. Any unauthorized sharing of confidential information may result in disciplinary action, up to and including termination of employment.

204 Employment Reference Checks

To ensure that individuals who join [INSERT YOUR COMPANY NAME HERE] are well qualified and have a strong potential to be productive and successful, it is the policy of [INSERT YOUR COMPANY NAME HERE] to check the employment references of all applicants.

Human Resources 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.

205 Personnel Data Changes

It is the responsibility of each employee to promptly notify [INSERT YOUR COMPANY NAME HERE] 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.

206 Employment Applications

[INSERT YOUR COMPANY NAME HERE] 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.

207 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).

208 Salary Administration

The salary administration program at [INSERT YOUR COMPANY NAME HERE] 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, [INSERT YOUR COMPANY NAME HERE] 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. [INSERT YOUR COMPANY NAME HERE] 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.

300 EMPLOYEE BENEFIT PROGRAMS

301 Employee Benefits

Eligible employees at [INSERT YOUR COMPANY NAME HERE] 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
- Fitness Reimbursement Allowance
- Dress Code Reimbursement
- PTO

- Voting Time Off
- Witness Duty Leave

Some benefit programs require contributions from the employee, but most are fully paid by [INSERT YOUR COMPANY NAME HERE].

302 Holidays

[INSERT YOUR COMPANY NAME HERE] 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)

[INSERT YOUR COMPANY NAME HERE] 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.

Hours of Operations

Our office hours are subject to change, but currently they are Monday through Friday, from 8:00 AM EST to 6:00 PM Pacific Standard Time, with the office closed on Saturdays and Sundays.

303 Workers' Compensation Insurance

[INSERT YOUR COMPANY NAME HERE] 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 [INSERT YOUR COMPANY NAME HERE] 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 [INSERT YOUR COMPANY NAME HERE].

304 Time Off to Vote

[INSERT YOUR COMPANY NAME HERE] 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.

305 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.

[INSERT YOUR COMPANY NAME HERE] defines "immediate family" as the employee's spouse, parent, or child.

306 Jury Duty

[INSERT YOUR COMPANY NAME HERE] 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 [INSERT YOUR COMPANY NAME HERE] or the employee may request an excuse from jury duty if, in [INSERT YOUR COMPANY NAME HERE] 's judgment, the employee's absence would create serious operational difficulties.

307 Employee Witness Duty

[INSERT YOUR COMPANY NAME HERE] understands that employees may be required to serve as witnesses in court proceedings. We encourage employees to fulfill their civic duty by appearing in court when subpoenaed to do so.

If an employee has been subpoenaed or otherwise requested to testify as a witness on behalf of [INSERT YOUR COMPANY NAME HERE], they will be granted paid time off for the entire period of witness duty.

If an employee is subpoenaed or requested to testify as a witness by a party other than [INSERT YOUR COMPANY NAME HERE], they will be granted unpaid time off to appear in court. The employee may choose to use their available paid leave benefits such as PTO leave to receive compensation for the period of this absence.

Employees should notify their supervisor immediately upon receipt of a subpoena so that necessary arrangements can be made to accommodate their absence. They are expected to report for work whenever the court schedule permits.

308 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. Time off can be requested by submitting your time off at: _____. 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 13 PTO days per year.
  - 5 days of vacation per year,
  - 5 sick days per year,
  - 3 personal days per year,
- After 2 years of employment, employees are eligible for 21 PTO days per year.
  - 7 days of vacation per year,
  - 7 sick days per year,
  - 7 personal 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.

400 TIMEKEEPING / PAYROLL

401 Timekeeping

Accurately recording time worked is the responsibility of every nonexempt employee, regardless of whether they work in the office or remotely. [INSERT YOUR COMPANY NAME HERE] is required by federal and state laws to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked refers to 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, using the QuickBooks app on their desktop or mobile device. Any overtime work must be approved by the employee's supervisor prior to being performed.

Employees should not report to work 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.

Altering, falsifying, or 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.

Once the time record has been completed, it is the employee's responsibility to sign it to certify the accuracy of all time recorded. The supervisor will review the time record and then initial it before submitting it for payroll processing. If any

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 weekly every Friday. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

If a regular payday falls during an employee's approved time off, the employee will receive their earned wages on the regularly scheduled payday.

Employees may have pay directly deposited into their bank accounts if they provide advance written authorization to [INSERT YOUR COMPANY NAME HERE]. Employees will receive an itemized statement of wages when [INSERT YOUR COMPANY NAME HERE] makes direct deposits via your QuickBooks portal. Please note that any issues or discrepancies regarding pay should be brought to the attention of HR within one week of receiving the paycheck.

403 Overtime

Due to the nature of remote work, the following is a revised version of the policy on overtime:

Remote work can require flexibility in work hours, but [INSERT YOUR COMPANY NAME HERE] recognizes the importance of maintaining a healthy work-life balance for employees. Overtime work may be required in some situations, but employees will not be expected to work beyond their regularly scheduled hours without prior authorization from their supervisor.

All requests for overtime must be approved in advance by the supervisor. If an employee works overtime without prior approval, they may not be compensated for the additional time worked and may be subject to disciplinary action, up to and including termination of employment.

Overtime compensation for nonexempt employees will be paid in accordance with federal and state wage and hour restrictions. Employees who work overtime will be compensated based on the actual hours worked. Sick leave, PTO leave, or any leave of absence will not be considered hours worked for purposes of calculating overtime pay.

[INSERT YOUR COMPANY NAME HERE] strives to distribute overtime assignments as equitably as practical among qualified employees. However, in some cases, certain employees may be required to work overtime based on business needs. In such cases, the supervisor will make every effort to distribute overtime assignments fairly.

We understand that overtime work can impact work-life balance, and we encourage employees to discuss any concerns they may have about overtime with their supervisor.

404 Commissions & Bonuses

COMMISSIONS - [INSERT YOUR COMPANY NAME HERE] 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. [INSERT YOUR COMPANY NAME HERE] 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.

[INSERT YOUR COMPANY NAME HERE] will pay commissions on a weekly basis only, and only on collected gross profit. In no event will [INSERT YOUR COMPANY NAME HERE] pay commissions later than one week from the date when the money is received for the sale.

Commissions will be considered final after 7 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 7-days of the date the sale was finalized.

BONUSES - [INSERT YOUR COMPANY NAME HERE] 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 bonus. Lump-sum bonuses are discretionary and [INSERT YOUR COMPANY NAME HERE] 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.** Year-end bonus. [INSERT YOUR COMPANY NAME HERE] gives the executive team the ability to decide on year-end bonuses for all employees. There are two conditions for this bonus:

- [INSERT YOUR COMPANY NAME HERE] should have exceeded its annual financial goals.
- The executive team must approve the bonuses.

If these two conditions are satisfied, then [INSERT YOUR COMPANY NAME HERE] will give bonuses to employees who:

- Are employed by [INSERT YOUR COMPANY NAME HERE] 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.

[INSERT YOUR COMPANY NAME HERE] 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 [5%] 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. [INSERT YOUR COMPANY NAME HERE] may set up incentive plans at the beginning of each year for remote employees. These plans may involve:

1. 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
- 15% for exceeding the goal.

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

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 or the Chief Executive Officer approves it. All bonuses are subject to taxation (local, state, and federal taxes), even for remote employees.

405 Remote Pay Deductions

The law requires that [INSERT YOUR COMPANY NAME HERE] make certain deductions from every employee's compensation, even for remote employees.

Among these are applicable federal, state, and local income taxes. [INSERT YOUR COMPANY NAME HERE] also must deduct Social Security taxes on each employee's earnings up to a specified limit that is called the Social Security "wage base." [INSERT YOUR COMPANY NAME HERE] matches the amount of Social Security taxes paid by each employee.

[INSERT YOUR COMPANY NAME HERE] offers programs and benefits beyond those required by law for remote employees. Eligible employees may voluntarily authorize deductions from their paychecks 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, even in a remote work environment.

406 Employment Termination

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

[INSERT YOUR COMPANY NAME HERE] will generally conduct exit interviews remotely 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 [INSERT YOUR COMPANY NAME HERE] , or return of [INSERT YOUR COMPANY NAME HERE] -owned property. Suggestions, complaints, and questions can also be voiced.

For resignations, [INSERT YOUR COMPANY NAME HERE] prefers that employees provide at least two weeks' notice prior to their separation from the company.

Since employment with [INSERT YOUR COMPANY NAME HERE] is based on mutual consent, both the employee and [INSERT YOUR COMPANY NAME HERE] 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 remote 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.

500 WORK CONDITIONS & HOURS

501 Remote Work Safety

To assist in providing a safe and healthy remote work environment for employees, [INSERT YOUR COMPANY NAME HERE] has established a remote workplace safety program. This program is a top priority for the company, and its success depends on the alertness and personal commitment of all employees.

[INSERT YOUR COMPANY NAME HERE] provides information to employees about remote workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, Slack channels, email, memos, or other written communications.

Each employee is expected to obey safety rules and exercise caution in all work activities, even when working remotely. Employees must immediately report any unsafe conditions, work-related injuries, or potential hazards in their remote work environment to the appropriate supervisor. Employees who violate safety standards, cause hazardous or dangerous situations, or 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 Remote Work Schedules and Expectations

Work schedules for remote employees vary across 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.

Upon being hired, employees are required to post their work schedules in the designated Slack channel. Any changes to their schedules must be approved by their supervisor, and employees must visibly adhere to the approved schedule.

Employees are expected to work solely for [INSERT YOUR COMPANY NAME HERE] during their scheduled work hours.

Failure to adhere to the approved work schedule, working for another company or individual during [INSERT YOUR COMPANY NAME HERE] 's work hours, or engaging in non-work-related activities during work hours may result in immediate termination.

This policy ensures that employees remain committed to their work responsibilities and maintain a professional environment while working remotely.

503 Remote Work and Use of Communication Systems

When working remotely, all employees are required to make phone calls using RingCentral, HootHire, which are the approved communication systems provided by [INSERT YOUR COMPANY NAME HERE]. Employees should limit personal use of these communication systems during work hours to ensure productivity and maintain a professional environment.

Employees may be required to reimburse [INSERT YOUR COMPANY NAME HERE] for any charges resulting from their personal use of these communication systems.

For mail correspondence, employees should use their personal mailing addresses for personal mail and avoid mixing personal and business correspondence.

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.

This policy applies to all employees, regardless of their work location, and aims to maintain a professional and efficient communication environment for everyone involved.

504 Remote Work and Smoking

In keeping with [INSERT YOUR COMPANY NAME HERE] 's intent to promote a healthy and productive work environment, employees are encouraged to maintain a smoke-free workspace while working remotely. This recommendation is in line with

the overall wellness goals of the company and fosters a professional remote work setting.

Additionally, smoking should not be visible on camera, and no smoke should be present in the video frame during any work-related video calls or meetings. Employees are expected to take limited smoke breaks, not exceeding 15 minutes, and ensure that they do not smoke in front of clients, especially when supporting or interacting with Bespoke clients.

This policy applies equally to all employees, regardless of their work location, and aims to maintain a professional and healthy work atmosphere for everyone involved.

505 Remote Work and Cell Phone Usage

While working remotely, employees are expected to exercise discretion when utilizing personal cell phones for non-work-related purposes. Personal calls, texting, or other non-work-related communications can interfere with employee productivity and may be distracting. Employees must limit their use of cellular phones for personal matters during working hours to essential and emergency communications only. General "chatting" and/or texting on cell phones should be reserved for break times or outside of working hours.

For work-related communications, employees should use [INSERT YOUR COMPANY NAME HERE] 's RingCentral app, Slack, email, or other approved company communication tools. After the 3-month probationary period, an employee may be eligible to receive a company-issued Apple iPhone, which will be tracked and monitored to ensure appropriate usage and adherence to company policies.

506 Remote Work and Emergency Situations

At times, emergencies such as severe weather, fires, power failures, or earthquakes can affect employees' ability to work remotely. In extreme cases, these circumstances may impact the overall operations of [INSERT YOUR COMPANY NAME HERE].

In the event that an employee's remote work environment is affected by an emergency situation, they should immediately notify their supervisor and discuss alternative work arrangements, if possible. This may include working from a temporary location, adjusting work hours, or rescheduling tasks.

When an employee is unable to work due to an emergency situation, time off from scheduled work may be considered on a case-by-case basis, depending on the circumstances and the impact on the employee's ability to perform their duties. Employees should consult with their supervisor and human resources to determine the appropriate course of action during such situations.

507 Remote Work Environment and Visitors

To provide for the safety, security, and productivity of employees while working remotely for [INSERT YOUR COMPANY NAME HERE], it is essential to maintain a dedicated and professional work environment. Restricting unauthorized visitors during work hours helps maintain focus, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

During working hours, employees are discouraged from engaging with family, friends, or any other non-work-related visitors in their remote work environment. In cases of emergency or urgent situations, employees should inform their supervisor and make appropriate arrangements outside of their work area.

Employees are responsible for maintaining a dedicated workspace, free from distractions and disruptions, to ensure a productive remote work environment. Remote workspaces should be kept clean, organized, and professional in appearance for any video calls or virtual meetings. All employees are required to maintain a video presence and show their faces on camera during virtual meetings.

If employees face any challenges or distractions in their remote work environment, they should immediately notify their supervisor to seek guidance and support. Maintaining a focused and professional remote work environment is essential to the success of both the employees and [INSERT YOUR COMPANY NAME HERE].

508 Remote Computer and E-mail Usage

Computers, computer files, the e-mail system, and software furnished to employees are [INSERT YOUR COMPANY NAME HERE] property intended for remote business use. Employees should not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, remote computer and e-mail usage may be monitored.

[INSERT YOUR COMPANY NAME HERE] strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, [INSERT YOUR COMPANY NAME HERE] 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.

[INSERT YOUR COMPANY NAME HERE] purchases and licenses the use of various computer software for remote business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, [INSERT YOUR COMPANY NAME HERE] 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. [INSERT YOUR COMPANY NAME HERE] prohibits the illegal duplication of software and its related documentation.

After the 3-month probationary period, employees may be eligible to receive a company-provided MacBook loaner for remote work purposes. This equipment remains the property of [INSERT YOUR COMPANY NAME HERE] and must be returned upon termination of employment or at the company's request.

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
[INSERT YOUR COMPANY NAME HERE] 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 [INSERT YOUR COMPANY NAME HERE] 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, [INSERT YOUR COMPANY NAME HERE] 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 [INSERT YOUR COMPANY NAME HERE] in violation of law or [INSERT YOUR COMPANY NAME HERE] 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 [INSERT YOUR COMPANY NAME HERE] '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 Remote Workplace Monitoring

[INSERT YOUR COMPANY NAME HERE] conducts remote workplace monitoring to ensure quality control, employee safety, security, and customer satisfaction while respecting employees' legitimate privacy rights.

- **Telephone and Video Call Monitoring:** Employees who regularly communicate with customers may have their telephone and video conversations monitored or recorded. This monitoring is used to identify and correct performance problems through targeted training, which in turn improves customer satisfaction. All employees should be aware that

their phone calls and video replays may be reviewed daily for quality control purposes.

- **Computer Usage and Files:** After the 3-month probationary period, eligible employees may receive a company-provided MacBook, which remains the property of [INSERT YOUR COMPANY NAME HERE]. The company may monitor or access computer usage and files as needed. The MacBook includes a tracking system to ensure appropriate usage and security.

- **Software and System Monitoring:** [INSERT YOUR COMPANY NAME HERE] utilizes various software and systems, such as HootHire, Audaci4, and Calendly, which allow us to monitor employee activities for performance assessment and quality control. Employees should be aware that their activities within these systems may be monitored.

- **Ethical and Respectful Monitoring:** [INSERT YOUR COMPANY NAME HERE] is sensitive to the legitimate privacy rights of employees and will make every effort to ensure that remote workplace monitoring is conducted in an ethical and respectful manner.

By participating in our remote work environment, employees acknowledge and consent to these monitoring practices to maintain a high standard of performance and professionalism.

511 Social Media

Many employees use social media for personal and professional purposes. [INSERT YOUR COMPANY NAME HERE] 's primary concern regarding employee use of social media is to ensure that it does not negatively impact our business interests, ethical obligations, and legal responsibilities. We have established the following guidelines for employees who engage in social media use:

- Do not give professional recommendations using social media without prior written authorization from [INSERT YOUR COMPANY NAME HERE].
- Read, understand, and comply with the terms and conditions of social media sites.
- If the terms and conditions of a social media site conflict with company policy, refrain from using the site.
- Avoid using company email addresses to register for, or participate in, social media without prior written authorization from [INSERT YOUR COMPANY NAME HERE].

- Seek clarification from human resources if unsure whether specific social media use conflicts with this policy.
- When discussing or recommending [INSERT YOUR COMPANY NAME HERE] 's products or services on social media, disclose your employer/employee relationship and include a disclaimer stating that your opinions do not represent those of [INSERT YOUR COMPANY NAME HERE].

Remember that as remote employees, it is essential to maintain a professional online presence and adhere to these guidelines to ensure a positive representation of both yourself and [INSERT YOUR COMPANY NAME HERE].

512 Remote Work Guidelines

At [INSERT YOUR COMPANY NAME HERE], remote work is an integral part of our work culture. We believe that working remotely can enhance employees' productivity and work-life balance. To ensure the success of our remote work environment, we have established the following guidelines:

- **Communication**: Employees should maintain open and regular communication with their supervisors and colleagues. This includes participating in scheduled meetings, providing updates on work progress, and responding promptly to messages or inquiries. We use Slack as our internal communication system.

- **Accountability and Responsibility:** Employees are expected to be accountable and responsible for their work performance, meeting deadlines, and achieving their goals. They should proactively seek support or guidance from their supervisors when needed.

- **Equipment and Tools:** Employees are responsible for ensuring that they have the necessary equipment and tools to perform their job duties effectively. This includes a reliable internet connection, a suitable workspace, and any software or hardware required for their role. All hires are are required to download and use the Chrome extension and Loom desktop version for video recording and communication purposes.

- **Overcoming Communication Barriers:** Employees should be proactive in addressing any communication barriers that may arise due to remote work. This includes utilizing appropriate communication tools, such as video conferencing, instant messaging, or project

management software, to facilitate collaboration and information sharing.

- **Work Schedule:** Employees should establish a work schedule that aligns with their job responsibilities and any team or organizational requirements. Changes to this schedule should be communicated to and approved by the employee's supervisor.

- **Use of Company Tools:** Employees are required to use [INSERT YOUR COMPANY NAME HERE] 's approved communication and collaboration tools for remote work, such as Slack, Calendly, Google Drive, HootHire, Audaci4, etc.

- **Focus on Work:** Employees are expected to concentrate on their work and be fully engaged in their job duties during their working hours. Distractions or non-work-related activities should be avoided during this time. Failure to maintain focus on work during working hours may result in immediate termination of employment.

- **Daily Meeting Attendance:** Employees must attend the daily meeting every day, arriving on time or early without exceptions. They must have their company background displayed, their video turned on, and be dressed appropriately. Employees should be enthusiastic and fully engaged in the morning meeting, as well as any other meetings they attend. Failure to meet these expectations may result in disciplinary action or termination of employment.

- **Recording Screen Activity:** As we enjoy the benefits of working remotely, all employees are required to record their computer screen activity using loom.com. They must start the recording when they begin work in the morning and stop it before leaving for the day. The recording replay must be posted in the appropriate Slack channel. This requirement applies to all employees. Failure to comply with this policy may result in disciplinary action, up to and including verbal warnings, written warnings, or termination, depending on the severity and frequency of the violation.

- **End of Day (EOD) Report:** All employees are required to submit an EOD report, recapping their day and preparing for the next day. The EOD report must be posted in the designated EOD Slack channel to maintain transparency. This requirement applies to all employees.

Remote work is an essential aspect of our organization and contributes to meeting the needs of [INSERT YOUR COMPANY NAME HERE]. These guidelines help maintain a productive and successful remote work environment for all employees.

513 Remote Workplace Violence Prevention

[INSERT YOUR COMPANY NAME HERE] is committed to preventing workplace violence and maintaining a safe remote work environment. Given the increasing violence in society in general, [INSERT YOUR COMPANY NAME HERE] has adopted the following guidelines to address intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or within virtual workspaces.

All employees, including supervisors and temporary employees, should always be treated with courtesy and respect. Employees are expected to refrain from aggressive behavior or other conduct that may be dangerous or offensive to others. This prohibition includes all acts of harassment, including harassment 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.

[INSERT YOUR COMPANY NAME HERE] will promptly and thoroughly investigate all reports of threats of (or actual) violence and any suspicious virtual activities. The identity of the individual making a report will be protected as much as is practical. To maintain remote workplace safety and the integrity of its investigation, [INSERT YOUR COMPANY NAME HERE] 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.

[INSERT YOUR COMPANY NAME HERE] 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. [INSERT YOUR COMPANY NAME HERE] is eager to assist in the resolution of employee disputes and will not discipline employees for raising such concerns.

514 Maintaining a Positive Remote Work Environment

[INSERT YOUR COMPANY NAME HERE] is committed to maintaining a high level of morale and fostering a positive remote work environment. We discourage negative conversation or gossip about [INSERT YOUR COMPANY NAME HERE] or any staff members. Engaging in gossip or negative conversation about the company, officers, management, or staff is strictly prohibited.

Employees are expected to treat one another with respect and courtesy, refraining from talking down to or yelling at fellow team members or using profane language at any time. If an employee has concerns or issues with [INSERT YOUR COMPANY NAME HERE] or a staff member, they should bring the matter to the attention of Management promptly, rather than spreading negativity among other staff members. Failure to address problems through the appropriate channels may result in disciplinary action, up to and including termination of employment.

Furthermore, employees who become aware of negative conversations regarding the company, its staff, or management from other employees are required to report it immediately to Executive Management.

Employees are responsible for contributing to a positive remote work atmosphere by acting and communicating in a manner that promotes harmonious relationships with customers, clients, co-workers, and management. By addressing company morale and fostering a supportive work environment, we can ensure continued productivity and success for all team members.

600 LEAVES OF ABSENCE

601 Medical Leave

[INSERT YOUR COMPANY NAME HERE] 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 [INSERT YOUR COMPANY NAME HERE] 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, [INSERT YOUR COMPANY NAME HERE] will assume that the employee has resigned.

[INSERT YOUR COMPANY NAME HERE] is ***not*** a covered employer under the Family and Medical Leave Act (FMLA).

602 Family Leave

[INSERT YOUR COMPANY NAME HERE] 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 [INSERT YOUR COMPANY NAME HERE] 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.

All employees are required to block their calendars and schedule time off at least two weeks before the planned day off. This policy applies to all employees, including full-time, part-time, and contract employees, when requesting time off from work.

If an employee fails to return to work on the agreed upon return date, [INSERT YOUR COMPANY NAME HERE] will assume that the employee has resigned.

[INSERT YOUR COMPANY NAME HERE] is ***not*** a covered employer under the Family and Medical Leave Act (FMLA).

603 Personal Leave

[INSERT YOUR COMPANY NAME HERE] 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, [INSERT YOUR COMPANY NAME HERE] cannot guarantee reinstatement in all cases.

If an employee fails to report to work promptly at the expiration of the approved leave period, [INSERT YOUR COMPANY NAME HERE] will assume the employee has resigned.

[INSERT YOUR COMPANY NAME HERE] is ***not*** a covered employer under the Family and Medical Leave Act (FMLA).

604 Military Leave in Remote Work

A military leave of absence will be granted to remote 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.

Remote 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.

[INSERT YOUR COMPANY NAME HERE] is not a covered employer under the Family and Medical Leave Act (FMLA).

605 Maternity Absence/Leave in Remote Work

[INSERT YOUR COMPANY NAME HERE] will not discriminate against any remote 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.

[INSERT YOUR COMPANY NAME HERE] is not a covered employer under the Family and Medical Leave Act (FMLA).

By addressing maternity absence and leave policies, even in a remote work setting, you ensure that employees are aware of their rights and the company's commitment to providing a supportive work environment.

700 EMPLOYEE CONDUCT & DISCIPLINARY ACTION

701 Employee Conduct and Work Rules in Remote Work

To ensure orderly operations and provide the best possible work environment, [INSERT YOUR COMPANY NAME HERE] expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization, even when working remotely.

It is not possible to list all 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 [INSERT YOUR COMPANY NAME HERE] 's established work procedures
- Failure to maintain a positive work atmosphere by acting and communicating in a manner that promotes cooperation with colleagues, customers, and management
- Failure to protect the proprietary and confidential information of [INSERT YOUR COMPANY NAME HERE] at all times
- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Engaging in threatening or violent behavior in virtual meetings or communications
- Boisterous or disruptive activity during virtual meetings or communications
- 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
- Excessive absenteeism or any absence without notice
- Unauthorized absence from virtual meetings or online workspaces during the workday
- Unauthorized use of telephones, virtual meeting platforms, 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 [INSERT YOUR COMPANY NAME HERE] is at the mutual consent of [INSERT YOUR COMPANY NAME HERE] and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

By adapting the policy to focus on remote work, you can address potential concerns related to employee conduct and work rules while ensuring a safe and productive work environment for all employees.

702 Drug and Alcohol Use in Remote Work

It is [INSERT YOUR COMPANY NAME HERE] 's desire to provide a drug-free, healthful, and safe workplace, even in a remote work setting. 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 engaged in [INSERT YOUR COMPANY NAME HERE] -related activities, no employee may use, possess, distribute, sell, or be under the influence of illegal drugs or abuse legal drugs, including alcohol. The legal use of prescribed drugs is permitted during work hours 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 others.

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.

By adapting the policy to focus on remote work, you can address potential concerns related to drug and alcohol use while ensuring a safe and productive work environment for all employees.

703 Sexual and Other Unlawful Harassment

[INSERT YOUR COMPANY NAME HERE] 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, [INSERT YOUR COMPANY NAME HERE] expects employees to be reliable and to adhere to their work schedule. Logging in and out on time, attending meetings as scheduled and being available during agreed-upon work hours is important in keeping productivity and team morale high.

In the rare instances when employees cannot avoid being unavailable during their work schedule, they should notify their supervisor as soon as possible in advance of the anticipated absence.

Poor attendance and excessive unavailability are disruptive. They may lead to disciplinary action, up to and including termination of employment. [INSERT YOUR COMPANY NAME HERE] may use various monitoring tools and software to ensure compliance with this policy.

705 Return of Property

Employees are responsible for items issued to them by [INSERT YOUR COMPANY NAME HERE] or in their possession or control, such as the following:

- MacBooks / laptops / iMacs
- Cell phones
- Client lists
- Identification badges
- Manuals
- Protective equipment
- Security passes
- Parking passes

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

706 Resignation

Resignation is a voluntary act initiated by the employee to terminate employment with “The Company”. Although advance notice is not required, [INSERT YOUR COMPANY NAME HERE] 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.

707 Remote Work Security

[INSERT YOUR COMPANY NAME HERE] wishes to maintain a work environment that is free of illegal activities and security risks, even in a remote setting. To this end, [INSERT YOUR COMPANY NAME HERE] prohibits the use of company-provided equipment and systems for illegal purposes or unauthorized activities, including the possession, transfer, sale, or use of illegal drugs, alcohol, firearms, explosives, or other improper materials.

[INSERT YOUR COMPANY NAME HERE] requires the cooperation of all employees in adhering to this policy. Employees are expected to maintain the confidentiality of company information and protect their devices from unauthorized access. Any suspected security breaches or misuse of company equipment should be reported immediately to your supervisor or human resources.

[INSERT YOUR COMPANY NAME HERE] likewise wishes to discourage theft or unauthorized possession of the property of employees, the company, visitors, and customers. To facilitate enforcement of this policy, [INSERT YOUR COMPANY NAME HERE] or its representative may inspect any company-provided equipment and access any work-related communication channels. Any employee who wishes to avoid inspection of any articles or materials should not use them in conjunction with company-provided equipment or systems.

By adapting the policy to focus on remote work security, you can address potential concerns while still ensuring a safe and secure work environment for all employees.

708 Drug Testing

[INSERT YOUR COMPANY NAME HERE] 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.

In light of evolving attitudes and laws regarding marijuana, we recognize that its use has become more accepted in some states where our remote workers are located. While we will not be testing specifically for marijuana use, we remain committed to ensuring a safe work environment by testing for other harmful drugs that may impair an employee's ability to perform their duties effectively and safely.

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, excluding marijuana, 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 your supervisor, or human resources.

709 Progressive Discipline

The purpose of this policy is to state [INSERT YOUR COMPANY NAME HERE] '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.

[INSERT YOUR COMPANY NAME HERE] '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 [INSERT YOUR COMPANY NAME HERE] is based on mutual consent and both the employee and [INSERT YOUR COMPANY NAME HERE] have the right to terminate employment at will, with or without cause or advance notice, [INSERT YOUR COMPANY NAME HERE] 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.

To ensure accountability and promote positive behavior, we have implemented an Employee Point System. This system is designed to provide employees with multiple chances to address any performance or conduct issues before reaching more severe consequences.

Point Allocation:

- Everyone starts at 100 points.
- Points are renewed every six months.

Point Deductions:

- For each offense, 10 points will be deducted from an employee's score.
- Employees will have 10 chances to address any performance or conduct issues without facing immediate consequences.

Consequences Based on Points:

- **50 Points:** When an employee's points reach 50, they will be required to attend a meeting with their supervisor or HR representative to discuss any ongoing concerns or issues. The meeting aims to provide support and guidance to help the employee improve their performance or behavior.
- **80 Points:** If an employee's points drop to 80, a suspension will be issued. The duration of the suspension will be determined based on the severity and frequency of the issues at hand. During this period, the employee is expected to reflect on their actions and work on addressing the concerns.
- **100 Points:** If an employee's points reach 100, it will result in termination from their position at [INSERT YOUR COMPANY NAME HERE] . This step is taken when repeated efforts to improve and address the issues have not yielded the desired results. Termination decisions will be made after careful consideration and documentation of the performance or behavior concerns.

Appeal Process:

We understand that sometimes situations may arise that warrant a review of the points or the consequences. Employees have the right to appeal any point deductions or disciplinary actions. The appeal process will be explained to the employee during their meeting for 50 points or suspension.

It is essential to remember that the Employee Point System is not meant to be punitive, but rather a tool to encourage growth, improvement, and accountability. We believe in supporting our employees' success, and we hope that this system will foster a positive work environment for everyone.

If you have any questions or concerns about the Employee Point System, please feel free to reach out to your supervisor or our HR department.

[INSERT YOUR COMPANY NAME HERE] 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 [INSERT YOUR COMPANY NAME HERE].

710 Problem Resolution

[INSERT YOUR COMPANY NAME HERE] 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 [INSERT YOUR COMPANY NAME HERE] supervisors and management.

[INSERT YOUR COMPANY NAME HERE] 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 [INSERT YOUR COMPANY NAME HERE] 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.

711 Dress Code Policy

At [INSERT YOUR COMPANY NAME HERE], we understand the importance of maintaining a professional image while promoting a comfortable and inclusive work environment. To balance these goals, we have established a Dress Code Policy that allows for a more relaxed and flexible approach to workplace attire while ensuring that our employees maintain a polished and professional appearance. We recognize that our employees work remotely, however it is essential to maintain a professional appearance during daily meetings and interactions with clients, whether via video conference or in-person. As such, we expect all employees to adhere to our dress code when participating in these events:

Our Dress Code Is Business Casual to Business Professional

Business Professional Dress Code

For employees in roles that require frequent interaction with clients or the public, a business professional dress code is required. Examples of business professional attire include:

- Dress pants or skirts
- Dress shirts or blouses
- Blazers or sport coats
- Dress shoes or heels

Employees are expected to be in full business professional attire during client or vendor meetings and other formal events.

Business Casual Dress Code

For employees in roles that do not require frequent interaction with clients or the public, a business casual dress code is appropriate. Examples of acceptable business casual attire include:

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

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

- Jeans that are excessively worn or faded
- Sweatpants
- Warm-up or jogging suits are not permitted.
- Short shorts
- Bib overalls
- Miniskirts
- Spaghetti-strap dresses
- Flannel shirts
- T-shirts (unless company apparel)
- 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
- Canvas or athletic type shoes are not appropriate professional attire.
- Slippers
- Thong slippers
- Hats (unless for religious or cultural reasons)
- Headwraps (unless for religious or cultural reasons)

We are a company of excellence, in addition to dressing appropriately, employees are expected to maintain good personal hygiene and grooming. This includes, but is not limited to:

- Maintaining a clean and presentable appearance.
- Mustaches and beards must be clean, well-trimmed, and neat.
- Keeping hair clean and well-groomed, hairstyles are expected to be in good taste.
- Unnaturally colored hair and extreme hairstyles, such as spiked hair, do not present an appropriate professional appearance, specifically for our Bespoke roles.
- Offensive body odor and poor personal hygiene is not professionally acceptable.
- Practicing good oral hygiene is professionally acceptable.
- Ensuring nails are manicured and groomed. Employees should avoid having excessively long nails.
- 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.

Please ensure you come dressed for ALL video meetings and client interactions as if you were attending a meeting in a physical office setting (including the daily morning meetings). All employees are required to dress appropriately while on camera during virtual meetings and when engaging with clients through video conferencing or other digital communication platforms. This policy is in place to ensure a positive and respectful representation of our company and maintain a favorable impression among our clients.

[INSERT YOUR COMPANY NAME HERE] company apparel (with the company name or logo) attire is always acceptable and encouraged.

It's important to note that for some employees, traditional business attire may remain a more favored choice, specifically any employee working with Bespoke clients.

When traveling to meet Bespoke clients, employees must dress in business attire to maintain a professional appearance. If flying to or on behalf of [INSERT YOUR COMPANY NAME HERE], employees are required to wear either company apparel or adhere to the business casual dress code outlined above. This requirement ensures a consistent and professional representation of our company at all times.

Exceptions

There may be exceptions to the dress code for special events or circumstances. In these cases, employees will be notified in advance of any changes to the dress code.

Enforcement

Supervisors are responsible for enforcing the dress code policy within their teams. Employees who violate the dress code policy may be asked to change their attire or sent home to change. Repeated violations of the dress code policy may result in disciplinary action.

We respect individual preferences and encourage employees to wear attire that reflects their personal style, while adhering to the guidelines set forth in this policy. Employees are expected to use their best judgment when selecting appropriate attire for the workplace, taking into consideration their specific role, daily tasks, and any meetings or events they may be attending. If you are unsure whether an item of clothing is appropriate, please consult with your supervisor or Human Resources.

Adherence to this dress code policy is mandatory, with no exceptions. Failure to adhere to this policy may result in a request to change into appropriate attire and may lead to disciplinary action if the issue persists.

We trust our employees to make responsible choices when it comes to their attire and appreciate your cooperation in maintaining a professional and comfortable work environment.

712 Dress Code Expense Reimbursement Policy

[INSERT YOUR COMPANY NAME HERE] offers an optional dress code expense reimbursement policy to assist employees in maintaining a professional appearance

that is appropriate for their role within the company. This policy provides reimbursement for eligible expenses up to $300, which can be repaid over a long-term repayment plan of $25 per week.

The dress code expense reimbursement policy goes into effect one week after an employee's first paycheck. We expect all employees to be in full professional attire that adheres to the company's dress code policy no later than one week after their first paycheck.

Eligible expenses for reimbursement include clothing items that are necessary to comply with the company's dress code policy. To request reimbursement, an employee must have worked $300 worth of time, typically one week, and submit a request for reimbursement to their supervisor.

In the event that an employee quits or is terminated before completing repayment of the dress code expense reimbursement, [INSERT YOUR COMPANY NAME HERE] will keep the uniform funds and adjust their final paycheck accordingly.

We encourage all employees to maintain a professional appearance that is in compliance with the company's dress code policy, and we are committed to supporting our employees in achieving this goal.

713 Fitness Membership Reimbursement Policy

[INSERT YOUR COMPANY NAME HERE] is committed to promoting the health and well-being of our employees. We encourage our employees to engage in physical fitness activities to maintain a healthy lifestyle. To support our employees in this pursuit, we offer a fitness membership reimbursement program.

Under this program, employees may be reimbursed up to $25 per month for their fitness membership. To be eligible for reimbursement, employees must provide proof of their fitness membership contract and their monthly fee.

Employees must maintain their fitness membership and provide evidence of their continued membership status every 6 months. Failure to do so will result in the suspension of their reimbursement eligibility until proof of continued membership is provided.

The reimbursement program is only available to employees who are actively working for [INSERT YOUR COMPANY NAME HERE]. If an employee leaves the company, their reimbursement eligibility will end.

Reimbursement will be processed through payroll and will be subject to applicable taxes and withholdings.

Please note that the fitness membership reimbursement program is a discretionary benefit and is subject to change or termination at any time by [INSERT YOUR COMPANY NAME HERE].

If you have any questions or concerns about this policy, please contact your supervisor or Human Resources.

714 Remote Workplace Etiquette

[INSERT YOUR COMPANY NAME HERE] 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. [INSERT YOUR COMPANY NAME HERE] 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 your supervisor or Human Resources if you have comments, concerns, or suggestions regarding these workplace etiquette guidelines.

- While working remotely offers flexibility, it is crucial to remain focused and dedicated to your tasks during work hours. When on company time, employees are expected to work exclusively for [INSERT YOUR COMPANY NAME HERE] and not engage in personal activities such as household chores, shopping, or other unrelated tasks. If you are found to be working on personal tasks during work hours, you may be subject to immediate termination.

- Remote work allows employees the freedom to work from any location in the world; however, this privilege comes with the responsibility of maintaining a high level of productivity and focus during working hours. You are expected to prioritize your work tasks and adhere to your assigned schedule.
- Should you require time off for personal reasons, kindly follow the appropriate procedures for requesting leave in accordance with company policies. This ensures that work coverage and team communication remain uninterrupted. Remember, the success of a remote work environment depends on each employee's commitment to professionalism and accountability.
- Ensure that you display your [INSERT YOUR COMPANY NAME HERE] background during all video calls to maintain a consistent and professional appearance.
- We communicate internally via Slack throughout the day. You are required to acknowledge your presence or arrival to work by "clocking in" within Slack at the beginning of your shift and "clocking out" by acknowledging your departure at the end of the day.
- It is important to be seen as "Active" within Slack during working hours, as this is an indicator of your engagement and availability to the team.
- In order to maintain transparency and accountability in a remote work setting, employees must use Loom.com to record their computer screens throughout their working shifts. We are not concerned with personal or home activities; however, screen recordings must be submitted in the appropriate Slack channel at the end of each shift. Failure to comply with this requirement may result in disciplinary action, up to and including termination.
- You are required to submit an End of Day (EOD) report daily, as this is a mandatory practice for every employee in the company.
- Be mindful of background noise and potential interruptions during video calls or conference calls. Use mute when not speaking to minimize distractions.
- Ensure that you are properly dressed, adhering to the company's remote dress code, during morning meetings and any video conference with colleagues or clients.
- Be punctual for virtual meetings and be respectful of everyone's time. Arrive early or on-time to every meeting, or provide an update via the Slack channel if you are unable to attend or running late.
- Be courteous to other employees. Say please, thank you, and excuse me even in virtual communications.
- Keep the tone of written communication professional and respectful. Remember that tone can be easily misinterpreted in text-based communication.
- Maintain appropriate boundaries when discussing personal life/issues in virtual meetings or group chats.

- Refrain from using inappropriate language (swearing) in virtual meetings or written communication when dealing or working with clients. However, we allow creative expression (foul language) within the internal team, as long as it is not being directed to or at anyone in a disrespectful manner.
- Be conscious of how often you send messages or emails to avoid overwhelming your colleagues.
- Respect colleagues' working hours and avoid sending non-urgent messages outside of their work time.

As we conclude the Remote Workplace Etiquette section of the [INSERT YOUR COMPANY NAME HERE] Employee Handbook, we'd like to emphasize the importance of these guidelines in preserving our amazing culture and the flexibility to work remotely. We truly value each team member, their unique skills, and the positive energy they contribute to our vibrant and diverse workplace. By following these rules, we can not only maintain a positive and productive work environment for everyone, but also cultivate a sense of unity, collaboration, and support that empowers each of us to reach our fullest potential. Together, let's continue to uphold the values that make [INSERT YOUR COMPANY NAME HERE] an extraordinary place to work, and celebrate the successes we achieve as a team.

Acknowledgement of Receipt for Employee Handbook

I, _____, hereby acknowledge that I have received and read the [INSERT YOUR COMPANY NAME HERE] Employee Handbook.

- I understand that it is my responsibility to become familiar with its contents and to comply with the policies, procedures, guidelines, and expectations outlined within.
- I understand that the handbook is intended to provide me with a general overview of the [INSERT YOUR COMPANY NAME HERE] '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 [INSERT YOUR COMPANY NAME HERE] is at-will. I have the right to resign at any time with or without cause, just as the [INSERT YOUR COMPANY NAME HERE] may terminate my employment at any time with or without cause or notice, subject to applicable laws.
- I acknowledge that [INSERT YOUR COMPANY NAME HERE] 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 '[INSERT YOUR COMPANY NAME HERE] 's sole discretion.
- I acknowledge that the information in the Employee Handbook is subject to change, and that it is my responsibility to stay informed about updates and revisions.
- I understand that my failure to comply with the policies and procedures outlined in the Employee Handbook may result in disciplinary action, up to and including termination.

By signing below, I acknowledge my receipt and understanding of the Employee Handbook and agree to abide by its contents.

Employee Name (Printed): _____

Employee Signature: _____

Date: _____