

**Employment Manual**



**Prepared By**

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| **Document Owner(s)** | **Project/Organization Role** |
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at its option, may change, delete, suspend, or discontinue parts or the policy in its entirety, at any time without prior notice.

**TABLE OF CONTENTS**

[1 INTRODUCTION 6](#_Toc80175747)

[1.1 Welcome 6](#_Toc80175748)

[1.2 History 6](#_Toc80175749)

[1.3 Changes in Policy 6](#_Toc80175750)

[2 EMPLOYEE DEFINITION AND STATUS 6](#_Toc80175751)

[2.1 Employment Classification 6](#_Toc80175752)

[2.2 Probationary Period for New Employees 6](#_Toc80175753)

[3 EMPLOYMENT POLICIES 6](#_Toc80175754)

[3.1 Equal Employment Opportunity 6](#_Toc80175755)

[3.2 Affirmative Action/Diversity 6](#_Toc80175756)

[3.3 Americans with Disabilities Act 6](#_Toc80175757)

[3.4 Immigration Law Compliance 6](#_Toc80175758)

[3.5 Employee Background Check 6](#_Toc80175759)

[3.6 Criminal Records 6](#_Toc80175760)

[3.7 Anniversary Date 6](#_Toc80175761)

[3.8 New Employee Orientation 6](#_Toc80175762)

[3.9 Personnel Records and Administration 6](#_Toc80175763)

[3.10 Change of Personal Data 6](#_Toc80175764)

[3.11 Safety 6](#_Toc80175765)

[3.12 Building Security 6](#_Toc80175766)

[3.13 Personal Property 6](#_Toc80175767)

[3.14 Health-related Issues 6](#_Toc80175768)

[3.15 Employee Requiring Medical Attention 6](#_Toc80175769)

[3.16 Visitors in the Workplace 6](#_Toc80175770)

[3.17 Employment of Relatives 6](#_Toc80175771)

[3.18 Weather-related and Emergency-related Closings 6](#_Toc80175772)

[4 STANDARDS OF CONDUCT 6](#_Toc80175773)

[4.1 General Guidelines 6](#_Toc80175774)

[4.2 Attendance and Punctuality 6](#_Toc80175775)

[4.3 Work Schedule 6](#_Toc80175776)

[4.4 Absence and Lateness 6](#_Toc80175777)

[4.5 Unscheduled Absence 6](#_Toc80175778)

[4.6 Meal and Break Periods 6](#_Toc80175779)

[4.7 Harassment Policy 6](#_Toc80175780)

[4.8 Sexual Harassment Policy 6](#_Toc80175781)

[4.9 Violence in the Workplace 6](#_Toc80175782)

[4.10 Confidential Information and Nondisclosure 6](#_Toc80175783)

[4.11 Ethical Standards 6](#_Toc80175784)

[4.12 Dress Code 6](#_Toc80175785)

[4.13 Use of Equipment 6](#_Toc80175786)

[4.14 Use of Computer, Phone, and Mail 6](#_Toc80175787)

[4.15 Use of Internet 6](#_Toc80175788)

[4.16 Use of Computer Software 6](#_Toc80175789)

[4.17 Smoking Policy 6](#_Toc80175790)

[4.18 Alcohol and Substance Abuse 6](#_Toc80175791)

[4.19 Gifts 6](#_Toc80175792)

[4.20 Solicitations and Distributions 6](#_Toc80175793)

[4.21 Complaint Procedure 6](#_Toc80175794)

[4.22 Corrective Procedure 6](#_Toc80175795)

[4.23 Crisis Suspension 6](#_Toc80175796)

[4.24 Transfer Policy 6](#_Toc80175797)

[4.25 Outside Employment 6](#_Toc80175798)

[4.26 Employment Termination/Resignation 6](#_Toc80175799)

[4.27 Exit Interview 6](#_Toc80175800)

[4.28 Return of Company Property 6](#_Toc80175801)

[5 COMPENSATION POLICIES 6](#_Toc80175802)

[5.1 Base Compensation 6](#_Toc80175803)

[5.2 Performance Bonuses 6](#_Toc80175804)

[5.3 Employee Ownership 6](#_Toc80175805)

[5.4 Timekeeping Procedures 6](#_Toc80175806)

[5.5 Overtime Pay 6](#_Toc80175807)

[5.6 Payroll and Paydays 6](#_Toc80175808)

[5.7 Performance and Salary Reviews 6](#_Toc80175809)

[5.8 Opportunities for Advancement—Progression and Promotion 6](#_Toc80175810)

[6 GROUP HEALTH AND RELATED BENEFITS 6](#_Toc80175811)

[6.1 Benefits Summaries and Eligibility 6](#_Toc80175812)

[6.2 Health Insurance 6](#_Toc80175813)

[6.3 Dental Insurance 6](#_Toc80175814)

[6.4 Visual Care Insurance 6](#_Toc80175815)

[6.5 Disability Insurance 6](#_Toc80175816)

[6.6 Life, Accidental Death, and Dismemberment Insurance 6](#_Toc80175817)

[6.7 COBRA Notification 6](#_Toc80175818)

[6.8 Pre-tax Deductions for Expenses 6](#_Toc80175819)

[6.9 Worker’s Compensation 6](#_Toc80175820)

[6.10 Unemployment Compensation 6](#_Toc80175821)

[6.11 Social Security 6](#_Toc80175822)

[6.12 Retirement Plans and Stock Options 6](#_Toc80175823)

[6.13 Educational Assistance 6](#_Toc80175824)

[6.14 Training and Professional Development 6](#_Toc80175825)

[7 TIME-OFF BENEFITS 6](#_Toc80175826)

[7.1 Holiday Policy 6](#_Toc80175827)

[7.2 Vacation Time 6](#_Toc80175828)

[7.3 Sick Leave 6](#_Toc80175829)

[7.4 Bereavement Leave 6](#_Toc80175830)

[7.5 Jury Duty 6](#_Toc80175831)

[7.6 Military Reserves or National Guard Leaves of Absence 6](#_Toc80175832)

[7.7 Family/Medical Leaves of Absence 6](#_Toc80175833)

[7.8 Extended Disability Leaves 6](#_Toc80175834)

[7.9 Uniformed Services Employment and Reemployment 6](#_Toc80175835)

[7.10 Personal Leaves of Absence 6](#_Toc80175836)

[8 EXPENSES 6](#_Toc80175837)

[8.1 Introduction 6](#_Toc80175838)

[8.2 Company Supplies, Other Expenditures 6](#_Toc80175839)

[8.3 Expense Reimbursement 6](#_Toc80175840)

[8.4 Relocation 6](#_Toc80175841)

[9 EMPLOYEE COMMUNICATIONS 6](#_Toc80175842)

[9.1 Open Communication 6](#_Toc80175843)

[9.2 Staff Meetings 6](#_Toc80175844)

[9.3 Electronic Bulletin Boards 6](#_Toc80175845)

[9.4 Suggestions 6](#_Toc80175846)

[9.5 Closing Statement 6](#_Toc80175847)

[10 ACKNOWLEDGMENT 6](#_Toc80175848)

[11 APPENDICES 6](#_Toc80175849)

[11.1 Employment Manual Sections Omitted 6](#_Toc80175850)

# INTRODUCTION

This document has been developed by Human Resources Department in order to familiarize employees with and provide information about working conditions, key policies, procedures, and benefits affecting employment at .

## Welcome

Welcome to ! We are happy to have you as a new member of our family!

The mission of is .

## History

## Changes in Policy

This manual supersedes all previous employee manuals and memos.

While every effort is made to keep the contents of this document current, reserves the right to modify, suspend, or terminate any of the policies, procedures, and/or benefits described in the manual with or without prior notice to employees.



# EMPLOYEE DEFINITION AND STATUS

An “employee” of is a person who regularly works for on a wage or salary basis.

## Employment Classification

Employees of are classified as either “exempt” or “non-exempt.” This is necessary because, by law, employees in certain types of jobs are entitled to overtime pay for hours worked in excess of forty (40) hours per workweek.

In addition to the above overtime classifications, every employee is assigned an employment status classification: regular full-time, regular part-time, temporary (full-time or part-time), regular hourly, contingent hourly, etc.

## Probationary Period for New Employees

monitors and evaluates every new employee’s performance for three months to determine whether further employment in a specific position or with is appropriate.



# EMPLOYMENT POLICIES

## Equal Employment Opportunity

is an equal employment opportunity employer. Employment decisions are based on merit and business needs, and not on race, color, citizenship status, national origin, ancestry, gender, sexual orientation, age, weight, religion, creed, physical or mental disability, marital status, veteran status, political affiliation, or any other factor protected by law.

## Affirmative Action/Diversity

is committed to affirmative actions that will build on the strengths of our current workforce and continually enhance the diversity of our organization. Our actions include, but are not limited to, the following:

## Americans with Disabilities Act

It is the policy of to comply with all the relevant and applicable provisions of the Americans with Disabilities Act (ADA). will not discriminate against any qualified employee or job applicant with respect to any terms, privileges, or conditions of employment because of a person’s physical or mental disability.

## Immigration Law Compliance

All offers of employment are contingent on verification of the candidate’s right to work in the United States. On the first day of work, every new employee will be asked to provide original documents verifying his or her right to work and, as required by federal law, to sign Federal Form I-9, Employment Eligibility Verification Form.

## Employee Background Check

Prior to making an offer of employment, may conduct a job-related background check. A comprehensive background check may consist of prior employment verification, professional reference checks, education confirmation, and credit check.

## Criminal Records

When appropriate, a criminal record check is performed to protect ’s interest and that of its employees and clients.

## Anniversary Date

The first day an employee reports to work is his or her official anniversary date. This anniversary date is used to compute the following benefits:

## New Employee Orientation

The formal welcoming process, or “employee orientation,” is conducted by a Human Resources representative, and includes an overview of the company.

## Personnel Records and Administration

The task of handling personnel records and related administration functions at has been assigned to the Human Resources Department. Personnel files will be kept confidential at all times and include some or all of the following documents:

All medical records, if any, will be kept in a separate confidential file.

## Change of Personal Data

Any change in an employee’s name, address, telephone number, marital status, dependents, or insurance beneficiaries, or a change in the number of tax withholding exemptions, needs to be reported in writing without delay to the Human Resources Department.

## Safety

The safety and health of employees is a priority. makes every effort to comply with all federal and state workplace safety requirements. ’s workplace safety rules and regulations are the following:

Each employee is expected to obey safety rules and exercise caution and common sense in all work activities.

## Building Security

Each and every employee must follow the building security rules and regulations listed here:

Employees are not allowed on property after hours without prior authorization from their supervisor.

## Personal Property

The Safety Office maintains a property management system that efficiently tracks lost and found property reports. Persons seeking information about lost or found property may do so by contacting at . assumes no risk for any loss or damage to personal property and recommends that all employees have personal insurance policies covering the loss of personal property left at the office.

## Health-related Issues

Employees who become aware of any health-related issue should notify their supervisor of health status as soon as possible.

## Employee Requiring Medical Attention

Employees should report all work-related injuries and accidents immediately to their supervisor, and then follow theses steps:

## Visitors in the Workplace

For safety, insurance, and other business considerations, only authorized visitors are allowed in the workplace. When making arrangements for visitors, employees should request that visitors enter through the main reception area and sign in and sign out at the front desk.

## Employment of Relatives

is pleased to consider for employment qualified applicants who are related to employees. When employs more than one member of a family, one family member may not supervise the other. If such a situation should arise and the employees are unable to develop a workable solution, management will decide which employee may be transferred.

## Weather-related and Emergency-related Closings

At times, emergencies such as severe weather, fires, or power failures can disrupt company operations. In such instances, Executive Staff will decide on the closure and Human Resources will provide the official notification to the employees.



# STANDARDS OF CONDUCT

## General Guidelines

All employees are urged to become familiar with rules and standards of conduct and are expected to follow these rules and standards faithfully in doing their own jobs and conducting the company’s business.

## Attendance and Punctuality

expects employees to be ready to work at the beginning of assigned daily work hours, and to reasonably complete their projects by the end of assigned work hours.

## Work Schedule

Unless otherwise specified, regular full-time employees are expected to work at least forty (40) hours per workweek.

## Absence and Lateness

From time to time, it may be necessary for an employee to be late or absent from work. is aware that emergencies, illnesses, or pressing personal business that cannot be scheduled outside work hours may arise. It is the responsibility of all employees to contact all affected parties if they will be absent or late.

## Unscheduled Absence

Absence from work for three (3) consecutive days without notifying management or the Human Resources Department will be considered a voluntary resignation.

## Meal and Break Periods

Employees are allowed a one-hour lunch break generally between the hours of 11:00 a.m. and 2:00 p.m.

encourages employees to take a rest period and provides a paid rest period of ten minutes in the morning work period and ten minutes in the afternoon work period.

## Harassment Policy

does not tolerate workplace harassment. Workplace harassment can take many forms. It may be, but is not limited to, words, signs, offensive jokes, cartoons, pictures, posters, e-mail jokes or statements, pranks, intimidation, physical assaults or contact, or violence.

## Sexual Harassment Policy

does not tolerate sexual harassment Sexual harassment may include unwelcome sexual advances, requests for sexual favors, or other unwelcome verbal or physical contact of a sexual nature when such conduct creates an offensive, hostile, and intimidating working environment and prevents an individual from effectively performing the duties of their position.

## Violence in the Workplace

has adopted a policy prohibiting workplace violence. Consistent with this policy, acts or threats of physical violence, including intimidation, harassment, and/or coercion, which involve or affect or which occur on or client property, will not be tolerated.

## Confidential Information and Nondisclosure

By continuing employment with , employees agree that they will not disclose or use any of ’s confidential information, either during or after their employment. sincerely hopes that its relationship with its employees will be long-term and mutually rewarding. However, employment with assumes an obligation to maintain confidentiality, even after an employee ’s employ.

## Ethical Standards

insists on the highest ethical standards in conducting its business. Doing the right thing and acting with integrity are the two driving forces behind ’s great success story. When faced with ethical issues, employees are expected to make the right professional decision consistent with ’s principles and standards.

## Dress Code

Employees of are expected to present a clean and professional appearance while conducting business, in or outside of the office. Dressing in a fashion that is clearly unprofessional, that is deemed unsafe, or that negatively affects ’s reputation or image is not acceptable.

## Use of Equipment

will provide employees with the equipment needed to do their job. None of this equipment should be used for personal use, nor removed from the physical confines of —unless it is approved for a job that specifically requires use of company equipment outside the physical facility.

## Use of Computer, Phone, and Mail

property, including computers, phones, electronic mail, and voice mail, should be used only for conducting company business. Incidental and occasional personal use of company computers, phones, or electronic mail and voice mail systems is permitted, but information and messages stored in these systems will be treated no differently from other business-related information and messages.

## Use of Internet

Employees are responsible for using the Internet in a manner that is ethical and lawful. Use of the Internet must solely be for business purposes and must not interfere with employee productivity.

## Use of Computer Software

does not condone the illegal duplication of software. The copyright law is clear. The copyright holder is given certain exclusive rights, including the right to make and distribute copies. Title 17 of the U.S. Code states that “it is illegal to make or distribute copies of copyrighted material without authorization” (Section 106). The only exception is the user’s right to make a backup copy for archival purposes (Section 117).

## Smoking Policy

No smoking of any kind is permitted inside any office. Smoking may take place only in designated smoking areas outside facilities.

## Alcohol and Substance Abuse

It is the policy of that the workplace be free of illicit drugs and alcoholic beverages, and free of their use. In addition to damage to respiratory and immune systems, malnutrition, seizures, loss of brain function, liver damage, and kidney damage, the abuse of drugs and alcohol has been proven to impair the coordination, reaction time, emotional stability, and judgment of the user. This could have tragic consequences where demanding or stressful work situations call for quick and sound decisions to be made.

## Gifts

Advance approval from management is required before an employee may accept or solicit a gift of any kind from a client. Employees are not permitted to give unauthorized gifts to clients.

## Solicitations and Distributions

Solicitation for any cause during working time and in working areas is not permitted. Employees are not permitted to distribute noncompany literature in work areas at any time during working time.

## Complaint Procedure

Employees who have a job-related issue, question, or complaint should first discuss it with their immediate supervisor. If the issue cannot be resolved at this level, encourages employees to contact the Human Resources Department. Employees who observe, learn of, or, in good faith, suspect a violation of the Standards of Conduct of should immediately report the violation in accordance with the following procedures:

## Corrective Procedure

Unacceptable behavior that does not lead to immediate dismissal may be dealt with in any of the following manners: (a) Oral Reminder, (b) Written Warning, (c) Decision-Making Paid Leave/Counseling Session, (d) Termination, (e) .

## Crisis Suspension

An employee who commits any serious violation of policies at minimum will be suspended without pay pending an investigation of the situation. Following the investigation, the employee may be terminated without any previous disciplinary action having been taken.

## Transfer Policy

recognizes that a desire for career growth and other needs may lead an employee to request a transfer to another position. An employee with proper qualifications will be eligible for consideration for transfer to another department provided that the transfer does not occur within one year of the employee’s date of hire or within one year of any previous transfer.

## Outside Employment

Employees may not take an outside job, either for pay or as a donation of their personal time, with a customer or competitor of ; nor may employees do work on their own if it competes or interferes in any way with the sales of products or services that provides to its clients.

## Employment Termination/Resignation

After the application of disciplinary steps, if it is determined by management that an employee’s performance does not improve, or if the employee is again in violation of practices, rules, or standards of conduct, following a Decision-Making Leave, employment with will be terminated.

## Exit Interview

In a voluntary separation situation, management would like to conduct an exit interview to discuss the employee’s reasons for leaving and any other impressions that the employee may have about .

## Return of Company Property

Any property issued to employees, such as computer equipment, keys, parking passes or company credit card, must be returned to at the time of termination. Employees will be responsible for any lost or damaged items.



# COMPENSATION POLICIES

## Base Compensation

It is ’s desire to pay all employees wages or salaries that are competitive with other employers in the marketplace and in a way that will be motivational, fair, and equitable. Compensation may vary based on roles and responsibilities, individual, and company performance, and in compliance with all applicable laws.

## Performance Bonuses

Performance bonuses may be given to employees at the discretion of management. There are two factors that typically determine bonus availability and amounts: (a) Company Performance—Profits, (b) Personal Performance.

## Employee Ownership

At , employee ownership provides an opportunity for employees to share in the growth potential of and thereby creates a positive incentive for employees. Currently, has two employee ownership plans; the Employee Stock Ownership Plan (ESOP) and the Incentive Stock Option Plan (ISOP).

## Timekeeping Procedures

By law, is obligated to keep accurate records of the time worked by employees. Each employee must fill out the appropriate electronic time record each week, and time records must be completed in accordance with the time-reporting guidelines.

## Overtime Pay

Overtime compensation is paid to non-exempt employees in accordance with federal and state wage and hour restrictions. All overtime work performed must receive the supervisor’s prior authorization.

## Payroll and Paydays

The frequency of payroll distribution is dependent upon an employee’s employment status. Regular full-time salary employees (exempt or non-exempt) are paid monthly on or by the last business day of each month. Regular hourly non-exempt employees and contingent hourly non-exempt employees are paid weekly on or by the Friday following the end of the pay week.

## Performance and Salary Reviews

wants to help employees to succeed in their jobs and to grow. In an effort to support this growth and success, has an annual review process for providing formal performance feedback. Feedback includes a Performance Evaluation, 360-Degree Assessment, and an Extra Mile contribution appraisal. Depending on the employee anniversary date, the performance review is held during either the March or the September review cycle.

Salary/wage reviews typically occur in conjunction with the annual performance review process. The calculation and implementation of changes in base salary/wage depend on both company and personal performance and will typically occur in either April or October; whichever most closely follows the review cycle.

## Opportunities for Advancement—Progression and Promotion

would like to provide employees with every opportunity for advancing to other positions or opportunities within the company. Approval of progression moves or promotions depends largely upon training, experience, work record, and business need. However, reserves the right to look outside the company for potential employees as well.



# GROUP HEALTH AND RELATED BENEFITS

## Benefits Summaries and Eligibility

sponsors a comprehensive benefits program for eligible employees, and each benefit plan has specific eligibility conditions. The benefits are summarized in separate booklets called “summary plan descriptions,” which are provided to all eligible employees. The details of each benefit are contained in separate legal documents known as the “plan documents,” which take precedence over anything contradictory in the summaries.

All full-time employees will enjoy all of the benefits described in this policy and the individual plan summaries as soon as they meet all of the eligibility requirements for each particular benefit. Part-time employees may be eligible for certain benefits if they meet the eligibility conditions.

## Health Insurance

All eligible U.S. employees may choose a nationwide Preferred Provider Organization (PPO) medical insurance plan. Eligible employees’ effective date of coverage will be the first of the month following 30 days’ employment with .

## Dental Insurance

has made every effort to find a comprehensive dental plan that will meet the needs of both families and individuals. A detailed explanation of benefits and how to use the insurance is available in the dental summary plan booklet provided by the insurance company.

## Visual Care Insurance

The vision plan covers employees’ standard eye examinations, lenses, frames, or contacts. Certain limitations apply, and not all optical centers accept the current plan. A more detailed explanation of the plan and locations of optical centers that accept the plan are available in the summary plan booklet provided by the insurance company.

## Disability Insurance

Eligible employees are automatically covered by disability plans. Disability insurance is designed to assist an employee with income should the employee become partially or totally disabled and be unable to perform the essential functions of his or her job. The summary plan descriptions explain long-term and short-term disability benefits.

## Life, Accidental Death, and Dismemberment Insurance

The Group Life Insurance covers all eligible employees. This insurance is payable in the event of the employee’s death, in accordance with the policy, while the employee is insured. Accidental Death and Dismemberment Insurance is in the same amount as and in addition to the employee’s life insurance coverage. The summary plan booklet provided by our insurance company includes details on employee life insurance and accidental death and dismemberment coverage.

## COBRA Notification

According to the federal Consolidated Omnibus Budget Reconciliation Act (COBRA) of 1985, in the event of your termination of employment with or loss of eligibility to remain covered under ’s group health insurance program, employees and their eligible dependents may have the right to continued coverage under ’s group health insurance program for a limited period of time at their own expense. Consult the Benefits Administrator for details.

## Pre-tax Deductions for Expenses

employees participating in any of the basic health insurance plans, i.e., group medical, dental and/or vision, are required to contribute to payment of the plan(s) premium(s) via payroll deduction cost sharing. In accordance with U.S. Internal Revenue Service provisions, provides employees the opportunity to participate in (a) Section 125 Plan, (b) Flexible Spending Accounts, (c) .

## Worker’s Compensation

All employees are entitled to Workers’ Compensation benefits paid by . This coverage is automatic and immediate and protects employees from work-related injury or illness. If an employee cannot work due to a work-related injury or illness, Workers’ Compensation insurance pays his or her medical bills and provides a portion of his or her income until he or she can return to work.

## Unemployment Compensation

Unemployment compensation is designed to provide a temporary income for those who are out of work through no fault of their own. Depending upon the circumstances, employees may be eligible for Unemployment Compensation upon termination of employment with . The Division of Unemployment Insurance of each State’s Department of Labor determines eligibility for Unemployment Compensation. pays the entire cost of this insurance program.

## Social Security

The United States Government operates a system of mandated insurance known as Social Security. As a wage earner, employees are required by law to contribute a set amount of weekly wages to the trust fund from which benefits are paid. As employer, is required to deduct this amount from each paycheck an employee receives. In addition, matches employee contribution dollar for dollar, thereby paying one-half of the cost of employee Social Security benefits.

## Retirement Plans and Stock Options

supports employee retirement preparation and investment by providing three government-approved and regulated plans for qualifying employees, i.e., a 401(k) Plan, an Employee Stock Ownership Plan (ESOP), and an Incentive Stock Option Plan (ISOP). The details regarding participation, contributions, vesting, administration, and investments are provided in the Summary Plan Description.

## Educational Assistance

believes that education leads to self improvement and recognizes that the skills and knowledge of its employees are critical to the success of the organization. In that vein, encourages higher education and is willing to pay for courses which are directly related to an employee’s present job or which will help an employee prepare for more responsibilities or promotions within the organization.

## Training and Professional Development

A specific schedule of basic training and orientation has been established for job and employment classifications. Coaching/Mentoring System provides guidance in professional development and encourages all interested employees to take advantage of the continuing education initiative and further job specific training. All courses must be approved by a supervisor and a Human Resources representative.



# TIME-OFF BENEFITS

## Holiday Policy

All employees of regular status are eligible for holiday pay. Holiday pay will be based on the employment status of the employee, i.e., full-time employees will be credited with 8 hours of holiday pay and part-time employees will be credited with 4 hours of holiday pay, per holiday. recognizes the following holidays as paid holidays:

## Vacation Time

All regular status employees are eligible to accrue vacation time. Vacation hours accrue on a monthly basis. Employees hired before the 15th day of the month begin to accrue vacation starting with the month they were hired in. Employees who begin employment on or after the 15th day of the month begin accruing vacation the month following the date of hire. The vacation accrual policy for regular full-time employees and regular part-time employees is as follows:

## Sick Leave

Sick leave may be used during an employee’s own illness or for an illness in the employee’s immediate family. Sick leave will be limited to six (6) 8-hour days per year for all regular full-time employees and six (6) 4-hour days for all regular part-time employees.

## Bereavement Leave

Generally, a full-time or part-time employee shall be entitled to Bereavement Leave upon the death of a spouse (including a *de facto* spouse), son, daughter, stepson, stepdaughter, parent, stepmother, stepfather, brother, sister, stepbrother, stepsister, grandson, granddaughter, grandparent, mother-in-law, father-in-law, son-in-law, or daughter-in-law.

## Jury Duty

is committed to supporting the communities in which operates, including supporting employees in fulfilling their responsibilities to serve as jurors whenever it is possible. When an employee receives notification regarding upcoming jury duty, it is their responsibility to notify their direct supervisor and Human Resources within one business day of receiving the notice.

## Military Reserves or National Guard Leaves of Absence

Employees who serve in U.S. military organizations or state militia groups such as the National Guard may take the necessary time off to fulfill this obligation and will retain all of their legal rights for continued employment under existing laws.

## Family/Medical Leaves of Absence

Occasionally, for medical, personal, or other reasons, employees may need to be temporarily released from the duties of their job with . It is the policy of to allow its employees to apply for and be considered for certain specific leaves of absence. All requests for leaves of absence should be submitted in writing to management and the Human Resources Department.

## Extended Disability Leaves

If a period of disability continues beyond the 12 weeks provided for within the Family/Medical Leaves of Absence section, an employee may apply in writing for an extended disability leave.

## Uniformed Services Employment and Reemployment

As an Equal Opportunity Employer, is committed to providing the basic employment and reemployment services and support as set forth in the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA).

## Personal Leaves of Absence

In special circumstances, may grant a leave for a personal reason, but never for taking employment elsewhere or becoming self-employed. Personal leaves of absence must be requested in writing and are subject to the discretion of management and the Human Resources Department.



# EXPENSES

## Introduction

The following is a comprehensive guide to the expense policy and procedures for the reporting and reimbursement of expenses. Any manager who approves expense reports should be familiar with this policy—authorizing an expense report indicates to that the expenses reported are legitimate, reasonable, and comply with this policy.

## Company Supplies, Other Expenditures

Only authorized persons may purchase supplies in the name of . No employee whose regular duties do not include purchasing may incur any expense on behalf of . Without a properly approved purchase order, is not obligated for any purchase.

## Expense Reimbursement

Under ordinary circumstances, it is the policy of to reimburse travel expenses on the basis of actual expenses involved. Persons traveling on business are entitled to transportation, hotel accommodation, meals, and limited incidentals (for example, taxis and telephone calls) that meet reasonable and adequate standards for convenience, safety, and comfort.

## Relocation

This policy applies to current and newly hired employees who will be relocated to a new office or location. Management, Human Resources, and Finance must formally approve all moves.

will pay reasonable costs of transportation and lodging in connection with the transfer of the employee and the employee’s dependents from the old location to the new location. Travel to the new location will be by the most direct route, and lodging arrangements should be made by or approved by Human Resources. This covers the period from when the employee leaves the old location and travels directly to the new location.



# EMPLOYEE COMMUNICATIONS

## Open Communication

encourages employees to discuss any issues they may have with a co-worker directly with that person. If a resolution is not reached, employees should arrange a meeting with their direct supervisor. If the concern, problem, or issue is not properly addressed, employees should contact the Human Resources Department. Any information discussed in an Open Communication meeting is considered confidential, to the extent possible while still allowing management to respond to the problem. Retaliation against any employee for appropriate usage of Open Communication channels is unacceptable.

## Staff Meetings

In order to keep the communication channels open, implements a once-a-month company-wide staff meeting. Employees receive communications from Human Resources about the agenda and discussion topics every month.

## Electronic Bulletin Boards

runs a company-wide electronic bulletin board service where employees can find organizational announcements, news/events, and discussions about specific topics. The employee is responsible for reading necessary information posted on the bulletin boards.

## Suggestions

encourages all employees to bring forward their suggestions and good ideas about making a better place to work and enhancing service to customers. Any employee who sees an opportunity for improvement is encouraged to talk it over with management. Management can help bring ideas to the attention of the people in the organization who will be responsible for possibly implementing them. All suggestions are valued.

## Closing Statement

Successful working conditions and relationships depend upon successful communication. It is important that employees stay aware of changes in procedures, policies, and general information. It is also important to communicate ideas, suggestions, personal goals, or problems as they affect work at .



# ACKNOWLEDGMENT

I acknowledge that I have received a copy of the Employment Policies, and I do commit to read and follow these policies.

I am aware that if, at any time, I have questions regarding company policies I should direct them to my manager or the Human Resources Department.

I know that company policies and other related documents do not form a contract of employment and are not a guarantee by of the conditions and benefits that are described within them. Nevertheless, the provisions of such company policies are incorporated into the acknowledgment, and I agree that I shall abide by its provisions.

I also am aware that , at any time, may on reasonable notice, change, add to, or delete from the provisions of the company policies.

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Employee’s Printed Name Position

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Employee’s Signature Date



# APPENDICES

## Employment Manual Sections Omitted

