



**EMPLOYEE HANDBOOK**

**PMG Inc.  
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## PRESIDENT'S WELCOME LETTER

I'd like to extend this opportunity to welcome each of you to our company. We're very happy to bring you aboard as a team member. Our company is built on team players working together to accomplish our major goal in housekeeping, that is cleanliness in all areas.



"The Professionals" Management Group, Inc. has a deep commitment to doing whatever it takes to get the job done. Without the right employees, performing work as needed, businesses will fail. Every successful company must place considerable emphasis on developing thorough and efficient programs to attract and maintain top quality employees.

It is estimated that as much as \$20 billion is spent each year in the United States on cleaning and maintaining buildings and facilities. This industry is no longer just a mop and bucket approach. There are new technologies upgrading cleaning methods and modernizing new equipment. Successful employees have learned how to work smart in order to grow and advance as a professional.

This manual has been prepared as a guide and reference for employees at all levels of responsibility. It enjoys the unqualified approval of the board of directors and top management.

Because of our competitive environment and the increasingly complex legal nature of the employment relationship, we feel it is in the best interest of the organization and our employees to have written personnel policies. It is important for our employees to know our organization's objectives and expectations. It is also essential that all members understand the role of these policies in meeting those objectives.

Any policy, however, is only as good as its implementation, and the key to the implementation of policy is the supervisor who is responsible for, and in direct contact with, each group of employees. You are the individuals who must translate these ideas and principles into action, and it upon you that we depend for the successful development of a productive and harmonious working environment of our employees.

Accordingly, I request that each of you thoroughly familiarize yourself with the contents of this manual in order that all personnel policies of the organization may be administered fairly and effectively.

Again, Welcome to the "PMG" Family

# "THE PROFESSIONALS"

## MANAGEMENT GROUP, INC.

### EMPLOYEE HANDBOOK

This employee handbook and the Human Resources policy highlight the company policies, procedures, and benefits. In all instances, the official benefit plan texts, trust agreements and master contracts are the governing documents. Your employee handbook is not to be interpreted as a legal document or an employment contract. Employment with the company is at the sole discretion of the company and may be terminated with or without cause at any time and for any reason. By my signature, I agree to complete the required 14 hours of mandatory orientation and training for employment. My failure to do so will forfeit any implied or expressed offer for employment. Nothing in this handbook or in the Human Resources policy manual constitutes an express or implied contract or assurance of continued employment, or implies that just cause is required for termination. A copy of this handbook can be found online at [www.professionalsmgmt.com](http://www.professionalsmgmt.com) for your convenience.

Understood and agreed:

\_\_\_\_\_  
Employee signature

\_\_\_\_\_  
Date

## COMPANY HISTORY

However, it is not considered proper use if an employee raises grievances in bad faith or solely for the purposes of delay or harassment, or repeatedly raises meritless grievances. Implementation of the grievance procedure by an employee does not limit the right of the company to proceed with any disciplinary action which is not in retaliation for the use of the grievance procedure.

- 9) The company may, at its discretion, refuse to proceed with any complaint it determines is improper under this policy. Further, this policy does not alter employment-will relationship in any way.

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In 1998, Rubin Sloan along with his wife Bonita founded the Company. Over the past decade, through quality service, we have grown into a firm that now employs hundreds.

PMG has gained a superior reputation as a complete commercial janitorial, window, and pressure cleaning contractor. We look forward to providing the highest level of professional service throughout Charlotte and the surrounding areas.

### **THIS IS OUR BUSINESS**

“The Professionals” Management Group, Inc. is in the contract cleaning business. We provide building maintenance and janitorial services to our customers on a contract basis. We have provided a wide range of services including window cleaning, office cleaning, carpet cleaning, floor care, pressure cleaning, and construction cleaning.

### **OUR EMPLOYEES RELATION PHILOSOPHY**

We are dedicated to continuing what we believe to be an excellent employee relations program. We will do our best to maintain good working conditions, competitive wages and benefits, open communications, and employee involvement.

Over the years, the Company has earned a fine reputation in our industry. We know that our reputation is a direct result of loyalty, commitment and continued efforts of our employees.

### **IF YOU HAVE PROBLEM**

If there is something about your job that is bothering you, let's get it out in the open and discuss it. We cannot answer your question or solve your problem unless you tell us what is it we can do.

Our 'Problem Solving Procedures' offer all employees the freedom to discuss anything they wish with their supervisors. Whenever you have a problem, it can usually be resolved by the following steps.

1. Any concerns should be first discussed with your Crew Leader.
2. If your Crew Leader cannot solve the problem or if you are not satisfied after Step 1, you should speak with your Supervisor.
3. If you still feel the need to speak to other members of management at you have spoken to your Crew Leader and your Supervisor, we encourage you to contact a Human Resources Department at 704-398-6676 or toll free at 877-452-9330.

In the event you have a concern, and for a personal reason you cannot follow the steps above, you may skip steps 1 and 2 and contact a Human Resources Department.

### **FUNCTIONS OF THIS MANUAL**

#### **POLICY:**

It is the policy of the company that this manual be used as an outline of the basic personnel policies, practices, and procedures for the organization. The manual, however, is not intended to alter the employment-at-will relationship in any way.

#### **COMMENT:**

- b) Treatment considered unfairly by an employee, such as coercion, reprisal, harassment, or intimidation;
  - c) Alleged discrimination because of race, color, sex, age, religion, national origin, marital status, or a disability; and
  - d) Improper or unfair administration of employee benefits or conditions of employment such as scheduling, vacations, promotions, holidays, performance review, salary, or seniority.
- 2) Employees should notify the company, in a timely fashion, of any grievance considered appropriate for handling under this policy. The grievance procedure is the exclusive remedy for employees with appropriate grievances. As used in this policy, the terms “timely fashion,” “reasonable time,” and “Promptly” generally will mean seven working days.
  - 3) The grievance procedure is a one step process. Grievances are to be fully processed until the employee is satisfied, does not file a timely appeal, or exhausts the right of appeal. A decision becomes binding on all parties whenever an employee does not file a timely appeal or when a decision is made in the final step and the right of appeal no longer exists.
  - 4) Employees who feel they have an appropriate grievance should proceed as follows:
    - a) Promptly bring the grievance to the attention of the Human Resources Department. The Human Resources Department is to investigate the grievance, attempt to resolve it, and give a decision to the employee within a reasonable time. The Human Resources Department should prepare a written and dated summary of the grievance and proposed resolution for file purposes.
  - 5) The Human Resources Department will provide training and support to supervisors in dealing with employee grievances. In addition, employees should be encouraged to consult with the Human Resources Department on a less formal basis regarding employee complaints or disputes when appropriate.
  - 6) Information concerning an employee grievance is to be held in confidence. Supervisors and other members of management who investigate a grievance are to discuss it only with those individuals who have a need to know about it or who are needed to supply necessary background information or advice.
  - 7) Time spent by employees in grievance discussions with management during their normal working hours will be considered hours worked for pay purposes.
  - 8) Employees are not to be penalized for proper use of the grievance procedure.

purpose the resolution of a problem, the improvement of operations or procedures, or the improvement of the company's working environment. Topics not eligible for consideration include complaints and criticism, contract and wage issues, and nonbusiness concerns. Examples of eligible suggestions include:

- a) More efficient ways to do a job or reduce costs;
  - b) Improvements in product quality or service;
  - c) Ways to reduce waste;
  - d) Ideas for improving attendance and punctuality;
  - e) Methods of making work areas safer, cleaner, or more comfortable;
  - f) Better ways to safeguard company and employee property; and
  - g) Revisions or improvements to company policies.
- 2) All suggestions to be considered for evaluation must be submitted in writing to the Human Resources Department.
  - 3) Suggestions accepted should be referred to the appropriate supervisor for implementation.
  - 4) Time spent in developing suggestions normally should be outside of the employee's work hours and will not be considered hours worked for pay purposes.

## **GRIEVANCE PROCEDURE**

### **POLICY:**

It is the policy of the company that employees should have an opportunity to present their work-related complaints and to appeal management decisions through a dispute resolution or grievance procedure. The company will attempt to resolve promptly all grievances that are appropriate for handling under this policy.

### **COMMENT:**

- 1) An appropriate grievance is defined as an employee's expressed dissatisfaction concerning any interpretation or application of a work-related policy by management, supervisors, or other employees. Examples of matters which may be considered appropriate grievances under this policy include:
  - a) A belief that company policies, practices, rules, regulations, or procedures have been applied in a manner detrimental to an employee;

The company may add to the policies in the manual or revoke or modify them from time to time. It will try to keep the manual current, but there may be times when policy will change before this material can be revised.

All manuals are company property and are assigned to the job position and not to the individual. The Human Resources Department is responsible for safeguarding the materials and inserting approved changes. All manuals must be returned to the Human Resources Department upon termination of employment.

Supervisors should refer to the manual whenever questions of policy interpretation or implantation arise. Issues needing clarification should be referred to the Human Resources Department.

As used in the manual:

- a) "Supervisor" means an individual with the authority to assign, direct, and review the work of two or more subordinates; and
- b) "Immediate family" means the employee's spouse, brother, sister, parent, child, stepchild, father-in-law, mother-in-law, sister-in-law, brother-in-law, and daughter-in-law.

## **MANAGEMENT**

The management team consists of three highly capable and experienced individuals; the Office Manager, Human Resources Manager, and the Regional Quality Control Manager. Each individual has their own functional area of responsibility to ensure the operational success of the company and each contract.

Management attends routine cleaning seminars that provide new methodologies and innovative techniques now being used in the cleaning industry. Topics include proper office, facility, and restroom cleaning, carpet and tile floor care, and new equipment technology to produce better quality results with less amount of labor effort.

## **EMPLOYEE SUPERVISION**

### **POLICY:**

It is the policy of the company that the work of all employees is to be assigned, directed, and reviewed by the supervisor. Employees ordinarily will have only one crew leader and supervisor to whom to report.

### **COMMENT:**

A primary role of each supervisor is to provide an effective link between management and non-management employees. As such, supervisors are expected to communicate the goals and policies of management to the employees under them. At the same time, they are expected to communicate back to management the attitudes, suggestions, and complaints of their employees.

Supervisors must, in addition to mastering the technical skills needed for their work unit, be able to lead and motivate their employees to do their job effectively and efficiently. To this end, supervisors should be prepared to:

Treat employees as individuals;

Give recognition for good performance, and provide guidance when improvement is needed;

Explain in advance when and why changes are necessary;

Recommend employees with growth potential for promotion, even if it means losing them to other work sites;

Show integrity by admitting mistakes instead of shifting the blame to others;

Be impartial and let employees know the reasons for any decisions that might be interpreted as unfair;

Demonstrate a desire for good performance by setting work goals and standards for employees;

Create a feeling of teamwork and belonging among employees; and

Set good examples by holding themselves to the standards of conduct and performance that they demand of their employees

Supervisors are responsible for ensuring that the goals regarding employee conduct and performance established by management are achieved and that the personnel policies established by this manual are implemented.

Therefore they are expected to be involved, at minimum, in:

Recommending the hiring of personnel and overseeing special job training;

Keeping employees informed on factors relating to their work assignments, work progress, and opportunities for advancement;

Evaluating, as deemed necessary by the company, the performance of introducto-

business or required by federal, state, or local law.

- 2) The Human Resources Department is responsible for overseeing recordkeeping for all personnel information and will specify what information should be collected and how it should be stored and secured.
- 3) Employees have a responsibility to keep their personnel records up to date and should notify the personnel office of any changes in at least the following:
  - a) Name;
  - b) Address;
  - c) Telephone Number;
  - d) Marital status (for benefits and tax withholding purposes only);
  - e) Number of dependents;
  - f) Addresses and telephone numbers of dependents and spouse; and
  - g) Persons to be notified in case of emergency.

In addition, employees who have a change in the number of dependents or marital status must complete a new form W-4 for income tax withholding purposes with ten days of the change, if it results in a decrease in the number of dependents.

- 4) Only management employees who have an employment-related need-to-know for information about another employee may inspect the files of that employee.
- 5) Employees are to refer all requests from outside the company for their personnel information concerning applicants, employees, and past employees to the personnel office. The Human Resources Department normally will release personnel information only in writing and only after obtaining the written consent of the individual involved. Exceptions may be made to cooperate with legal, safety, and medical officials who need specific employee information. In addition, exception may be made to release limited general information, such as the following:
  - a) Employment dates;
  - b) Position held; and
  - c) Location of job site.

## **SUGGESTION PROGRAM**

### **POLICY:**

It is the policy of the company to encourage employees to make constructive suggestions for the improvements of operations.

### **COMMENT:**

- 1) An eligible suggestion is defined as a constructive idea that has as its design and

- 3) Employees will be subject to disciplinary action, up to and including termination, for violations of this policy. Violations include, but are not limited to, possessing illegal or non-prescribed drugs and narcotics or alcoholic beverages at work; being under the influence of those substances while working; using them while working; or dispensing, distributing, or illegally manufacturing or selling them on company premises and work sites. Employees, their possessions, and company-issued equipment and containers under their control are subject to search and surveillance at all times while on company premises or work sites or while conducting company business. Employees subject to the Drug-Free Workplace Act who are convicted of any criminal drug violation occurring in the workplace must report the conviction to the personnel office.
- 4) Employees may be asked to take a test at any time to determine the presence of drugs, narcotics, or alcohol, unless the tests are prohibited by law. Employees that agree to take the test must sign a consent form authorizing the test and the company's use of the test results for purposes of administering its discipline policy. It is a violation of this policy to refuse consent for these purposes or to test positive for alcohol or illegal drugs. Policy violations will result in discipline and may result in termination.
- 5) Supervisors should report immediately to the Human Resources Department any action by an employee who demonstrates an unusual pattern of behavior. The personnel office will determine whether the employee should be examined by a physician or clinic and/or tested for drugs and alcohol. Employees believed to be under the influence of drugs, narcotics, or alcohol will be required to leave the premises.
- 6) Employees must report their use of over-the-counter or prescribed medications to the project manager if the use might impair their ability to perform their job safely and effectively. A determination will then be made as to whether the employee should be able to perform the essential functions of the job safely and properly.

## **PERSONNEL RECORDS**

### **POLICY:**

It is the policy of the company to maintain personnel records for applicants, employees, and past employees in order to document employment-related decisions, evaluate and assess policies, and comply with government recordkeeping and reporting requirements.

### **COMMENT:**

- 1) The company tries to balance its need to obtain, use, and retain employment information with a concern for each individual's privacy. To this end, it attempts to maintain only the personnel information that is necessary, for the conduct of its

ry employees, regular employees, and employees who are being considered for termination;

Recommending salary adjustments, promotions, transfers, and termination of employees;

Recommending job elimination when appropriate;

Complying with applicable federal and state laws and regulation concerning employee safety;

Maintaining neat and orderly work areas;

Implementing suggestion, disciplinary, and problem review procedures;

Ensuring that all rules and regulations are observed by employees;

## **CODE OF EMPLOYER-EMPLOYEE RELATIONS**

### **POLICY:**

It is the policy of the company to implement fair and effective personnel policies and to require all employees to support the organization's best interests.

### **COMMENT:**

The company's goals for employees include the following:

To provide equal employment opportunity and treatment regardless of race, religion, color, sex, age, national origin, disability, or military status;

To provide compensation and benefits commensurate with the work performed;

To establish reasonable hours of work based on the company's service needs;

To monitor and comply with applicable federal, state, and local laws and regulations concerning employees safety;

To offer training opportunities for those whose needs and capabilities warrant such training;

To be receptive to constructive suggestions which relate to the job, working conditions, or personnel policies;

To establish appropriate means for employees to discuss matters of interest or concern with their immediate supervisor;

The company expects all employees:

- To deal with customers and suppliers in a professional manner;
- To perform assigned tasks in an efficient manner;
- To be punctual;
- To demonstrate a considerate, friendly, and constructive attitude toward fellow employees; and
- To adhere to the policies adopted by the company.

The company retains the sole discretion to exercise all managerial functions, including the rights:

- To dismiss, assign, supervise, and discipline employees;
- To determine and change starting times, quitting times, and shifts;
- To transfer employees;
- To determine and change the size and qualifications other the work force;
- To determine and change methods by which its operations are to be carried out;
- To determine and change the nature, location, services rendered, and continued operation of the business; and
- To assign duties to employees in accordance with the company's needs and requirements and to carry out all ordinary administrative and management functions.

#### **EMPLOYEE-AT-WILL**

##### **POLICY:**

It is the policy of the company that all employees who do not have a written employment contract with the company for a specific, fixed term of employment are employed at the will of the company for an indefinite period.

##### **COMMENT:**

Employees who do not have a separate, individual written employment contract are employed at the will of the company and are subject to termination at any time, for

- 5) At any investigatory interview conducted for the purpose of determining the facts involved in any suspected violation of company rules and regulations, the following procedures normally should apply:
  - a) Prior to the interview, the employee who is suspected of violating company rules and regulations should be told in general terms what the interview is about.
  - b) The employee may have a coworker present at the interview, provided he so requests and such interview covers issues affecting other employees.
  - c) Employees who believe that they have been disciplined too severely or who question the reason for discipline are encouraged to utilize the grievance procedure.
  - d) If a disciplined employee works a full year without further action being instituted under this policy, the next failure to meet behavior or performance standards may be treated as a first occurrence under this policy. However, the company may still consider all past disciplinary actions in evaluating the employee.

#### **DRUGS, NARCOTICS, AND ALCOHOL**

##### **POLICY:**

It is the policy of the company to maintain a work environment that is free from the effects of drug and alcohol abuse.

##### **COMMENT:**

- 1) Employees are prohibited from the illegal use, sale, dispensing, distribution, possession, or manufacture of illegal drugs, controlled substances, narcotics, or alcoholic beverages on work sites. In addition, the company prohibits the off-premises abuse of alcohol and controlled substances, as well as the possession, use, or sale of illegal drugs, when those activities adversely affect job performance, job safety, or the company's reputation with the community.
- 2) The company will not hire, subject to state or local law restrictions, alcoholics or drug abusers whose current use of those substances prevents them from performing their jobs or who would constitute a direct threat to the property or safety of others. Whenever applicants for employment are to be tested for the presence of illegal drugs or alcohol, they are to be informed in advance. Any expenses incurred from drug testing will be the responsibility of the work site facility and/or government.

any manner it sees fit. This policy does not modify the status of employees as employees-at-will or in any way restrict the company's right to bypass the disciplinary procedures suggested.

- 2) The normal application of progressive discipline should be:
  - a) If an employee is not meeting company standards of behavior or performance, the employee's supervisor should take the following action:
    - i) Meet with the employee to discuss the matter;
    - ii) Inform the employee of the nature of the problem and the action necessary to correct it; and
    - iii) Advise the Human Resources Department about the meeting and outcome.
    - iv) The Human Resources Department will document the verbal warning and send the employee a verbal disciplinary notice for their signature. Employee must mail back the signed document and a copy will be placed in their employee file.
  - b) If there is a second occurrence, the supervisor should hold another meeting with the employee and take the following action:
    - i) Issue a written reprimand to the employee;
    - ii) Warn employee that a third incident will result in more severe disciplinary action; and
    - iii) The Human Resources Department will prepare a written report describing the first and second incidents and summarizing the action taken during the meeting with the employee and send the employee a verbal disciplinary notice for their signature. Employee must mail back the signed document and a copy will be placed in their employee file.
  - c) If there are additional occurrences, the supervisor should take the following action, depending on the severity of the conduct:
    - i) Issue a written reprimand or warning;
    - ii) Suspend the employee without pay for up to five working days; or
    - iii) Suspend the employee indefinitely and recommend termination.
- 3) In cases involving serious misconduct, or any time the Human Resources Department determine it is necessary, such as a major breach of policy or violation of law, the procedures contained in comment (2), above, maybe disregarded. The Human Resources Department should suspend the employee immediately and, if appropriate, termination of the employee. An investigation of the incidents leading up to the suspension should be conducted to determine what further action, if any, should be taken. Employees suspended from work will not receive any compensation.
- 4) The Human Resources Department should review and approve all recommendations for termination before any final action is taken.

any reason with cause. At the same time, these employees may terminate their employment at any time and for any reason.

No company representative is authorized to modify this policy for any employee or to enter into any agreement, oral or written, that changes the at-will relationship. Supervisory and management personnel are not to make any representations to employees or applicants concerning the terms or conditions of employment with the company which are not consistent with company policies. No statements made in pre-hire interviews or discussion, or in recruiting materials of any kind, alter the at-will nature of employment.

At the time of hiring, employees are required to sign a written statement acknowledging that they are employed at the will of the company and are subject to termination at any time and for any reason.

## **EQUAL EMPLOYMENT OPPORTUNITY**

### **POLICY:**

It is the policy of the company to provide equal opportunity in employment to all employees and applicants for employment. No person is to be discriminated against in employment because of race, religion, color, sex, age, national origin, disability, or military status.

### **COMMENT:**

This policy applies to all terms, conditions, and privileges of employment, including hiring, introductory period, training orientation, placement and employee development, promotion, transfer, compensation, benefits, layoff and recall, and termination.

The company has established a written affirmative action program to achieve prompt and full utilization of minorities, the disabled veterans, and women at all levels and in all segments of the work force. The program is to be modified as necessary to achieve its objectives.

The Human Resources Department is responsible for formulating, implementing, coordinating, and monitoring all efforts in the area of equal employment opportunity.

Any communication from an applicant for employment, an employee, a government agency, or an attorney concerning any equal opportunity matter should be referred to the Human Resources Department.

While overall authority for implementing this policy is assigned to the Human Resources Department, an effective equal employment opportunity program cannot be achieved without the support of all supervisors and employees at all levels. Any employees who feel they are the victim of discrimination have a responsibility to

report this fact to their supervisor and/or the Human Resources Department.

## **HIRING**

### **POLICY:**

It is the policy of the company to be an equal opportunity employer and to hire individuals solely upon the basis of their qualifications and ability to do the job to be filled. Unless otherwise provided in writing, employment with the company is considered to be at-will, so that either party may terminate the relationship at any time and for any lawful reason

### **COMMENT:**

The company will normally try to fill job openings by promoting from within, if qualified internal applicants are known to be available. In addition, the company will normally give consideration to any known qualified individuals who are on layoff status before recruiting applicants from outside the organization.

- 2) If candidates from within the company are to be considered for job openings, the Human Resources Department will announce the openings. Current employee candidates for the openings will be considered and processed as outlined in transfer.
- 3) If candidates from outside the company are to be considered for job openings, the Human Resources Department will be responsible for recruiting the candidates and should use the recruitment methods and sources it considers appropriate to fill the openings.
- 4) During the recruitment, hiring, and orientation process, no statement should be made promising permanent or guaranteed employment; and no document should be called a contract unless, in fact, a written employment agreement is to be used. All employees of the company should be aware that employment with the company is at-will and should not make any representations otherwise.
- 5) When candidates from outside the company are to be considered for job openings, the following procedures should be followed:
  - a) Any candidate for employment must fill out and sign an employment application form in order to be considered for hiring;
  - b) Applicants determined to be qualified for consideration for available job openings will be interviewed by the Human Resources Department.;
  - c) Following a decision to hire the applicant, the Human Resources Department will make an offer of employment;

- 7) Employees are not to disclose inside information to anyone, either inside or outside the organization, who does not have a legitimate business need to know it.
- 8) Any conflict or potential conflict of interest must be disclosed to the company. Failure to do so will result in discipline, up to and including termination.

## **CONFIDENTIAL NATURE OF COMPANY AFFAIRS**

### **POLICY:**

It is the policy of the company that the internal business affairs of the organization, particularly confidential information and trade secrets, represent proprietary assets that each employee has a continuing obligation to protect.

### **COMMENT:**

- 1) Information designated as confidential is to be discussed with no one outside the organization and only discussed within the organization on a "need to know" basis. In addition, employees have a responsibility to avoid unnecessary disclosure of nonconfidential internal information about the company, its employees, and its customers. This responsibility is not intended to impede normal business communications and relationships, but is intended to alert employees to their obligation to use discretion to safeguard internal company affairs.
- 2) Employees are not to discuss with the officers or employees of competing organizations any topic which might give the impression of an illegal agreement.
- 3) Employees are prohibited from disclosing "material inside" information that could affect the market value of the company's financial securities, to anyone outside the organization until such information has been made available to the public by management. Employees are also prohibited from using such information for their own personal profit.

## **DISCIPLINARY PROCEDURE**

### **POLICY:**

It is the policy of the company that all employees are expected to comply with the company's standards of behavior and performance and that any noncompliance with these standards must be remedied.

### **COMMENT:**

- 1) Under normal circumstances, the company endorses a policy of progressive discipline in which it attempts to provide employees with notice of deficiencies and an opportunity to improve. It does, however, retain the right to administer discipline in

assigning and the employee cannot resolve the problem, the customer should be referred to the employee's supervisor.

- 5) Employees should be particularly courteous and thoughtful when using the telephone. A positive telephone contact with a customer can enhance goodwill, while a negative experience can destroy a valuable relationship.

## CONFLICTS OF INTEREST

### POLICY:

It is the policy of the company to prohibit its employees from engaging in any activity, practice, or conduct which conflicts with, or appears to conflict with, the interests of the company, and its customers. Since it is impossible to describe all of the situations which may cause or give the appearance of a conflict, the prohibitions included in this policy are not intended to be exhaustive and only include some of the more clear-cut examples.

### COMMENT:

- 1) Employees are expected to represent the company in a positive and ethical manner and have an obligation both to avoid conflicts of interest and to refer questions and concerns about potential conflicts to their supervisor.
- 2) Employees are not to engage in, directly or indirectly either on or off the job any conduct which is disloyal, disruptive, competitive, or damaging to the company.
- 3) Employees are not to accept an employment relationship with any organization which does business with the company or is a competitor of the company. This prohibition on employment includes serving as an advisor or consultant to any such organization, unless that activity is conducted as a representative of the company.
- 4) Employees must disclose any financial interest they have in any firm which does business with the company or which competes with the company.
- 5) Employees are not to accept gifts or loans from any person or firm doing, or seeking to do business with the company. The meaning of gifts for purposes of this policy includes the acceptance of lavish entertainment and free long-distance travel and lodging.
- 6) Employees are not to give, offer, or promise, directly or indirectly, anything of value to any representative of a customer, of a potential customer, or of a financial institution in connection with any transaction or business that the company may have that customer, potential customer, or financial institution.

- d) If the background, medical, or any other subsequent investigation discloses any misrepresentation on the application form or information indicating that the individual is not suited for employment with the company, the applicant will be refused employment or, if already employed, may be terminated;
- e) The Human Resources Department is responsible for orientation of new employees and the processing of their employment forms, and the supervisor is responsible for any necessary job training;

- 6) A member of an employee's immediate family will be considered for employment by the company if the applicant possesses all the qualifications for employment. An immediate family member may not be hired, however, if the employment would:
  - a) Create either a direct or indirect supervisor/subordinate relationship with a family member; or
  - b) Create either an actual conflict of interest or the appearance of a conflict of interest.

These criteria will also be considered when assigning, transferring, or promoting an employee.

- 7) Employees who marry or become members of the same household may continue employment as long as there is not:
  - a) A direct or indirect supervisor/subordinate relationship between the employees; or
  - b) An actual conflict of interest or the appearance of a conflict of interest.

Should one of the above situations occur, the company will attempt to find a suitable position within the company to which one of the affected employees may transfer. If accommodations of this nature are not feasible, the employees will be permitted to determine which of them will resign.

- 8) The company is taking affirmative action as required by law to employ and advance in employment qualified disabled veterans and individuals. The company is also taking affirmative action as required by law to employ and advance in employment qualified individuals without regard to race, sex, religion, or national origin.
- 9) Former employees who left the company in good standing may be considered for reemployment. Former employees who resigned without ample notice or who were dismissed for disciplinary reasons may not be considered for reemployment. A former employee who is reemployed will be considered a new employee from the date of reemployment unless the break in service is less than thirty days, in

which case the employee will retain accumulated seniority.

## **EMPLOYMENT AGREEMENTS**

### **POLICY:**

It is the policy of the company that it may execute, at its sole discretion, written employment agreements with certain of its employees. Employees who do not have a written employment contract containing a specified term of employment are considered at-will employees.

### **COMMENT:**

- 1) The President or his designee is the only company representative authorized to enter into a written employment agreement on behalf of the company with any employee.
- 2) Employment agreements covered by this policy may include, depending on individual circumstances, any of the following elements:
  - a) Covenants not to compete: Any agreement not to compete with the company after termination of employment must be reasonable with regard to the time period or duration and the geographical area covered. The agreement may restrict future contact by the employee with the company's customers, but should generally be drafted to limit the employee's activities only to the extent necessary to protect the company's business interests.
  - b) Conflicts of Interest: The agreement should specify that the company's conflicts of interest policy must be scrupulously adhered to and should reaffirm that all employees are required to avoid activities that compete with the company during the time they are employed by the company.
  - c) Trade Secrets and Confidential Data: Coverage should specify that all employees having access to the company's trade secrets and confidential data are required to safeguard that information and not disclose it to anyone who is not authorized to know it.

## **ORIENTATION AND TRAINING**

### **POLICY:**

It is the policy of the company to provide orientation programs for new employees and to conduct or support training programs as deemed appropriate.

- 2) The company will not disclose employee financial information to outside parties without express written permission from the employee, except as required by law.
- 3) The manager of the payroll office is authorized to receive a writ of garnishment or attachment, a notice of levy by any taxing authority, or another similar order requiring a payment of a portion of an employee's compensation to someone other than the employee. The payroll office is to notify the affected employee immediately and then deduct the required amount from the employee's earnings.
- 4) No employee will be terminated because of the fact that his earnings have been subjected to garnishment for one indebtedness. However, repeated garnishments for more than one indebtedness may result in disciplinary action, up to and including termination, depending on the circumstances of the case and any restrictions under the state law.
- 5) The company will not deny employment to, or terminate the employment of, any person solely because that person has filed a petition for bankruptcy.

## **CUSTOMER RELATIONS**

### **POLICY:**

It is the policy of the company to be customer and service oriented and to require employees to treat customers in a courteous and respectful manner at all times.

### **COMMENT:**

- 1) Employees must understand that the customer comes first, is the primary source of the organization's income, and is, therefore, the ultimate source of each employee's job security and income. All employees have an obligation to represent the company in a positive fashion and to make customers feel as comfortable as possible in dealing with the organization.
- 2) Employees with customer contact are expected to know the company's services and to learn the wants and needs of customers. These employees should attempt to educate customers about the use of the organization's services and should seek new ways to serve the customer.
- 3) Employees are encouraged to report recurring customer-related problems to their supervisor and to make suggestions for changes in company policies or operating procedures to solve problems.
- 4) Employees should be prepared to listen carefully to customer inquiries and complaints and then deal with them in a responsive, professional manner. If a controversy arises, the employee should attempt to explain company policy in a clear, yet deferential manner. If the customer becomes unreasonable, abusive, or har-

- 3) The examples in comment (2), above, are illustrative of the type of behavior that will not be permitted, but are not intended to be an all-inclusive listing. Any violation of the company's policies or any conduct considered inappropriate or unsatisfactory may, at management's discretion, subject the employee to disciplinary action.

## **PERSONAL APPEARANCE OF EMPLOYEES**

### **POLICY:**

It is the policy of the company that each employee's dress, grooming, and personal hygiene should be appropriate to the work situation.

### **COMMENT:**

- 1) Favorable personal appearance, like proper maintenance of work areas is an ongoing requirement of employment with the company. Radical departures from conventional dress or personal grooming and hygiene standards are not permitted.
- 2) The personal appearance of employees who have regular contact with the public is governed by the following standards:
  - a) Employees are expected to dress in a manner that is normally acceptable. The wearing of suggestive attire or shorts, sandals, and similar items is not permitted as they do not present an acceptable appearance.
  - b) Hair should be clean and combed.
- 3) Any employee who does not meet the standards of this policy will be required to take corrective action, which may include leaving the premises. Employees will not be compensated for any work time missed because of failure to comply with this policy. Violations of this policy will result in disciplinary action.

## **PERSONAL FINANCES OF EMPLOYEES**

### **POLICY:**

It is the policy of the company to require employees to meet and discharge their financial obligations in a timely manner.

### **COMMENT:**

- 1) Employees should manage their personal finances so that they do not adversely impact job performance or the company's image in the community.

### **COMMENT:**

- 1) The Human Resources Department is responsible for the overall development and coordination of the orientation program and for implementing the portions that cover corporate history, philosophy, policies, benefits, and new employee files and documentation. Each supervisor is responsible for orientation as it applies to introducing the new employee to the specific job and may select a coworker to serve as a sponsor to facilitate the new employee's transition.
- 2) Supervisors are responsible for recommending employees for special training programs, for providing on-the-job training, or for arranging on-the-job trainers. Training will normally be conducted during regular working hours.
- 3) Supervisors may approve employee participation in training programs when that instruction is regarded as beneficial or considered necessary for satisfactory job performance.
- 4) The company will provide special training programs for safety and health matters when considered necessary or as required by government regulation.
- 5) Company sponsored or conducted orientation and training programs may be evaluated from time to time as to the quality of the instruction, the content, and the results.
- 6) Employees may receive certificates of completion for successfully finishing company approved or sponsored training programs.

## **MEDICAL PROCEDURES**

### **POLICY:**

It is the policy of the company that applicants to whom a conditional offer of employment has been extended and current employees may be required to undergo medical tests, procedures, or examinations whenever management determines that these are necessary for the safe or efficient operation of the organization.

### **COMMENT:**

- 1) Successful applicants for employment may be required as a condition of employment to pass a medical examination to establish their fitness to perform the jobs for which they have applied without endangering the health and safety of themselves or others. If Management determines that an examination is appropriate to a particular position, all applicants for the job to whom a conditional offer of employment has been made are to be examined.
- 2) Employees may be required to have a medical examination on other occasions

when the examination is job-related and consistent with business necessity. For example, a medical examination may be required when an employee is exposed to toxic or unhealthful conditions, requests an accommodation for a disability, or has a questionable ability to perform his duties or the job for which he is being considered.

- 3) Employees who need to use prescribed drugs or narcotics while at work must report this requirement to the personnel office or supervisor if the use might impair their ability to perform the job safely and effectively. Depending on the circumstances, employees may be reassigned, forbidden to perform certain tasks, or even prohibited from working if they are judged unable to perform their jobs safely and properly while taking prescribed drugs or narcotics.
- 4) The company reserves the right to require acceptable confirmation of the nature and extent of any illness or injury that requires an employee to be absent from scheduled work. Employees returning from a disability leave or an absence caused by health problems may be required to provide a doctor's certification of their ability to perform their regular work satisfactorily without endangering themselves or their fellow employees.
- 5) Employees who become ill on the job or suffer any work-connected injury, no matter how minor, must report to their supervisors who will arrange referral for examination, treatment, and recording of the incident. Time spent by an employee in waiting for the receiving of this medical attention will be considered hours worked for pay purposes.

## **SERIOUS DISEASES**

### **POLICY:**

It is the policy of the company that employees with infectious, long-term, life threatening, or other serious diseases may work as long as they are physically and mentally able to perform the duties of their job without undue risk to their own health or that of other employees, customers, or members of the public.

### **COMMENT:**

- 1) Serious diseases for the purpose of this policy include, but are not limited to, cancer, heart disease, multiple sclerosis, hepatitis, tuberculosis, human immunodeficiency virus (HIV), and acquired immune deficiency syndrome (AIDS).
- 2) The company will support, where feasible and practical, educational programs to enhance employee awareness and understanding of serious diseases.
- 3) Employees afflicted with a serious disease are to be treated no differently than any

k) Reporting to management suspicious, unethical, or illegal conduct by coworkers, or customers; and

l) Cooperation with company investigations.

2) The following conduct is prohibited and will subject the individual involved to disciplinary action, up to and including termination:

a) The reporting to work under the influence of alcoholic beverages and/or illegal drugs and narcotics or the use, sale, dispensing, or possession of alcoholic beverages and/or illegal drugs and narcotics on the premises;

b) The use of profanity or abusive language;

c) The possession of firearms or other weapons on the premises;

d) Insubordination or the refusal by an employee to follow management's instructions concerning a job-related matter;

e) Fighting or assault on a coworker or customer;

f) Theft, destruction, defacement, or misuse of company property or of another employee's or customer's property;

g) Gambling on property;

h) Falsifying or altering any company record or report, such as an application for employment, a medical report, a time card, an absentee report, or an expense report;

i) Threatening or intimidating coworkers or customers;

j) Smoking where prohibited by the facility rules;

k) Horseplay, pranks, or practical jokes;

l) Unauthorized sleeping on the job;

m) Failure to wear assigned safety equipment or failure to abide by safety rules and policies;

n) Improper attire or inappropriate personal appearance;

o) Engaging in any form of sexual or other harassment; and

p) Improper disclosure of trade secrets or confidential information.

- 5) Employees who leave the premises during their meal break must check out when leaving and check in when returning. Employees may not leave early or extend meal break beyond their assigned period. Employees will be subject to discipline if tardy in returning from a break.
- 6) Employees on meal breaks are not permitted to interfere with other employees who are continuing to work.

## **BEHAVIOR OF EMPLOYEES**

### **POLICY:**

It is the policy of the company that certain rules and regulations regarding employee behavior are necessary for the efficient operation of the company and for the benefit and safety of all employees. Conduct that interferes with operations, that discredits the company, or that is offensive to customers or coworkers will not be tolerated.

### **COMMENT:**

- 1) Employees are expected at all times to conduct themselves in a positive manner so as to promote the best interests of the company. Such conduct includes:
  - a) Reporting to work punctually as scheduled and being at the proper work station, ready for work, at the assigned starting time;
  - b) Giving proper advance notice whenever unable to work or report on time;
  - c) Complying with all company safety and security regulations;
  - d) Smoking only at times and in places not prohibited by the facility rules;
  - e) Wearing clothing appropriate for the work being performed;
  - f) Eating meals only during meal periods and only in the designated eating areas;
  - g) Maintaining work place and work area cleanliness and orderliness;
  - h) Treating all customers and coworkers in a courteous manner;
  - i) Refraining from behavior or conduct deemed offensive or undesirable, or which is contrary to the company's best interests;
  - j) Performing assigned tasks efficiently and in accord with established quality standards;

other employee. Therefore, if the serious disease affects their ability to perform assigned duties, those employees will be treated like other employees who have disabilities which limit their job performance.

- 4) Employees who are diagnosed as having a serious disease and who want an accommodation should inform their supervisory of their condition as soon as possible.
- 5) Employees who have a serious disease and who want an accommodation should provide the personnel office with any pertinent medical information needed to make decisions regarding job assignments, ability to continue working, or ability to return to work. The company may also require a doctor's certification of an employee's ability to perform job duties. Additionally, the company may request that an employee undergo a medical examination.
- 6) The company will attempt to maintain the confidentiality of the diagnosis and medical records of employees with serious diseases, unless otherwise required by law. Information relating to an employee's serious disease will be treated as confidential and ordinarily will not be disclosed to other employees.
- 7) The company will comply with the applicable occupational safety regulations concerning employees exposed to blood or other potentially infectious materials. Universal precautions will be used where appropriate to limit the spread of disease in the workplace.
- 8) Employees concerned about being infected with a serious disease by a co-worker, customer, or other person should convey this concern to their supervisor. Employees who refuse to work with or perform services for a person known or suspected to have a serious disease, without first discussing their concern with a supervisor, will be subject to discipline, up to and including termination. In addition, where there is little or no evidence of risk of infection to the concerned employee, the employee's continued refusal, after consultation with the supervisor and personnel office, may result in discipline, up to and including termination.

## **INTRODUCTORY PERIOD**

### **POLICY:**

It is the policy of the company that all new employees and all present employees transferred or promoted to a new job are to be carefully monitored and evaluated for an initial introductory period of 90 days. After satisfactory completion of the introductory period, those employees will be evaluated.

### **COMMENT:**

- 1) Supervisors should observe carefully the performance of each employee in a new

job position. Where appropriate, weaknesses in performance and behavior are to be brought to the employee's attention for correction and notify the Human Resources Department.

- 2) Human Resources Department should prepare a written evaluation of the employee's job performance by the end of the first ninety days on the new job. The evaluation should include a recommendation as to whether the employee should continue in the position. Copies of the evaluation are to be forwarded to the employee and included in the employee's personnel file.
- 3) Employees will be allowed to continue in their new positions if they are given both a satisfactory evaluation by the end of their initial employment period. Employees who do not receive a satisfactory evaluation may be given additional time in 30-day increments to demonstrate their ability to do the job if the supervisor feels additional time is warranted in order to achieve acceptable job performance.
- 4) Supervisors may recommend the termination of a newly hired employee at any time. A recommendation for termination should be submitted in writing to the personnel office for review and should include an evaluation and a listing of actions taken to assist the employee. Action to terminate must have the prior approval of the Human Resources Department.
- 5) Transferred or promoted employees who are unable to perform satisfactorily in their new jobs may, at the discretion of management, be returned to their original jobs, if a vacancy exists, or maybe terminated.
- 6) Newly hired employees generally are not eligible for any employee benefits until they have received a satisfactory initial evaluation and have been recommended for continued employment. Transferred or promoted employees, although evaluated according to this policy, remain eligible for all benefits while demonstrating their ability to perform their new jobs. The introductory period will be extended by the number of work days missed because of an excused leave of absence.
- 7) At all times, including after successful completion of the introductory period, employment with the company is considered to be "at-will," and the employment relationship may be terminated at any time for any lawful reason by either party.

## **TRANSFER**

### **POLICY:**

It is the policy of the company that it may at its discretion initiate or approve employee job transfers from one job to another or from one location to another.

minutes at approximately the middle of every four hours of work not interrupted by a meal period.

- 2) Supervisors are responsible for scheduling the time for employee rest breaks and should take into consideration the work load and the nature of the job performed. Whenever necessary, the frequency and time of rest periods may be changed.
- 3) Time spent on rest breaks will be compensated as working time, and employees are not required to sign out and in on their time cards. However, employees are expected to punctual in starting and ending their breaks and will be subject to disciplinary action for tardiness.
- 4) Employees who choose to remain at work during rest breaks are not entitled to leave before the normal quitting time and will not receive extra pay for the time worked.
- 5) Rest breaks must be taken in the cafeteria, in the employee lounge, or in other designated nonwork areas. Employees are not permitted to leave the facility during this period. No food or beverages are permitted in the work area during rest breaks.
- 6) Employees on rest breaks are not permitted interfere with fellow employees who are continuing to work.

## **MEAL BREAKS**

### **POLICY:**

It is the policy of the company to provide meal breaks during the course of each workday.

### **COMMENT:**

- 1) Full-time employees are allowed a meal break near the middle of the workday. The meal break will be thirty minutes.
- 2) Part-time employees scheduled to work more than five consecutive hours during any workday will receive a meal break of the same duration as full-time employees.
- 3) Supervisors are responsible for balancing work loads and scheduling meal breaks and should take into consideration the work load and the nature of the job performed.
- 4) Employees required to work more than ten hours in any workday will be allowed a second meal break.

- a) Sick Leave of Absence: Employees who are unable to work because of a serious health condition or disability may be granted a sick leave of absence. This type of leave covers disabilities caused by pregnancy, childbirth, or other related medical conditions. The company requires certification of an employee's need for sick leave, both before the leave begins and on a periodic basis thereafter, by the employee's health care provider.
  - b) Personal Leave: Employees may be granted a leave of absence to attend to personal matters in cases in which the company determines that an extended period of time away from the job will be in the best interests of the employee and the company.
- 2) Requests for a leave of absence should be submitted in writing to the Human Resources Department thirty days prior to commencement of the leave period, or as soon as is practical. The final decision concerning the request will be made by the Human Resources Department. All employees on approved leave are expected to report any change of status in their need for a leave or their intention to return to work to the Human Resources Department one week before expected return date.
  - 3) Employees returning from a sick leave must provide certification of their ability to perform the functions of their job. If the same job or one of equivalent status and pay is not available as a result of a reduction in force, the employee will be treated in the same manner as though he were not on leave at the time of the reduction in force.
  - 4) Employees who are unable to report for work because of arrest and incarceration will be placed on a special personal leave of absence. If the employee is freed on bail, a decision whether to allow the resumption of active employment pending disposition of the charges will be made by the personnel office. They will determine whether reinstatement would be consistent with the company's needs and requirements.
  - 5) If an employee fails to return to work at the conclusion of an approved leave of absence, the employee will be considered to have voluntarily terminated employment.

## REST BREAKS

### POLICY:

It is the policy of the company to provide rest breaks during the course of each workday.

### COMMENT:

- 1) Employees should receive, unless job conditions do not permit, a rest break of ten

### COMMENT:

- 1) The company may require employees to make either a temporary or long-term job transfer in order to accommodate the organization's business needs.
- 2) Employees may request a voluntary job transfer. However, to be eligible for a voluntary transfer, employees must meet the requirements of the new position, must have held their current position for at least six months, must have a satisfactory performance record, and must have no adverse disciplinary actions during the same time period.
- 3) Job openings for which management seeks candidates from within the company will normally be posted in the personnel office. From time to time, however, management will, as it considers appropriate, fill job openings or make transfers without posting notices.
- 4) Requests for transfer should normally be handled as follows:
  - a) The employee should submit a written request to the Human Resources Department. The request should include the reason for the transfer and specific job that the employee wants.
  - b) The Human Resources Department should determine whether the requested job or a suitable job opening exists and whether the employee is eligible. If a job opening exists and the employee is eligible, the Human Resources Department should forward the request for transfer to the employee's supervisor.
  - c) The supervisor with the job opening will make the final transfer decision, subject to the approval of the Human Resources Department.
- 5) Transferred employees will be subject to their new positions to the provisions of the introductory period policy. The employee remains an at-will employee at all times and the employment-at-will relationship is not altered by transfer to a new position or completion of the subsequent introductory employment period. In addition, transferred employees may be required to have a medical examination.
- 6) Transferred employees will retain their existing job seniority until satisfactorily completing their introductory period on the job. That seniority will be transferred to the employee's new job at the successful completion of the introductory period.
- 7) Pay for transferred employees will be handled as follows:
  - a) Employees transferred to a job within the same salary range will continue to receive their existing rate of pay.
  - b) Employees transferred to a job in a higher salary range will be paid at the

higher rate after the introductory period.

- c) Employees transferred to a job in a lower salary range will usually be paid at their former rate. At management's discretion, however, employees may be paid at the rate of the new job; and
- d) Employees who are transferred for disciplinary reasons, lack of work, budgetary reasons, corporate reorganization, or at their own request to a job in a lower salary range will be paid at the lower rate commencing with the start of the new job.

## **PROMOTION**

### **POLICY:**

It is the policy of the company to hire employees for entry level positions, to provide training and development for employees when necessary, and to offer employees promotions to higher level positions when appropriate. Management prefers to promote from within and may first consider current employees with the necessary qualifications and skills to fill vacancies on the entry level and above, unless outside recruitment is considered to be in the company's best interest.

### **COMMENT:**

- 1) All employees are encouraged to seek advancement opportunities and to obtain promotion and career guidance from their supervisor and the personnel office.
- 2) An employee's basic eligibility for promotion will be determined by the requirements of the new job. In addition, the employee must have held his current position for at least six months and have both a satisfactory performance record and no adverse disciplinary actions during the same period.
- 3) Job openings and promotion for which management seeks candidates from within the company will normally be announced. From time to time, however, management may, as it considers appropriate, fill job openings or make promotions without announcing. When job openings or promotion opportunities are announced:
  - a) Interested employees must initiate a transfer request to the Human Resources Department;
  - b) Supervisors may initiate the procedure and propose employees for the position; and
  - c) The Human Resources Department may, at its discretion, solicit outside candidates during or after the announcing period.

- d) Urgent personal business that cannot be conducted outside of normal working hours;
- e) Jury duty or testifying as a subpoenaed witness in a judicial proceeding;
- f) Religious observance required by the employee's religion; and
- g) Emergency closing of the company's operations.

- 3) In order for short-term absences to be considered authorized, employees must obtain approval for the absence from the Human Resources Department. Employees should give their supervisor and the Human Resources Department five to ten days advance notice of an anticipated absence or as much advance notice as is practical under the circumstances. Unauthorized absences and absences in excess of what is allowed under this policy, will be considered abuses of this policy and are grounds for disciplinary action.
- 4) Part time employees will not receive pay for sick leave days.
- 5) Employees returning from a short-term absence must report to the Human Resources Department and, when appropriate, certify that they are fit to return to work. Employees must give one week notice of when they expect to return to work. The Human Resources Department should make a record of the employee's absence and return to work.
- 6) If the absence is due to illness or injury of the employee or an immediate family member, written certification from the health care provider of the ill or injured employee is required if the absence exceeds three consecutive days, and also may be required for shorter absences. Employees are prohibited from falsifying the reason for an absence. Employees who violate this policy will be subject to disciplinary action, up to and including termination.

## **LEAVES OF ABSENCE**

### **POLICY:**

It is the policy of the company to grant employees extended leaves of absence up to thirty days under certain circumstances. Employees will not receive compensation during a leave of absence.

### **COMMENT:**

- 1) Employees generally are eligible for leaves of absence if they have completed at least one year of service. The granting and duration of each leave of absence will be determined by the company. The following types of leaves will be considered:

be that the employee works more than forty hours during the workweek.

- 7) Employees must report to their supervisor and the Human Resources Department after being late or absent, give an explanation of the circumstance surrounding their tardiness or absence, and, when applicable, certify that they are fit to return to work. The Human Resources Department should record the information in the employee's file. When appropriate, the supervisor should counsel the employee on the importance of good attendance and warn that excessive tardiness or absences will lead to discipline, up to and including termination.
- 8) Employees must obtain permission from their supervisor in order to leave the job site premises during work hours.
- 9) Unauthorized or excessive absences or tardiness will result in disciplinary action, up to and including termination. An absence is considered to be unauthorized if the employee has not followed proper notification procedures or the absence has not been properly approved. Absences in excess of five days, and tardiness or early departure more than three times in a three-month period generally are grounds for discipline.
- 10) Employees who are absent from work for three consecutive days without giving proper notice to the company will be considered as having voluntarily quit. At that time, the company will formally note the termination and advise the employee of the action.

## **SHORT-TERM ABSENCES**

### **POLICY:**

It is the policy of the company to permit employees to be absent from work on an authorized short-term basis for a variety of reason, including sickness or injury.

### **COMMENT:**

- 1) A short-term absence generally is any absence of two work weeks or less.
- 2) An authorized short-term absence may include any of the following:
  - a) Sickness or injury resulting in the temporary disability of the employee or a member of his immediate family;
  - b) Death or funeral in the employee's immediate family;
  - c) Marriage of the employee or a member of his immediate family;

- 4) Current employee candidates for job openings and promotions will be considered for the position. Applicants recruited from outside the company will be considered for employment as outlined in the hiring policy.
- 5) Current employee candidates for promotion will normally be screened and selected on the basis of attendance and work records, performance appraisals, and job-related qualifications. Seniority will be considered if two or more candidates are judged to be equally qualified based on merit, work record, and other qualifications. In addition, employees seeking promotion may be required to have a medical examination.
- 6) Promoted employees will be subject to their new positions to the provisions of the introductory period of employment.
- 7) Seniority and pay for promoted employees will be handled as outlined in the transfer policy.

## **HOURS OF WORK FULL TIME**

### **POLICY:**

It is the policy of the company to establish the time and duration of working hours as required by work load, customer service needs, and the efficient management of human resources.

### **COMMENT:**

- 1) The normal workweek is Sunday through Saturday, beginning and ending at midnight on Sunday, and consisting of forty hours. The normal workday will consist of eight hours of work with a paid meal period. Rest breaks are considered as time worked.
- 2) The schedule of hours for employees will be determined by each supervisor. The supervisor will inform employees of their daily schedule of hours of work, including meal periods and rest breaks, and of any changes that are considered necessary or desirable by the company.
- 3) Supervisors may schedule overtime when it is necessary. Employees are not permitted to work overtime without prior approval of their supervisor. For the purposes of overtime compensation, only hours worked in excess of forty during a workweek will be counted.
- 4) Employee attendance at meetings and training sessions will be considered hours work if attendance is requested by management.

## **OUTSIDE EMPLOYMENT**

### **POLICY:**

It is the policy of the company to allow its employees to engage in outside work or hold other jobs, subject to certain restrictions as outlined below.

### **COMMENT:**

- 1) The company requires that employees' activities and conduct away from the job must not compete or conflict with or compromise its interests, or adversely affect job performance and the ability to fulfill all responsibilities to the company. This requirement, for example, prohibits employees from performing any services for customers on nonworking time that are normally performed by company personnel. This prohibition also extends to the unauthorized use or application of any confidential trade information or techniques. In addition, employees are not to solicit or conduct any outside business during paid work time.
- 2) Full-time employees are not encouraged to engage in outside employment of other work activity, but may be permitted to do so if granted permission by the Human Resources Department.
- 3) Employees are cautioned to consider carefully the demands that additional work activity will create before requesting permission to seek or accept outside employment. Outside employment will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel, or refusal to work overtime or different hours. If outside work activity does cause or contribute to job-related problems, it must be discontinued; and, if necessary, normal disciplinary procedures will be followed to deal with the specific problems.
- 4) Supervisors and the Human Resources Department will be particularly concerned about outside work requests that:
  - a) May reduce the employee's efficiency in working for the company;
  - b) Involve working for an organization that is a competitor of the company or that does a significant amount of business with the company;
  - c) May adversely affect the company's image.

## **TEMPORARY AND PART-TIME EMPLOYEES**

### **POLICY:**

It is the policy of the company to supplement the regular work force as needed with temporary or part-time employees, or other forms of flexible staffing.

- 4) The company does not discriminate against individuals on the basis of their use of legal products, such as tobacco, if the use occurs during nonworking time.

## **ATTENDANCE AND PUNCTUALITY**

### **POLICY:**

It is the policy of the company to require employees to report to work punctually and to work all scheduled hours and any required overtime. Excessive tardiness and poor attendance disrupt workflow and will not be tolerated.

### **COMMENT:**

- 1) Supervisors should notify employees of their starting, ending, and break times. Employees are expected to be engaged in carrying out their duties during all scheduled work time and should be ready to begin working at their scheduled starting time. Supervisors should record all absences and any tardiness or early departure exceeding ten minutes.
- 2) Employees should notify their supervisor and the Human Resources Department as far in advance as possible whenever they are unable to report for work, know they will be late, or must leave early. Such notification should include a reason for the absence and an indication of when the employee can be expected to report for work. If the supervisor is unavailable, a voicemail message should be left and notification should be made to the Human Resources Department.
- 3) Employees will not receive compensation for time missed because of tardiness or early departure if the time missed exceeds ten minutes after starting time or before quitting time. Failure to notify the company properly of any absence may result in loss of compensation and may be grounds for disciplinary action.
- 4) Employees who are delayed in reporting for work more than thirty minutes and who have not notified their supervisor or the Human Resources Department of their expected tardiness may lose their right to work the balance of the work day. In addition, employees who report for work in improper attire may not be permitted to work. Employees who report for work in a condition considered not fit for work, whether for illness or any other reason, will not be allowed to work.
- 5) Employees generally are expected to report for work during inclement weather conditions if the company does not declare an emergency closing. Employees who are unable to report because of weather conditions will be granted an authorized unpaid absence.
- 6) Employees will not be required or permitted to work any period of time before or after scheduled starting or quitting times for the purpose of making up time lost because of tardiness, unauthorized absence, or any other reason if the result will

## **SECURITY**

### **POLICY:**

It is the policy of the company to make reasonable efforts to provide for the security of its property, its employees, and authorized visitors to its premises.

### **COMMENT:**

- 1) Company property or equipment may not be removed from the premise without authorization. Employees are responsible for the proper care and return of all company property and equipment assigned to their possession.
- 2) Employees are expected to exercise reasonable care for their own protection and for that of their personal property while on the company premises and while away from the premises on business. The company assumes no responsibility for loss, damage, or theft of personal property.
- 3) Employees are expected to know and comply with the company's security procedures and are expected to report any violations or potential problems. Violations of company security rules or procedures will result in disciplinary action, up to and including termination. In addition, illegal acts committed by employees may be reported to law enforcement authorities.

## **SMOKING**

### **POLICY:**

It is the policy of the company to comply with all applicable federal, state, and local regulations regarding smoking in the workplace.

### **COMMENT:**

- 1) The company recognizes that smoking in the workplace can adversely affect employees. Accordingly, smoking is restricted at all of its facilities.
- 2) Smoking is prohibited inside all company and working facilities except for areas where it is specifically authorized. The smoking policy applies to employees during working time and while on the job site premises.
- 3) Employees are expected to exercise common courtesy and to respect the needs and sensitivities of coworkers with regard to the smoking policy. Smokers have a special obligation to keep smoking areas litter-free and not to abuse break and work rules. Employees who violate the policy will be subject to disciplinary action.

### **COMMENT:**

- 1) A temporary employee is an individual who is hired either part-time or full-time for a specified, limited period. A part-time employee is an individual who is hired for an indefinite period, but who works less than a normal workweek. Other flexible staffing classifications or arrangements may be added as needed.
- 2) Temporary and part-time positions generally will be filled as follows:
  - a) The supervisory with the need will attempt to fill the position by transfers.
  - b) If it is necessary to hire temporary or part-time personnel from outside the company, the procedures contained in hiring should be used.
- 3) Regular full-time employees who are given temporary transfers are not considered temporary employees unless, in fact, their job has been eliminated and only temporary employment is available.
- 4) Eligibility of temporary and part-time employees for paid absences, vacations, and holidays is governed by policies contained in short-term absences. An employee whose status changes from full-time to part-time may use any days of paid vacation earned as a full-time employee. An employee whose status changes from temporary or part-time to full-time will be considered as hired on the date of the change of status for purposes of eligibility for paid vacation. Information concerning eligibility of temporary and part-time employees for other company benefits is available from the Human Resources Department.

## **LAYOFF AND RECALL**

### **POLICY:**

It is the policy of the company that, if it must reduce employment because of adverse economic or other conditions, layoffs and recall from layoffs will be conducted consistent with company requirements and in accordance with the procedures set forth below.

### **COMMENT:**

- 1) The company will attempt to avoid layoffs and, whenever possible, will consider alternatives to layoff before any final decisions are made. In the event that a layoff is expected, the company will attempt to communicate information about an impending layoff as soon as possible. However, management reserves the right to alter the layoff procedure and withhold information about the layoff as permitted by law in order to protect the company's business interests.

- 2) Layoffs that are expected to be temporary will be handled according to the provisions of this policy. Selections for layoffs that are known to be permanent will be made according to this policy and then handled according to policies outlined in termination of employment.
- 3) Hourly employees within each affected location are to be selected for layoff in the following order:
  - a) New employees covered under the introductory period policy,
  - b) Temporary and part-time employees are to be laid off next, and
  - c) Full-time employees are to be laid off based on their length of service, provided that the employees who are retained have the demonstrated ability and fitness to perform the available work. If after a reasonable time, an employee cannot perform the duties of a new job, that employee is to be laid off if the employee is ineligible to transfer or bump to any other job.
- 4) Salaried employees within each location are to be selected for layoff in the following order:
  - a) Salaried employees whose work generally is of routine or repetitive nature and does not regularly require the exercise of judgment are to be subject to the same layoff procedures set forth for hourly employees.
  - b) All other salaried employees are to be selected for layoff based on evaluation of the following criteria:
    - i) Demonstrated current and past performance,
    - ii) Promotion potential and transferability of all skills to other positions with the company; and
    - iii) Length of service with the company.
- 5) An employee's length of service is measured from the original date of employment with the company as long as there has not been a break in service greater than 30 days. Employees with breaks in service greater than 30 days, but less than one year per break, are credited for their time actually worked, ie., the break time does not get counted. Employees with a break in service greater than one year receive credit for service only from their most recent date of hire with the company.
- 6) Employees selected for layoff will be given as much notice as is required by law or as much as is reasonable under the circumstances. Employees will be informed of the reason for the layoff, and of the estimated length of the layoff.
  - b) Consume any food or beverage only in the cafeteria or in employee rest areas so that work areas are kept free of food and related litter; and
  - c) Prior to the end of the workday, clean and store all cleaning products and equipment.
- 2) Supervisors are responsible for having their employees maintain their work areas according to the requirements of this policy. Each supervisor should:
  - a) Make sure that aisles, floors, and walls are free of debris and other unnecessary items and that all end-of-the-shift tasks have been performed.
  - b) Monitor the facilities and equipment and issue maintenance requests where appropriate;
  - c) Report to the safety officer any existing or potential workplace hazards and safety violations; and
  - d) Ensure the proper disposal of all trash, waste, and scrap.
- 3) Employees must abide by the smoking restrictions established by state or local law and may smoke only in the areas where it is specifically permitted by the job site companies.

## **PERSONAL PROPERTY**

### **POLICY:**

It is the policy of the company to ask employees to refrain from bringing unnecessary or inappropriate personal property to work.

### **COMMENT:**

- 1) The company recognizes that employees may need to bring certain personal items to work. However, personal property that is not related to the employee's job performance may be disruptive to the work flow or pose a safety risk to other employees.
- 2) Employees are expected to exercise reasonable care to safeguard personal items brought to work. The company is not responsible for the loss, damage, or theft of personal belongings, and employees are advised not to carry unnecessary amounts of cash or other valuables with them when they come to work.
- 3) Articles of personal property found on the premises should be returned to the owner, if known, or turned in to the security office. Inquiries regarding lost property should be directed to the security office.

- c) Training their employees in safety matters or arranging for such training where appropriate;
  - d) Identifying conditions that are recognized in the industry as being unsafe; and
  - e) Reporting accidents and injuries to the personnel office immediately and ensuring that any injured employee is referred to appropriate medical care.
- 2) Employees should report to their supervisor all observed safety and health violations, potentially unsafe conditions, and any accidents resulting in injuries to employees or customers.
  - 3) Employees are encouraged to submit suggestions to their supervisors concerning safety and health matters.
  - 4) Supervisors should not discharge or discriminate in any manner against an employee because the employee has instituted a safety-related proceeding, has testified in such a proceeding, or has otherwise exercised any right provided by law. Employees may accompany government safety compliance officers during so-called walk around inspections, but they will not be compensated for such time unless specifically assigned the task by management.
  - 5) Employees should be notified that they may be required to submit to medical examinations and tests at intervals determined by the length of their time on the job and whenever there is reason to believe that they were unduly exposed to toxic substances or harmful physical agents.
  - 6) Violations of company safety rules, regulations, or procedures will result in disciplinary action, up to and including termination.

## **MAINTENANCE OF WORK AREAS**

### **POLICY:**

It is the policy of the company that work areas must be kept clean and orderly at all times.

### **COMMENT:**

- 1) Employees are responsible for maintaining their work areas in a clean and orderly fashion. To fulfill this responsibility, each employee should, at a minimum, do the following:
  - a) Place coats, boots, umbrellas, and other items of clothing in designated areas so that work stations are not unnecessarily cluttered;

- 7) Employees who are laid off will be maintained on a recall list for one year or until management determines the layoff is permanent, whichever occurs first. Removal from the recall list terminates all job rights the employee may have. While on the recall list, employees should report to the personnel office if they become unavailable for recall. Employees who fail to keep a current home address on record with the personnel office will lose their recall rights.
- 8) Employees will be recalled according to need and their classification and ability to do the job.
- 9) No vacation will be accrued during layoff. When an employee returns to work following recall, however, the employee may use any vacation accumulated but not used at the time of layoff. Vacation pay equal to the number of days accrued during the vacation year, minus the number of days taken, will be paid at the time of layoff, if the layoff is expected to exceed 30 days.

## **TERMINATION OF EMPLOYMENT**

### **POLICY:**

It is the policy of the company to terminate employment because of an employee's resignation, discharge, the expiration of an employment contract, or a permanent reduction in the work force. Discharge can be for any reason not prohibited by law. In the absence of a specific written agreement, employees are free to resign at any time and for any reason, and the company reserves the right to terminate employment at anytime and for any reason.

### **COMMENT:**

- 1) Employees are requested to give notice of their intent to resign. Failure to give notice may result in forfeiture of nonvested company benefits and ineligibility for reemployment. The following guidelines are suggested:
  - a) Supervisory and managerial employees should give four weeks' notice;
  - b) Clerical and administrative employees should give at least three weeks' notice; and
  - c) All other employees should give at least two weeks' notice.

Employees who are absent from work for three consecutive days without being excused or giving proper notice will be considered as having voluntarily quit.

- 2) Management will normally consider the following points in a reduction of force, but reserves the right to alter the termination procedure as required by circumstances:

- a) Transfer of the affected employee; and
  - b) Payment of accrued vacation pay up to the date of termination.
- 3) Supervisors should send notices of resignation or recommendations for termination to the Human Resources Department for review. This information should be accompanied by any needed supporting documents, such as performance appraisals or disciplinary reports. All terminations should be cleared by the Human Resources Department before any final action is taken.
  - 4) Notices of involuntary terminations should be handled carefully and discretely, preferably in a private meeting including the employee to be terminated and a member of the Human Resources Department. At its discretion, management may give two weeks' notice of a termination decision.
  - 5) The Human Resources Department will attempt to have the final pay for terminating employees available on their last working day. The supervisor will be responsible for securing the return by terminated employees of all company property in their possession. If the employee owes the company any money or is responsible for any lost or damaged property, those accounts are to be settled as originally agreed or by deduction from final pay, unless prohibited by law.
  - 6) The Human Resources Department is responsible for notifying terminating employees, who are covered by the company's group health plan, of their right to continue coverage under the plan.
  - 7) Terminating employees may be eligible for future employment if recommended by their supervisor and approved by the Human Resources Department. Terminating employees who wish to be considered for future employment should inform the Human Resources Department.
  - 8) Requests for employment references should be made in writing to the Human Resources Department office and should include an authorization by the employee for the release of the requested information. Generally, the Human Resources Department will not release reference information without the employee's authorization, or will limit the information to verification of the employee's position, job location, and dates of employment with the company.
  - 9) Termination and discharge procedures are only guidelines and do not create a legal contract between the company and its employees. The company reserves the right to implement its policies and procedures as it sees fit. In addition, specified grounds for termination are not all-inclusive since the company reserves the right to terminate employment for any reason.

## PERFORMANCE APPRAISALS

### POLICY:

observed. If an employee is absent on one or both of these days because of an illness or injury, the company reserves the right to verify the reason for the absence before approving holiday pay.

- 4) If a holiday occurs during an employee's vacation period, the employee will be given an additional paid day off or pay in lieu of the additional day. If the employee selects an additional day off, it may be taken at the beginning or end of the vacation if approved in advance.
- 5) The company may schedule work on an observed holiday as it considers necessary. Normally, work on an observed holiday will be paid as if the day were a regular scheduled day. Employees will be given the option of receiving additional pay for the day, with the prior approval of the personnel office, at another time during the year.
- 6) The company observes the following holidays during a calendar year:
  - a) New Year's Day
  - b) Dr. Martin Luther King's Birthday
  - c) Good Friday
  - d) Memorial Day
  - e) Fourth of July
  - f) Labor Day
  - g) Thanksgiving Day and the day after
  - h) Christmas Eve and Christmas Day

## EMPLOYEE SAFETY

### POLICY:

It is the policy of the company to comply with all applicable federal, state, health, and safety regulations and to provide a work environment as free as practicable from recognized hazards. Employees are expected to comply with all safety and health requirements whether established by the company or by federal or state law.

### COMMENT:

- 1) Supervisors are responsible for ensuring that employees under their supervision understand and comply with all company safety rules, regulations, and procedures. Supervisors' safety responsibilities include:
  - a) Being familiar with all safety and health procedures relevant to the operations under their supervision;
  - b) Inspecting their work areas periodically;

pay or eligibility may request a review of that calculation by the Human Resources Department.

- 5) Vacation pay for full-time part-time employees will consist of the employee's regular rate of pay for the vacation period and generally will be paid on the regularly scheduled payday. Employees who want to receive vacation pay before their vacation must submit a written request to the Human Resources Department at least two weeks before the vacation is scheduled to begin.
- 6) Employees must submit vacation plans to the Human Resources Department. Management reserves the right to designate when some or all vacations must be taken. Supervisors are responsible for ensuring adequate staffing levels and should attempt, when feasible, to resolve vacation scheduling conflicts based on length of service. However, employees who want to change their plans after the vacation schedule has been set lose their seniority consideration.
- 7) Employees may receive vacation pay in lieu of time off with the approval of the personnel office. In addition, employees will not be paid for any unused vacation remaining at the end of the vacation year.
- 8) If a paid holiday falls within an employee's vacation period, an additional day of vacation will be granted. This additional day may be taken at the beginning or end of the employee's vacation period, subject to the supervisor's approval. No allowances will be made for sickness or other compensable type of absence occurring during a scheduled vacation.

## **HOLIDAYS**

### **POLICY:**

It is the policy of the company to designate and observe certain days each year as holidays. Eligible employees will be given a day off with pay for each holiday observed.

### **COMMENT:**

- 1) The schedule of holidays the company will observe during each calendar year will be noted by the personnel office.
- 2) Full-time employees are ineligible to receive their regular rate of pay for each observed holiday. Part-time employees are ineligible to receive holiday pay for holidays on which they would normally be scheduled to work. Temporary employees are not eligible to receive holiday pay.
- 3) To receive holiday pay, an eligible employee must be at work on the workdays immediately preceding and immediately following the day on which the holiday is

It is the policy of the company that the job performance of each employee should be evaluated periodically by the employee's supervisor.

### **COMMENT:**

- 1) The Human Resources Department should complete employee performance evaluations upon the following occasions but no limited to:
  - a) By the end of the three months of employment;
  - b) In conjunction with the annual review;
  - c) When an employee is transferred or promoted to a new job;
  - d) When an employee is assigned to a new supervisor;
  - e) At the time of the employee's termination, if a disciplinary or termination report is not prepared; and
  - f) When a reduction in staff is necessary.

If a performance evaluation has been completed within one month of the above occasions, a new appraisal does not have to be completed, except in cases involving discipline or termination. Between scheduled evaluations, supervisors should discuss with employees on an informal basis any performance issues that require attention and should keep records of any significant incidents.

- 2) Supervisors in evaluating employees should consider factors such as the experience and training of the employee, the job description, and the employee's attainment of previously set objectives and goals. Other factors that normally should be considered include knowledge of the job, quantity and quality of work, promptness in completing assignments, cooperation, initiative, reliability, attendance, judgment, conduct, and acceptance of responsibility.
- 3) The Human Resources Department should prepare a written evaluation of each employee's job performance. The evaluation should include the supervisor's comments and recommendations.
- 4) After the written evaluation has been reviewed and discussed, a copy will be included in the employee's personnel file.
- 5) In addition to adding written comments to their performance evaluation, employees may request a review by the Human Resources Department.
- 6) Information derived from the performance evaluation may be considered when making decisions affecting training, pay, promotion, transfer, or continued employ-

ment.

## **JOB EVALUATION**

### **POLICY:**

It is the policy of the company to evaluate all jobs in order to establish a consistent basis of measuring and ranking the relative worth of each job.

### **COMMENT**

- 1) The Human Resources Department is responsible for developing and administering the job evaluation program.
- 2) Written job descriptions should be prepared for each position in the company.
- 3) The Human Resources Department should evaluate all new positions and review on a periodic basis all job descriptions and evaluations to assure that they accurately reflect current conditions. Employees may request a job reevaluation.

## **PAY PROCEDURES**

### **POLICY:**

It is the policy of the company to pay employees by direct deposit on a regular basis and in a manner so that the amount, method, and timing of wage payments comply with any applicable laws or regulations.

### **COMMENT:**

- 1) Employees normally will be paid bi-weekly of every month. If the regular payday occurs on a holiday, employees will be paid on the last working day before the regular payday.
- 2) Employees on each payday will receive, in addition to their check, a statement showing gross pay, deduction, and net pay. State, federal, and Social Security taxes will be deducted automatically. No other deductions will be made unless required or allowed by law, contract, or employee obligation.
- 3) Employees who discover a mistake in their pay check, lose their pay check, or have it stolen should notify the Human Resources Department immediately. In the case of loss or theft, the Human Resources Department will attempt to stop payment on the check and reissue a new one to the employee at the expense of the employee. However, the employee is solely responsible for the monetary loss, and the company cannot be responsible for the loss or theft of a check if it cannot stop payment on the check.

cian, or by willful intentions of the employee to injure or kill himself, herself, or others;

- ii) If the injury is caused by the employee's deliberate disregard of safety and/or willful misconduct;
- iii) If the employee claims to have been injured on the job, but investigation reveals that his/her condition is unrelated to his/her employment;
- iv) When the accident is not the major contributing cause of the condition and continuing symptoms; and
- v) The accident or injury did not arise out of or in the course and scope of employment.

### **d) PLEASE CONTACT YOUR SUPERVISOR AND THE OFFICE IMMEDIATELY AFTER AN INCIDENT**

## **VACATION**

### **POLICY**

It is the policy of the company to grant annual vacations with pay to eligible full-time and part-time employees in accordance with the guidelines established below.

### **COMMENT:**

- 1) The established vacation year is the calendar year, January 1 through December 31 each year. Vacations are not cumulative and normally must be taken in the vacation year in which they are accrued.
- 2) Employees must not take paid vacation until they have actually earned the vacation. New employees accrue paid vacation during their first calendar year but may not take any vacation until their second calendar year and then only after they have completed at least 12 months of employment.
- 3) Part-time employees who work at least 30 hours per week are entitled to vacation. The length of the vacation will be determined on the same basis as for full-time employees, but the pay will be based on the employee's average number of part-time hours per week during the vacation accrual year. Part-time employees working less than 30 hours per week and temporary employees do not receive paid vacation.
- 4) Employees who feel that there is a discrepancy in the calculation of their vacation

**COMMENT:**

- 1) The company offers certain benefits to eligible employees. Eligibility will depend upon the specific requirements of the benefit plan. The company also provides a number of other benefits such as paid vacation, holidays, and health insurance.
- 2) All benefits provided by the company are described in official documents which are kept on file in the personnel office. These documents are available for examination by any plan participant or beneficiary. In addition, these documents are the only official and binding materials concerning the company's welfare benefits. All summaries and communications, both written and verbal, must refer to them as binding in cases of questions or disputes.
- 3) The Human Resources Department serves as administrator of the company welfare plan. The administrator is responsible for all communications and disclosures concerning company benefits and for compliance with all applicable laws and regulations. In addition, the administrator is available to answer questions concerning the benefit plans.
- 4) All employees who are eligible for coverage under the company's health benefit plan will be provided information on the plan.
- 5) The health plan is offered to all full-time employees and part-time employees working 30 or more hours a week.
- 6) Employees, spouses, and dependents covered by the company's health benefit plan will be notified, when appropriate, that they have the opportunity to continue their health care coverage, at their own expense, in certain specified situation including layoff, termination, reduction in hours of employment, and separation or divorce.
- 7) Eligible employees must have been employed with the company for 90 days.
- 8) The company will provide 50% of the health care coverage for the employee.
- 9) Workman compensation insurance coverage includes:
  - a) The workman compensation law provides for health care services for employees with work-related injuries, occupational diseases, or illness arising out of, and in the course and scope of employment.
  - c) Some reasons for denial are;
    - i) When an injury has occurred due to intoxication, influence of any drugs, barbiturates, or other stimulants not prescribed by a physi-

- 4) Employees will be paid overtime compensation at the rate of one and one-half times their regular hourly rate for work in excess of forty hours during their normal workweek.
- 5) Employees that are full time, who must work on a scheduled holiday will also receive holiday pay, in addition to the regular pay for the hours worked.
- 6) Employees should discuss any questions or concerns regarding their rate of pay and other compensation issues with the Human Resources Department.

**TRAVEL****POLICY:**

It is the policy of the company that business travel must be approved in advance and should be engaged in and reimbursed according to the guidelines below.

**COMMENT:**

- 1) Employee expenses for approved travel will be paid or reimbursed when properly documented by the employee and approved by the Human Resources Department. Employees who know or anticipate that they will have a special request for travel expense reimbursement should seek approval for the expense from the Human Resources Department before the expense is incurred. Any travel expenses deemed unreasonable relative to the circumstances will not be paid or reimbursed and are the employee's personal responsibility.
- 2) Time spent by employees in traveling away from home on company business during normal working hours is considered hours worked for pay purposes.
- 3) Employees traveling on company business are representatives of the company and are expected to maintain a high level of professionalism and follow all of the company's policies and rules.

**AUTOMOBILE USAGE****POLICY:**

It is the policy of the company to provide vehicles for business use, to allow employees to drive on company business, and to reimburse employees for business use of personal vehicles according to the guidelines below.

**COMMENT:**

- 1) Employees may not drive vehicles for company business without the prior approval of the Human Resources Department.

- 2) Employees who drive a vehicle on company business must, in addition to meeting the approval requirement above, exercise due diligence to drive safely and to maintain the security of the vehicle and its contents. Drivers also must make sure that the vehicle meets any company or legal standards for insurance, maintenance, and safety. Employees are also responsible for any driving infractions or fines as a result of their driving.
- 3) Employees are not permitted, under any circumstances, to operate a company vehicle, or a personal vehicle for company business, when any physical or mental impairment causes the employee to be unable to drive safely. This prohibition includes, but is not limited to, circumstances in which the employee is temporarily unable to operate a vehicle safely or legally because of illness, medication, or intoxication.
- 4) Employees may use company vehicles for nonbusiness purposes only with the prior approval of the Human Resources Department.
- 5) Employees who use their personal vehicle for approved business purposes will receive a mileage allowance for the use. This allowance is to compensate for the cost of gasoline, oil, depreciation, and insurance.
- 6) Employees must report any accident, theft, or damage involving a company vehicle or a personal vehicle used on company business to their supervisory or the personnel office, regardless of the extent of damage or lack of injuries. Such reports must be made as soon as possible but no later than forty-eight hours after the incident.
- 7) Time spent by employees in driving a company or personal vehicle on company business during normal working hours is considered hours worked for pay purposes.

## **BUSINESS ENTERTAINING**

### **POLICY:**

It is the policy of the company to authorize certain employees to engage in business entertaining on behalf of the company and to pay for or reimburse such expenses according to the guidelines below.

### **COMMENT**

- 1) Business functions or entertainment involving the consumption of alcoholic beverages must not take place on the company premises or at worksites. Any employees engaged in such functions are expected to be aware of the dangers arising from the consumption of alcohol and are to exercise moderation and good judgment.

- 2) Employees may engage in the entertainment of business associates on behalf of the company only if they have been authorized to do so by the Human Resources Department.
- 3) Employees entertainment expenses will be paid or reimbursed if they are properly approved by the Human Resources Department, are reasonable, and are directly related to or associated with the company's business. Employees who incur entertainment expenses which do not meet these standards will be personally responsible for them.
- 4) Employee entertainment expenses, to be approved by the Human Resources Department, must be submitted on an expense report. This report should contain a detailed itemization of the expenses incurred and a statement of the date, place, and business reason for the entertainment, as well as the names of those present and their business relationships to the company. Entertainment reimbursement claims must be accounted for separately from any other expense reimbursement claims.

## **MEAL REIMBURSEMENT**

### **POLICY:**

It is the policy of the company to provide, pay, or reimburse employees for business-related meals according to the guideline below.

### **COMMENT:**

- 1) Employees required to travel on company business may charge to the company, or be reimbursed for, the cost of all meals during their travel. In addition, employees may charge or be reimbursed for meals associated with approved business entertaining. The following is the meal allowances: Breakfast: \$4.00 Lunch: \$6.00 Dinner: \$10.00

## **DISCLOSURE OF BENEFITS**

### **POLICY:**

It is the policy of the company to provide its employees with various fringe benefits. The company believes that a healthy employee will be a safe and productive employee. We care about our employees because we are a family. The company reserves the right to modify, amend, or terminate its benefits as they apply to all current employees. The administrator of each benefit plan has the discretionary authority to determine eligibility for benefits and to interpret the plan's terms.