

# **Professional Business Associates**

## **Human Resources Manual**

**Revised: 08/30/09**

**2011-2012 Edition**

## **Welcome to Professional Business Associates**

Thank you for joining Professional Business Associates. We hope you agree that you have a great contribution to make to the computer industry by way of Professional Business Associates, and that you will find your employment at Professional Business Associates a rewarding experience. We look forward to the opportunity of working together to create a more successful company. We also want you to feel that your employment with Professional Business Associates will be a mutually beneficial and gratifying one.

You have joined an organization that has established an outstanding reputation for quality. Credit for this goes to everyone in the organization. We hope you, too, will find satisfaction and take pride in your work here. As a member of the Professional Business Associates' team, you will be expected to contribute your talents and energies to further improve the environment and quality of the company.

This Human Resources Manual may provide answers to most of the questions you may have about Professional Business Associates' benefit programs, as well as company policies and procedures. You are responsible for reading and understanding this Human Resources Manual. If anything is unclear, please discuss the matter with your manager.

I extend to you my personal best wishes for your success and happiness at Professional Business Associates.

Sincerely,

*Nancy Wells*

Nancy Wells, Chief Executive Officer  
Professional Business Associates

# Notice

This Human Resources Manual has been prepared to inform you of Professional Business Associates' history, philosophy, employment practices, and policies, as well as the benefits provided to you as a valued employee.

## Some Things You Must Understand

The policies in this Human Resources Manual are to be considered guidelines.

- Professional Business Associates, at its option, may change, delete, suspend or discontinue any part or parts of the policies in this Human Resources Manual at any time without prior notice as business, employment legislation, and economic conditions dictate.
- Any such action shall apply to existing as well as to future employees.
- Employees may not accrue eligibility for monetary benefits for which they have not become eligible through actual time spent at work.
- Employees shall not accrue eligibility for any benefits, rights, or privileges beyond the last day worked.
- Only the President of Professional Business Associates may alter or modify any of the policies in this Human Resources Manual. Any alteration or modification of the policies in this Human Resources Manual must be in writing.
- No statement or promise by a supervisor, manager, or department head, past or present, may be interpreted as a change in policy nor will it constitute an agreement with an employee.

Should any provision in this Human Resources Manual be found to be unenforceable and invalid, such finding does not invalidate the entire Human Resources Manual, but only that particular provision.

This Human Resources Manual supersedes any and all other or previous Professional Business Associates Human Resources Manuals or other Professional Business Associates policies whether written or oral.

# **Receipt and Acknowledgment of Professional Business Associates Human Resources Manual**

Please read the following statements, sign below and return to your manager, supervisor, team leader or designated company representative.

## **Understanding and Acknowledging Receipt of Professional Business Associates Human Resources Manual**

I have received and read a copy of the Professional Business Associates Human Resources Manual. I understand that the policies and benefits described within are subject to change at the sole discretion of Professional Business Associates at any time.

### **At-Will Employment**

I further understand that my employment is at-will, and neither I nor Professional Business Associates has entered into a contract regarding the duration of my employment. I am free to terminate my employment with Professional Business Associates at any time, with or without reason. Likewise, Professional Business Associates has the right to terminate my employment or otherwise discipline, transfer, or demote me at any time, with or without reason, at the discretion of Professional Business Associates. No employee of Professional Business Associates can enter into an employment contract for a specified period of time or make any agreement contrary to this policy without the written approval from the President & CEO.

### **Confidential Information**

I am aware that during the course of my employment confidential information will be made available to me, for instance, product designs, marketing strategies, customer lists, pricing policies and other related information. I understand that this information is proprietary and critical to the success of Professional Business Associates and must not be given out or used outside of Professional Business Associates' premises or with non-Professional Business Associates employees. In the event of termination of employment, whether voluntary or involuntary, I hereby agree not to utilize or exploit this information with any other individual or company.

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Employee Name (printed)

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Position

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Employee Signature

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Date

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# **An Overview of Professional Business Associates**

## **About Professional Business Associates**

Professional Business Associates develops and sells software, hardware, and services. The services provided are:

1. Systems analysis
2. Software development and design
3. Marketing
4. Training development
5. Hardware and software sales

This large corporation has a branch office in the capital of each membership state. The corporate headquarters is located at 5454 Cleveland Avenue in Columbus, OH 43231-4021, and has 200+ employees. Management includes:

Chief Executive Officer	Nancy Wells
Financial Services Department	Harvey Rosen
Information Technology Department	Tom Carlson
Human Resources Department	Julie Smith
Marketing Department	Roger Meyer
Administrative Support Department	Edna Renick

## **What You Can Expect From Professional Business Associates**

Professional Business Associates believes in creating a harmonious working relationship between all employees. In pursuit of this goal, Professional Business Associates has created the following employee relations objectives:

1. Provide an exciting, challenging, and rewarding workplace and experience.
2. Select people on the basis of skill, training, ability, attitude, and character without discrimination with regard to age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief, or a disability that does not prohibit performance of essential job functions.
3. Compensate all employees according to their effort and contribution to the success of our business.
4. Review wages, employee benefits, and working conditions regularly with the objective of being competitive in these areas consistent with sound business practices.
5. Provide vacation/sick leave/paid time off and holidays to all eligible employees.

6. Provide eligible employees with health and welfare benefits.
7. Assure employees, after talking with their manager, an opportunity to discuss any issue or problem with the officers of Professional Business Associates.
8. Take prompt and fair action of any complaint which may arise in the everyday conduct of our business, to the extent that is practicable.
9. Respect individual rights, and treat all employees with courtesy and consideration.
10. Maintain mutual respect in a working relationship.
11. Provide buildings and offices that are comfortable, orderly, and safe.
12. Promote employees on the basis of their ability and merit.
13. Make promotions or fill vacancies from within Professional Business Associates, whenever practical.
14. Keep all employees informed of the progress of Professional Business Associates, as well as the company's overall goals and objectives.
15. Promote an atmosphere in keeping with Professional Business Associates' vision, mission, and goals.

## **What Professional Business Associates Expects From You**

Professional Business Associates needs your help in making each working day enjoyable and rewarding. Your first responsibility is to know your own duties and how to do them promptly, correctly and pleasantly. Secondly, you are expected to cooperate with management and your fellow employees and to maintain a good team attitude.

How you interact with fellow employees and those whom Professional Business Associates serves, and how you accept direction can affect the success of your department. In turn, the performance of one department can impact the entire service offered by Professional Business Associates. Consequently, whatever your position, you have an important assignment: perform every task to the very best of your ability.

You are encouraged to grasp opportunities for personal development offered to you. This manual offers insight on how you can perform positively and to the best of your ability to meet and exceed the expectations of Professional Business Associates.

We strongly believe you should have the right to make your own choices in matters that concern and control your life. We believe in direct access to management. We are dedicated to making Professional Business Associates a company where you can approach your manager, or any member of management, to discuss any problem or

question. We expect you to voice your opinions and contribute your suggestions to improve the quality of Professional Business Associates. (Please take a look at the “Suggestions” Policy under Standards of Conduct section.)

Remember, you help create the pleasant and safe working conditions that Professional Business Associates intends for you. The result will be better performance for the company overall and personal satisfaction for you.

## **Open Communication Policy**

Professional Business Associates encourages you to discuss any issue you may have with a co-worker directly with that person. If a resolution is not reached, please arrange a meeting with your manager to discuss any concern, problem, or issue that arises during the course of your employment. Any information discussed in an Open Communication meeting is considered confidential. Retaliation against any employee for appropriate usage of Open Communication channels is unacceptable. Please remember it is counterproductive to a harmonious workplace for employees to create or repeat corporate rumors or office gossip. It is more constructive for an employee to consult his/her manager immediately with any questions.

## **Suggestions**

We encourage all employees to bring forward their suggestions and good ideas about how our company can be made a better place to work, our products and services improved, and our service to customers enhanced. When you see an opportunity for improvement, please talk it over with your manager. She/he can help you bring your idea to the attention of the people in the company who will be responsible for possibly implementing it.

All suggestions are valued and listened to. When a suggestion from an employee has particular merit, we provide for special recognition of the individual(s) who had the idea.

We have created a form to help you communicate your ideas and suggestions. We call it the “Bright Idea Form.” You can get a copy of the form from your manager at any time. It’s a template written to help you define the problem or situation, describe an ideal situation and your proposed solution, as well as list the requirements necessary for implementing your plan. The form also insures that you get maximum recognition for your contribution.

# **Employment**

## **At-Will Employment**

Your employment with Professional Business Associates is at-will. This means that neither you nor Professional Business Associates has entered into a contract regarding the duration of your employment. You are free to terminate your employment with

Professional Business Associates at any time, with or without reason. Likewise, Professional Business Associates has the right to terminate your employment, or otherwise discipline, transfer, or demote you at any time, with or without reason, at the discretion of Professional Business Associates.

No employee of Professional Business Associates can enter into an employment contract for a specified period of time, or make any agreement contrary to this policy without written approval from the President & CEO.

## **Termination of Your Employment**

Professional Business Associates will consider you to have voluntarily terminated your employment if you do any of the following:

1. Resign from Professional Business Associates,
2. Fail to return from an approved leave of absence on the date specified by Professional Business Associates, or
3. Fail to report to work or call in for three (3) or more consecutive workdays.

You may be terminated for poor performance, misconduct, excessive absences, tardiness, discrimination, harassment, or other violations of Professional Business Associates policies. However, your employment is at-will, and you and Professional Business Associates have the right to terminate your employment for any or no reason.

## **Confidential Information**

Upon accepting employment with Professional Business Associates, you were asked to sign a Confidentiality Agreement, which generally provides that you will not disclose or use any Professional Business Associates confidential information, either during or after your employment. We sincerely hope that our relationship will be long-term and mutually rewarding. However, your employment with Professional Business Associates assumes an obligation to maintain confidentiality, even after you leave our employ.

Additionally, our customers and suppliers entrust Professional Business Associates with important information relating to their businesses. The nature of this relationship requires maintenance of confidentiality. In safeguarding the information received, Professional Business Associates earns the respect and further trust of our customers and suppliers.

If you are questioned by someone outside the company or your department and you are concerned about the appropriateness of giving them certain information, you are not required to answer. Instead, as politely as possible, refer the request to your manager. No one is permitted to remove or make copies of any Professional Business Associates records, reports or documents without prior management approval. Disclosure of confidential information could lead to termination, as well as other possible legal action.

## **Customer Relations**

The success of Professional Business Associates depends upon the quality of the relationships between Professional Business Associates, our employees, customers, suppliers and the general public. Our customers' impression of Professional Business Associates and their interest and willingness to purchase from us is greatly formed by the people who serve them. In a sense, regardless of your position, you are Professional Business Associates ambassador. The more goodwill you promote, the more our customers will respect and appreciate you and Professional Business Associates' products and services.

Below are several things you can do to help give customers a good impression of Professional Business Associates. These are the building blocks for our continued success.

1. Act competently and deal with customers in a courteous and respectful manner.
2. Communicate pleasantly and respectfully with other employees at all times.
3. Follow up on orders and questions promptly, provide businesslike replies to inquiries and requests, and perform all duties in an orderly manner.
4. Take great pride in your work and enjoy doing your very best.

These policies apply to all areas of employment, including recruitment, hiring, training and development, promotion, transfer, termination, layoff, compensation benefits, social and recreational programs, and all other conditions and privileges of employment in accordance with applicable federal, state and local laws.

## **Equal Employment Opportunity**

Professional Business Associates is an equal employment opportunity employer. Employment decisions are based on merit and business needs, and not on race, color, citizenship status, national origin, ancestry, gender, sexual orientation, age, religion, creed, physical or mental disability, marital status, veteran status, political affiliation, or any other factor protected by law. Professional Business Associates complies with the law regarding reasonable accommodation for handicapped and disabled employees. Professional Business Associates' president has issued the following policy stating Professional Business Associates' views on this matter.

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

accommodation wherever necessary for all employees or applicants with disabilities, provided that the individual is otherwise qualified to safely perform the essential duties and assignments connected with the job and provided that any accommodations made do not impose an undue hardship on Professional Business Associates.

Equal employment opportunity notices are posted near employee gathering places as required by law. These notices summarize the rights of employees to equal opportunity in employment and list the names and addresses of the various government agencies that may be contacted in the event that any person believes he or she has been discriminated against.

Management is primarily responsible for seeing that Professional Business Associates' equal employment opportunity policies are implemented, but all members of the staff share in the responsibility for assuring that by their personal actions the policies are effective and apply uniformly to everyone.

All employees, including managers, involved in discriminatory practices will be subject to termination.

## **Harassment Policy**

Professional Business Associates intends to provide a work environment that is pleasant, professional, and free from intimidation, hostility or other offenses, which might interfere with work performance. Harassment of any sort—verbal, physical, visual—will not be tolerated, particularly against employees in protected classes. These classes include, but are not necessarily limited to race, color, religion, sex, age, sexual orientation, national origin or ancestry, disability, medical condition, marital status, veteran status, or any other protected status defined by law.

### **What Is Harassment?**

Workplace harassment can take many forms. It may be, but is not limited to, words, signs, offensive jokes, cartoons, pictures, posters, e-mail jokes or statements, pranks, intimidation, physical assaults or contact, or violence. Harassment is not necessarily sexual in nature. It may also take the form of other vocal activity including derogatory statements not directed to the targeted individual but taking place within their hearing. Other prohibited conduct includes written material such as notes, photographs, cartoons, articles of a harassing or offensive nature, and taking retaliatory action against an employee for discussing or making a harassment complaint.

### **Responsibility**

All Professional Business Associates employees, and particularly managers, have a responsibility for keeping our work environment free of harassment. Any employee who becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it to their immediate manager or the designated management

representative with whom they feel comfortable. When management becomes aware of the existence of harassment, it is obligated by law to take prompt and appropriate action, whether or not the victim wants the company to do so.

## **Reporting**

While Professional Business Associates encourages you to communicate directly with the alleged harasser and make it clear that the harasser's behavior is unacceptable, offensive or inappropriate, it is not required that you do so. It is essential, however, to notify your manager immediately even if you are not sure the offending behavior is considered harassment. Any incidents of harassment must be immediately reported to a manager or other management representative. Appropriate investigation and disciplinary action will be taken. All reports will be promptly investigated with due regard for the privacy of everyone involved. However, confidentiality cannot be guaranteed. Any employee found to have harassed a fellow employee or subordinate will be subject to severe disciplinary action up to and including termination. Professional Business Associates will also take any additional action necessary to appropriately remedy the situation. Retaliation of any sort will not be permitted. No adverse employment action will be taken for any employee making a good faith report of alleged harassment.

Professional Business Associates accepts no liability for harassment of one employee by another employee. The individual who makes unwelcome advances, threatens, or in any way harasses another employee is personally liable for such actions and their consequences. Professional Business Associates may or may not provide legal, financial, or any other assistance to an individual accused of harassment if a legal complaint is filed.

Professional Business Associates prohibits any employee from retaliating in any way against anyone who has raised any concern about sexual harassment or discrimination against another individual.

Professional Business Associates will investigate any complaint of sexual harassment and will take immediate and appropriate disciplinary action if sexual harassment has been found within the workplace.

## **How You Were Selected**

Professional Business Associates is confident that as a result of the mutual selection process undertaken, your employment will prove to be mutually beneficial and we look forward to having you join us.

We carefully select our employees through written applications, personal interviews and reference checks. After all available information was considered and evaluated, you were selected to become a member of our team!

This selection process helps Professional Business Associates find and employ people who are concerned with their own personal success and the success of Professional

Business Associates; people who want to do a job well, people who can carry on their work with skill and ability, and people who are comfortable with Professional Business Associates and who can work well with our team.

### **Employee Background Check**

Prior to becoming an employee of Professional Business Associates, a job-related background check was conducted. As you may know, a comprehensive background check may consist of prior employment verification, professional reference checks, and education confirmation. As appropriate, a credit, criminal, health examination and/or driving record history may have also been obtained.

### **Standards of Conduct**

Whenever people gather together to achieve goals, some rules of conduct are needed to help everyone work together efficiently, effectively, and harmoniously. By accepting employment with us, you have a responsibility to Professional Business Associates and to your fellow employees to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that she/he can fully depend upon fellow workers to follow the rules of conduct, our organization will be a better place to work for everyone.

### **Unacceptable Activities**

Generally speaking, we expect each person to act in a mature and responsible way at all times. If you have any questions concerning any work or safety rule, or any of the unacceptable activities listed below, please see your manager for an explanation.

Note that the following list of Unacceptable Activities does not include all types of conduct that can result in disciplinary action, up to and including termination. Nothing in this list alters the at-will nature of your employment; either you or Professional Business Associates may terminate the employment relationship with or without reason, and in the absence of any violation of these rules.

1. Violation of any company rule; any action that is detrimental to Professional Business Associates' efforts to operate profitably.
2. Violation of security or safety rules or failure to observe safety rules or Professional Business Associates' safety practices; failure to wear required safety equipment; tampering with Professional Business Associates equipment or safety equipment.
3. Negligence or any careless action which endangers the life or safety of another person.

4. Being intoxicated or under the influence of a controlled substance while at work; use, possession or sale of a controlled substance in any quantity while on company premises, except medications prescribed by a physician which do not impair work performance.
5. Unauthorized possession of dangerous or illegal firearms, weapons or explosives on company property or while on duty.
6. Engaging in criminal conduct or acts of violence or making threats of violence toward anyone on company premises or when representing Professional Business Associates; fighting, or provoking a fight on company property, or negligent damage of property.
7. Insubordination or refusing to obey instructions properly issued by your manager pertaining to your work; refusal to help out on a special assignment.
8. Threatening, intimidating or coercing fellow employees on or off the premises at any time, for any purpose.
9. Engaging in an act of sabotage; negligently causing the destruction or damage of company property, or the property of fellow employees, customers, suppliers, or visitors in any manner.
10. Theft or unauthorized possession of company property or the property of fellow employees; unauthorized possession or removal of any company property, including documents, from the premises without prior permission from management; unauthorized use of company equipment or property for personal reasons; using company equipment for profit.
11. Dishonesty; falsification or misrepresentation on your application for employment or other work records; lying about sick or personal leave; falsifying reason for a leave of absence or other data requested by Professional Business Associates; alteration of company records or other company documents.
12. Violating the non-disclosure agreement; giving confidential or proprietary Professional Business Associates information to competitors or other organizations or to unauthorized Professional Business Associates employees; working for a competing business while a Professional Business Associates employee; breach of confidentiality of personnel information.
13. Any act of harassment, sexual, racial or other; telling sexist or racist jokes; making racial or ethnic slurs.
14. Excessive use of company telephone for personal calls.
15. Smoking in restricted areas or at non-designated times, as specified by department rules.

## **Disciplinary Actions**

This Disciplinary Actions Policy applies to all regular employees who have completed the Introductory Period.

This policy pertains to matters of conduct as well as the employee's competence. However, an employee who does not display satisfactory performance and accomplishment on the job may be dismissed, in certain cases, without resorting to the steps set forth in this policy.

Under normal circumstances, managers are expected to follow the procedure outlined below. There may be particular situations, however, in which the seriousness of the offense justifies the omission of one or more of the steps in the procedure. Likewise, there may be times when the company may decide to repeat a disciplinary step.

To insure that Professional Business Associates' business is conducted properly and efficiently, you must conform to certain standards of attendance, conduct, work performance and other work rules and regulations. When a problem in these areas does arise, your manager will coach and counsel you in developing an effective solution. If, however, you fail to respond to coaching or counseling, or an incident occurs requiring formal discipline, the following procedures occur:

1. Verbal warning regarding the nature of infraction and remedial action to be taken by employee;
2. Inadequate response to verbal warning will result in written reprimand with specific steps to be taken to remedy the situation within a specific time period. This document is to be acknowledged by employee in writing and becomes part of personnel file;
3. Failure to respond to written warning will result in disciplinary action up to and including termination.

## **Introductory Period**

Your first 90 days of employment at Professional Business Associates are considered an Introductory Period, and during that period you will not be eligible for benefits described in this Human Resources Manual unless otherwise required by law. This Introductory Period will be a time for getting to know your fellow employees, your manager and the tasks involved in your job position, as well as becoming familiar with Professional Business Associates' products and services. Your manager will work closely with you to help you understand the needs and processes of your job.

This Introductory Period is a "getting acquainted" time for both you, as an employee, and Professional Business Associates, as an employer. During this Introductory Period, Professional Business Associates will evaluate your suitability for employment, and you can evaluate Professional Business Associates as well. Please understand, however, that

completion of the Introductory Period does not guarantee continued employment, as employment is always at-will. You are free to terminate your employment at any time, with or without reason, and Professional Business Associates may choose to terminate your employment at any time, with or without reason.

## **Work Schedule**

### **Business Hours**

Our regular operating hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday. The normal workweek consists of five (5) days, each eight (8) hours long, Monday through Friday.

Your particular hours of work and the scheduling of your meal period will be determined and assigned by your manager. Most employees are assigned to work a 40 hour work week. Should you have any questions concerning your work schedule, please ask your manager.

### **Attendance**

Professional Business Associates would like you to be ready to work at the beginning of your assigned daily work hours and to reasonably complete your projects by the end of your assigned work hours. Please let your manager know if you will be away from your workstation for an extended period of time and when you expect to return.

### **Absence or Lateness**

From time to time it may be necessary for you to be absent from work. Professional Business Associates is aware that emergencies, illnesses, or pressing personal business that cannot be scheduled outside your work hours may arise. Sick days, vacation, and personal days have been provided for this purpose.

If you are unable to report to work or if you will arrive late, please contact your manager immediately. If you know in advance that you will need to be absent, please request this time off directly from your manager.

When you call in to inform Professional Business Associates of an unexpected absence or late arrival, simply ask for your manager. If you're arriving to work late, please let your manager know when you expect to arrive for work. If you are unable to call in yourself because of an illness, emergency or for some other reason, be sure to have someone call for you.

### **Meal and Break Periods**

You are entitled to two (2) fifteen minute paid breaks each workday. Normally these breaks will be scheduled at two different intervals: one prior to your meal period and one

after your meal period. These breaks should be scheduled with your manager. If you work in a department where breaks are not directly assigned, please coordinate with your co-workers to maintain adequate coverage at all times.

If you work longer than four (4) hours, you will be given an unpaid meal period. The time when meal periods are scheduled varies among departments, depending on the needs of each department. You are requested not to perform any work during your regularly scheduled meal period. It is important to return to work on time at the end of your meal period.

## **Employment Classifications**

At the time you are hired, you are classified as either full-time, part-time, or temporary. In addition, you are classified as either non-exempt or exempt. All other policies described in this Human Resources Manual and communicated by Professional Business Associates apply to all employees with the exception of certain wage, salary, and time off limitations applying only to “non-exempt” employees. If you are unsure of which job classification your position fits into, please ask your manager.

### **Full-Time Employees**

An employee who has completed their introductory period (see the Introductory Period Policy for a specific definition) and who works at least 35 hours per week is considered a full-time employee for the purpose of benefits.

Unless otherwise specified, the benefits described in this Human Resources Manual apply only to full-time employees.

If you were a full-time employee and were laid off, you will be considered a full-time employee upon return to work, provided that you were not laid off for longer than one (1) year.

If you were a full-time employee and have been on an approved leave of absence, upon return you will be considered a full-time employee provided you return to work as agreed in the provisions of your leave.

### **Part-Time Employees**

An employee who works less than 35 hours per week is considered a part-time employee. If you are a part-time employee, please understand that you are not eligible for benefits described in this Human Resources Manual, except as granted on occasion or to the extent required by provision of state and federal laws.

# **Compensation**

The goal of Professional Business Associates' compensation program is to attract potential employees, meet the needs of all current employees and encourage well-performing employees to stay with our organization. With this in mind, our compensation program is built to balance both employee and Professional Business Associates needs.

## **Wage and Salary Policies**

### **Compensation Philosophy**

It is Professional Business Associates' desire to pay all regular employees' wages and salaries that are competitive with other employers in the marketplace in a way that will be motivational, fair and equitable. Compensation may vary with individual and company performance and in compliance with all applicable statutory requirements.

Professional Business Associates applies the same principles of fairness to all employees, regardless of organizational level, race, color, citizenship status, national origin, ancestry, gender, sexual orientation, age, religion, creed, physical or mental disability, marital status, veteran status, political affiliation, or any other factor protected by law.

### **Basis for Determining Pay**

Several factors may influence your rate of pay. Some of the items Professional Business Associates considers are the nature and scope of your job, what other employers pay their employees for comparable jobs (external equity), what Professional Business Associates pays their employees in comparable positions (internal equity), and individual as well as Professional Business Associates performance. It is Professional Business Associates' goal to have a current Job Description on hand which broadly defines your job responsibilities.

### **Pay Period and Hours**

Our payroll workweek begins on Sunday at 12:01 a.m. and ends on Saturday at 12:00 midnight utilizing a bi-weekly pay period.

### **Paycheck Distribution**

Paychecks will be distributed by your manager or directly deposited to the checking or savings account you specify.

### **Computing Pay**

Professional Business Associates will compute your time on the basis of an eight (8) hour workday/ 40 hour work week/ 52 work week year/12 month work year.

## **Mandatory Deductions From Paycheck**

Professional Business Associates is required by law to make certain deductions from your paycheck each time one is prepared. Among these are your federal, state, and local income taxes and your contribution to Social Security as required by law. These deductions will be itemized on your check stub. The amount of the deductions will depend on your earnings and on the information you furnish on your W-4 form regarding the number of exemptions you claim. If you wish to modify this number, please request a new W-4 form from your manager immediately. Only you may modify your W-4 form. Verbal or written instructions are not sufficient to modify withholding allowances. We advise you to check your pay stub to ensure that it reflects the proper number of withholdings.

The W-2 form you receive annually reflects how much of your earnings were deducted for these purposes.

Any other mandatory deductions to be made from your paycheck, such as court-ordered garnishments, will be explained whenever Professional Business Associates is ordered to make such deductions.

## **Overtime Pay**

If you are a non-exempt employee, you will be eligible to receive overtime pay of one and one-half ( $1\frac{1}{2}$ ) times your regular hourly wage for approved hours worked over eight (8) hours a day, or over 40 hours in one (1) week. If, during that week, you were away from the job because of a job-related injury, paid holiday, jury duty, vacation day, or paid sick time, those hours not worked will not be counted as hours worked for the purpose of computing eligibility for overtime pay.

Please note: if you are a non-exempt employee on an approved flexible work schedule, overtime hours will be computed only on those hours worked in excess of a 40 hour work week.

All overtime must be approved in advance by your manager. Overtime hours not approved will be paid, but may result in disciplinary action.

## **Performance and Compensation Reviews**

### **Performance Reviews**

Because we want you to grow and succeed in your job, Professional Business Associates conducts a formal review two (2) times per year for each employee. New employees may be reviewed near the end of their Introductory Period. A review may also be conducted in the event of a promotion or change in duties and responsibilities.

During a formal performance review, your manager may cover the following areas:

- The quality and quantity of your work
- Strengths and areas for improvement
- Attitude and willingness to work
- Initiative and teamwork
- Attendance
- Customer service orientation
- Problem solving skills
- Ongoing professional growth and development

Additional areas may also be reviewed as they relate to your specific job. Your review provides a golden opportunity for collaborative, two-way communication between you and your manager. This is a good time to discuss your interests and future goals. Your manager is interested in helping you to progress and grow in order to achieve personal as well as work-related goals. Perhaps he/she can recommend further training or additional opportunities for you. The performance review gives your manager an opportunity to suggest ways for you to advance and make your job at Professional Business Associates more fulfilling.

Your manager can answer any questions you may have about the performance review process.

### **Compensation Reviews**

Professional Business Associates' compensation reviews are usually given with performance reviews. Any applicable compensation increase will appear in the pay period ending after the date granted. Compensation increases may be retroactive in the case of late reviews. Having your compensation reviewed does not necessarily mean that you will be given an increase due to individual and/or company performance.

An individual's pay will depend on how consistently he/she performs over a given period of time. During the review, significant performance events that occurred throughout the year will be discussed. The overall performance rating will influence the compensation adjustment.

In addition to individual job performance reviews, Professional Business Associates periodically conducts a review of job descriptions to insure that we are fully aware of any changes in the duties and responsibilities of each position, and that such changes are recognized and adequately compensated.

## **Benefits**

Professional Business Associates is committed to sponsoring a comprehensive benefits program for all eligible employees. In addition to receiving an equitable salary and

having an equal opportunity for professional development and advancement, you may be eligible to enjoy other benefits. We are certain you will agree the benefits program described in this Human Resources Manual represents a very large investment by Professional Business Associates.

A good benefits program is a solid investment in Professional Business Associates' employees. Professional Business Associates will periodically review the benefits program and will make modifications as appropriate to the company's condition. Professional Business Associates reserves the right to modify, add or delete the benefits it offers.

## **Eligibility for Benefits**

If you are a full-time employee, you will enjoy all of the benefits described in this Human Resources Manual as soon as you meet the eligibility requirements for each particular benefit. Coverages are available to you and your dependents as defined in the benefit summary plan descriptions.

If you are a part-time employee, you will enjoy only those benefits specifically required by law, provided that you meet the minimum requirements set forth by law and in the benefit plan(s).

Temporary employees are not eligible for benefits.

No benefits are available to you during your Introductory Period, except as otherwise provided by law. **Note:** Please see "Introductory Period" in the Employment section of this Human Resources Manual for further information.

## **Insurance Coverage**

### **Group Insurance**

Professional Business Associates is dedicated to the health and well-being of both you and your family. A comprehensive, quality insurance program is available to you and your family. You become eligible for coverage after the completion of your Introductory Period.

The following benefits are provided, as defined and limited in the literature provided by our insurance company:

- Medical Care Coverage
- Dental Care Coverage
- Vision Care Coverage
- Long Term Disability Insurance
- Short Term Disability Insurance
- Group Term Life Insurance/Accidental Death and Dismemberment Insurance
- Employee Assistance Program

Upon enrolling, you will obtain summary plan descriptions describing your benefits in detail.

Professional Business Associates will pay for the full cost for employee coverage and make a fifty percent (50%) contribution toward the cost of the premiums for your eligible dependents.

Applicable employee contributions will be automatically deducted from your paycheck.

According to the federal Consolidated Omnibus Budget Reconciliated Act (COBRA) of 1985, in the event of your termination of employment with Professional Business Associates or loss of eligibility to remain covered under our group health insurance program, you and your eligible dependents may have the right to continued coverage under our health insurance program for a limited period of time at your own expense. Consult your manager for details.

### **Health/Dental/Vision Insurance**

Today's many health insurance plans and options can be confusing and complicated. That is why Professional Business Associates has taken the time to carefully review the coverages and plans available. We have selected the plans we feel provide the best coverage for our employees. Refer to the literature provided by our insurance companies for details on your particular coverage.

### **Disability Insurance**

If you are a full-time, regular employee, you will be eligible to participate in Professional Business Associates' disability plan. Disability insurance is designed to assist you with your income should you become partially or totally disabled and are unable to perform the essential functions of your job.

Refer to your Summary Plan Description for further details regarding your disability insurance. You may obtain the Summary Plan Description from your manager.

**Note:** Please see the Disability (Including Pregnancy) Leave of Absence Policy in the section titled "Leaves" of this Human Resources Manual for further information.

### **Life and Accidental Death and Dismemberment Insurance**

If you are a regular full-time employee of Professional Business Associates, you are covered by our Group Life Insurance. This insurance is payable in the event of your death, in accordance with the policy, while you are insured. You may change your beneficiary whenever you wish by submitting the appropriate documents to your manager. Refer to the literature provided by our insurance company for details on your life insurance coverage.

## **Employee Assistance Program**

Another great benefit Professional Business Associates offers its employees is the Employee Assistance Program (EAP). The EAP provides a confidential, easily accessible professional counseling service for our employees whose personal problems are affecting their abilities to function effectively at work or home. This service is available to all full-time and part-time employees and their immediate family members. Arrangements will be made for you or a member of your family who has questions concerning legal, family, or financial issues, child care, elder care, relationships, substance abuse or addiction questions and concerns, work-related issues and any mental health issue.

Confidentiality is one of the most important aspects of this program. If you contact the Employee Assistance Program directly, no one in the company will know unless you tell them. No information concerning the nature of your problem will be released without your written consent. Professional Business Associates assumes the costs for the Employee Assistance Program.

## **Government Required Coverage**

### **Workers' Compensation**

All employees are entitled to Workers' Compensation benefits. This coverage is automatic and immediate and protects you from an on-the-job injury. An on-the-job injury is defined as an accidental injury suffered in the course of your work, or an illness which is directly related to performing your assigned job duties. This job-injury insurance is paid for by Professional Business Associates. If you cannot work due to a job-related injury or illness, Workers' Compensation insurance pays your medical bills and provides a portion of your income until you can return to work.

All injuries or illnesses arising out of the scope of your employment must be reported to your manager immediately. Prompt reporting is the key to prompt benefits. Benefits are automatic, but nothing can happen until your employer knows about the injury. Insure your right to benefits by reporting every injury no matter how slight.

Employees returning to work after being absent due to a work-related injury must report to their manager prior to beginning work and must bring a doctor's clearance for returning to work.

### **Unemployment Compensation**

Depending upon the circumstances, employees may be eligible for Unemployment Compensation upon termination of employment with Professional Business Associates. Eligibility for Unemployment Compensation is determined by the Division of Unemployment Insurance of the State Department of Labor. Professional Business Associates pays the entire cost of this insurance program.

Unemployment compensation is designed to provide you with a temporary income when you are out of work through no fault of your own. For your claim to be valid, you must have a minimum amount of earnings determined by the State, and you must be willing and able to work. You should apply for benefits through the local State Unemployment Office as soon as you become unemployed.

## **Social Security**

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

Your Social Security number is used to record your earnings. Employees are encouraged to protect your Social Security record by ensuring your name and Social Security number on your pay stub and W-2 Form are correct. You may also want to make sure your earnings statement is accurate each year by requesting a Personal Earnings and Benefit Estimate Statement from the U.S. Social Security Administration by calling 1-800-772-1213, or you may even access them on-line at [www.ssa.gov](http://www.ssa.gov).

# **Leaves**

## **Paid Leaves**

### **Holidays**

#### *Recognized Holidays*

Regular full-time employees are eligible for holiday pay. The following holidays are recognized as paid holidays:

- New Year's Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Eve
- Christmas Day
- New Year's Eve

#### *Holiday Policies*

You may take time off to observe your religious holidays. If available, a full day of unused personal leave may be used for this purpose; otherwise, you won't be paid for this time off. Please schedule the time off in advance with your manager.

All national holidays are scheduled on the day designated by common business practice.

In order to qualify for holiday pay, you must work the scheduled workday immediately before and after the holiday. Only excused absences will be considered exceptions to this policy.

If a holiday occurs during your scheduled vacation, you are eligible for the holiday pay.

You are not eligible to receive holiday pay when you are on an unpaid leave of absence.

## **Vacations**

Vacation is a time for you to rest, relax, and pursue special interests. Professional Business Associates has provided paid vacation as one of the many ways in which we show our appreciation for your work, knowledge, skills, and talents; all of which contribute to make Professional Business Associates a leader in its field.

Only regular full-time employees are eligible to accrue vacation. Vacation hours begin accruing after completing your Introductory Period.

### *Amount of Vacation*

Eligible employees accrue vacation for each month of service. The vacation accrual rate is based on length of employment, as follows:

<b>Years of Employment</b>	<b>Monthly Accrual Rate (In Hours)</b>	<b>Total Accrual Per Year (In Days)</b>
Less than five (5) years	6.67	10
Five (5) to ten (10) years	10	15
More than ten (10) years	13.3	20

### *Vacation Policies*

Professional Business Associates will always try to let you use your vacation time as desired, but vacations cannot interfere with your department's operation. Therefore, your vacation must be approved by your manager at least one (1) month in advance. If any conflicts arise in vacation requests, preference will be given to the employee with the longest length of continuous service.

Normally, only accrued vacation may be taken. You may not receive advance vacation pay (for vacation time taken in excess of your vacation accrual balance) without written authorization from your manager. Such authorization is at the discretion of your manager, and must be granted in advance of your vacation. Any amount of advanced vacation paid but not yet accrued at the time of termination of employment will be deducted from your final paycheck.

All vacation time must be taken in full day increments unless otherwise authorized in writing. Specific vacation dates must be approved by your manager. Your manager has the responsibility to maintain adequate staffing levels and has the authority to limit the approval of vacation requests in order to meet operational needs. Requests will normally be granted as long as your absence will not seriously affect Professional Business Associates' operations. Usually, only one employee may be out on a vacation day in a department at any one time.

If you are on an approved leave of absence for less than thirty (30) days, your vacation eligibility will not be affected. If your approved leave of absence extends beyond thirty (30) days, vacation time will not continue to accrue.

If you have unused vacation days upon the termination of your employment with Professional Business Associates, you will be paid for that time at your regular base hourly rate.

### **Sick Leave**

Regular full-time employees are eligible to accrue paid sick leave on a prorated basis for up to five (5) sick days per year. Sick leave hours begin accruing after completing your Introductory Period.

In addition to utilizing sick leave in the event of your own illness, sick leave may also be used for the purpose of visiting doctors, dentists or other recognized practitioners. Sick leave may also be used for the purpose of tending to a serious illness suffered by a member of your immediate family in the event the illness requires your personal time and attention. For purposes of this policy, immediate family includes spouse, child, parent, or sibling living in your home.

Professional Business Associates may, in its sole and absolute discretion, require a doctor's certificate verifying the necessity for absence(s) and the specific illness, injury, or other disability to which the absence is attributed.

If you are on an approved leave of absence for less than 30 days, your sick leave eligibility will not be affected. Any accrued sick leave will be paid at the time the leave begins. Should the leave extend beyond 30 days, sick leave will not continue to accrue.

In the event of an illness or injury, which is covered by workers' compensation insurance, this Sick Leave Policy will not apply, but will defer to state statutes.

### **Personal Leave**

Only regular full-time employees are eligible to accrue personal leave. Personal leave hours begin accruing completing your Introductory Period.

### *Amount of Personal Leave*

<b>Years of Employment</b>	<b>Monthly Accrual Rate (In Hours)</b>	<b>Total Accrual Per Year (In Days)</b>
Less than five (5) years	1.33	2
Five (5) to ten (10) years	2.0	3
More than ten (10) years	2.67	4

You are eligible to take four (4) days of paid personal leave during each year.

### **Military Leave**

Military leaves are governed by federal and state law, and will be treated in accordance with applicable regulations. Where reasonably possible, employees must give advance notice that he/she will be taking a military leave of absence.

Full-time and part-time employees with benefits will be paid the difference between their military base pay (not including allowances) and their normal straight time salary for up to 10 days each calendar year. Such employees will submit a receipt or certification of their military pay to Harvey Rosen, Financial Services Manager.

During the period of leave, the employee will retain his/her previously earned seniority, vacation and sick time. Employees honorably-discharged from military service are entitled to reinstatement to their former positions upon returning from military leave, according to USERRA (Uniformed Services Employment and Reemployment Rights Act of 1994).

Following release from the military, safe travel home and eight hours of rest, the following procedures apply:

- For periods of military service up to 30 days, you must report back to work at the next regularly scheduled shift.
- For periods of military service of 31-180, employees must apply for reemployment within 14 days of release.
- Following a period of 181 days or more, employees must apply for reemployment within 90 days of release.
- In applying for reemployment, you should identify yourself, state you left to perform military service, that you have completed the service and want to be reinstated.

### **Unpaid Leaves**

Occasionally, for medical, personal, or other reasons, you may need to be temporarily released from the duties of your job with Professional Business Associates. It is the

policy of Professional Business Associates to allow its eligible employees to apply for and be considered for certain specific leaves of absence.

Time off for any reason during a working day will count first against your allotted sick days or personal days, as appropriate, in hourly, quarter-day, half-day or full-day increments. Once you have used all of your accrued sick or personal days, the time may be counted against your accrued vacation time. Thereafter, unless specifically excepted, any time off will be without pay.

Failure to return to work as scheduled from an approved leave of absence or to inform your manager of an acceptable reason for not returning as scheduled will be considered a voluntary resignation of employment.

All requests for leaves of absence shall be submitted in writing to your manager. Each request shall provide sufficient detail such as, the expected duration of the leave, and the relationship of family members, if applicable.

## **Safety**

### **General Employee Safety**

Professional Business Associates is committed to the safety and health of all employees and recognizes the need to comply with regulations governing injury and accident prevention and employee safety. Maintaining a safe work environment, however, requires the continuous cooperation of all employees.

Professional Business Associates will maintain safety and health practices consistent with the needs of our industry. If you are ever in doubt about how to safely perform a job, it is your responsibility to ask your manager for assistance. Any suspected unsafe conditions and all injuries that occur on the job must be reported immediately. Compliance with these safety rules is considered a condition of employment. Therefore, it is a requirement that each manager make the safety of employees an integral part of her/his regular management functions. It is the responsibility of each employee to accept and follow established safety regulations and procedures. Professional Business Associates strongly encourages you to communicate with your manager regarding safety issues.

### **Reporting Safety Issues**

All accidents, injuries, potential safety hazards, safety suggestions, and health and safety related issues must be reported immediately to your manager. If you or another employee is injured, you should contact outside emergency response agencies, if needed. If an injury does not require medical attention, a Supervisor and Employee Report of Accident Form must still be completed in case medical treatment is later needed and to insure that any existing safety hazards are corrected. The Employee's Claim for Worker's Compensation Benefits Form must be completed in all cases in which an injury requiring medical attention has occurred.

Federal law (Occupational Safety and Health Administration) requires that we keep records of all illnesses and accidents, which occur during the workday. The Workers' Compensation Act also requires that you report any workplace illness or injury, no matter how slight. If you fail to report an injury, you may jeopardize your right to collect workers' compensation payments as well as health benefits. OSHA also provides for your right to know about any health hazards, which might be present on the job. Should you have any questions or concerns, contact your manager for more information.

## **Weapons**

Professional Business Associates believes it is important to establish a clear policy that addresses weapons in the workplace. Specifically, Professional Business Associates prohibits all persons who enter company property from carrying a handgun, firearm, knife, or other prohibited weapon of any kind regardless of whether the person is licensed to carry the weapon or not.

The only exception to this policy will be police officers, security guards or other persons who have been given written consent by Professional Business Associates to carry a weapon on the property.

Any employee disregarding this policy will be subject to immediate termination.

## **Fire Prevention**

Know the location of the fire extinguisher(s) in your area and make sure they are kept clear at all times. Notify your manager if an extinguisher is used or if the seal is broken. Keep in mind that extinguishers that are rated ABC can be used for paper, wood, or electrical fires. Make sure all flammable liquids, such as alcohol, are stored in approved and appropriately labeled safety cans and are not exposed to any ignition source.

## **In Case of Fire**

If you are aware of a fire, you should:

- Dial 911 or the local fire department.
- If possible, immediately contact your manager. Evacuate all employees from the area.
- If the fire is small and contained, locate the nearest fire extinguisher. This should only be attempted by employees who are knowledgeable in the correct use of fire extinguishers.
- If the fire is out of control, leave the area immediately. No attempt should be made to fight the fire.

Direct the crew to the fire when the fire department arrives. Do not re-enter the building until directed to do so by the fire department.

## **Emergency Evacuation**

If you are advised to evacuate the building, you should:

- Stop all work immediately.
- Contact outside emergency response agencies, if needed.
- Shut off all electrical equipment and machines, if possible.
- Walk to the nearest exit, including emergency exit doors.
- Exit quickly, but do not run. Do not stop for personal belongings.
- Proceed, in an orderly fashion, to a parking lot near the building. Be present and accounted for during roll call.

Do not re-enter the building until instructed to do so.

## **Housekeeping**

Neatness and good housekeeping are signs of efficiency. You are expected to keep your work area neat and orderly at all times. It is a required safety precaution.

If you spill a liquid, clean it up immediately according to safety guidelines for clean-up of that particular liquid. Refer to the MSDS sheet for the substance in question. Do not leave tools, materials, or other objects on the floor, which may cause others to trip or fall. Keep aisles, stairways, exits, electrical panels, fire extinguishers, and doorways clear at all times.

Easily accessible trash receptacles and recycling containers are located throughout the building. Please put all litter and recyclable materials in the appropriate receptacles and containers. Always be aware of good health and safety standards, including fire and loss prevention.

Please report anything that needs repairing or replacing to your manager immediately.

## **Office Safety**

Office areas present their own safety hazards. Please be sure to:

- Leave desk, file or cabinet drawers firmly closed when not in use.
- Open only a single drawer of a file cabinet at a time.
- Arrange office space to avoid tripping hazards, such as telephone cords or calculator electrical cords.
- Remember to lift things carefully and to use proper lifting techniques.

## **Property and Equipment Care**

It is your responsibility to understand the machines needed to perform your duties. Good care of any machine that you use during the course of your employment as well as the conservative use of supplies will benefit you and Professional Business Associates. If you find that a machine is not working properly or in any way appears unsafe, please notify your manager immediately so that repairs or adjustments may be made. Under no circumstances should you start or operate a machine you deem unsafe, nor should you adjust or modify the safeguards provided.

Do not attempt to use any machine or equipment you do not know how to operate, or if you have not completed training on the proper use of the machine or equipment.

## **Security**

Maintaining the security of Professional Business Associates buildings and vehicles is every employee's responsibility. Develop habits that insure security as a matter of course. For example:

- Always keep cash properly secured. If you are aware that cash is insecurely stored, immediately inform the person responsible.
- Know the location of all alarms and fire extinguishers, and familiarize yourself with the proper procedure for using them, should the need arise.
- When you leave Professional Business Associates' premises, make sure that all entrances are properly locked and secured.

## **Smoking**

Smoke only in designated smoking areas. Please be courteous and concerned about the needs of your fellow employees and others. Please do not smoke in restricted areas.

Please remember to conform to our customer's smoking policies when working at a customer's site. All employees are expected to abide by this policy while at work.

## **Separation of Employment**

### **Termination**

Professional Business Associates operates under the principle of at-will employment. This means that neither you nor Professional Business Associates has entered into a contract regarding the duration of your employment. You are free to terminate your employment with Professional Business Associates at any time, with or without reason. Likewise, Professional Business Associates has the right to terminate your employment, or otherwise discipline, transfer, or demote you at any time, with or without reason, at the discretion of Professional Business Associates.

Professional Business Associates hopes and expects that you will give at least two (2) weeks' notice in the event of your resignation. Any accrued but unused vacation time will be paid out at the time of employment termination.

### **Insurance Conversion Privileges**

According to the federal Consolidated Omnibus Budget Reconciliated Act (COBRA) of 1985, in the event of your termination of employment with Professional Business Associates or loss of eligibility to remain covered under our group health insurance program, you and your eligible dependents may have the right to continued coverage under our health insurance program for a limited period of time at your own expense.

At your exit interview or upon termination, you will learn how you can continue your insurance coverage and any other benefits you currently have as an employee who is eligible for continuation. Consult your manager for additional details.

### **Exit Interviews**

In a termination situation, Professional Business Associates management would like to conduct an exit interview to discuss your reasons for leaving and any other impressions that you may have about Professional Business Associates. During the exit interview, you can provide insights into areas for improvement that Professional Business Associates can make. Every attempt will be made to keep all information confidential.

## **Return of Company Property**

Any Professional Business Associates property issued to you, such as product samples, computer equipment, keys, parking passes or company credit card must be returned to Professional Business Associates at the time of your termination. You will be responsible for any lost or damaged items. The value of any property issued and not returned may be deducted from your paycheck, and you may be required to sign a wage deduction authorization form for this purpose.

## **Workplace Policies**

This Human Resources Manual is designed to answer many of your questions about the practices and policies of Professional Business Associates. Feel free to consult with your manager for help concerning anything you don't understand.

### **Communications**

Successful working conditions and relationships depend upon successful communication. Not only do you need to stay aware of changes in procedures, policies and general information, you also need to communicate your ideas, suggestions, personal goals or problems as they affect your work.

In addition to the exchanges of information and expressions of ideas and attitudes which occur daily, make certain you are aware of and utilize all Professional Business Associates methods of communication, including this Human Resources Manual, bulletin boards, discussions with your manager, memoranda, staff meetings, newsletters, training sessions, and company e-mail and Internet.

You will receive other information booklets, such as your insurance booklets, from time to time. You may take these booklets home so that your family may know more about your job and your benefits.

In addition, you may receive letters from Professional Business Associates. There is no regular schedule for distribution of this information. The function of each letter is to provide you and your family with interesting news and helpful information which will keep you up-to-date on the events here at Professional Business Associates

### **Community Activities**

Professional Business Associates recognizes the importance of community participation. Our business is dependent upon the community for employees and for customers, and the community is dependent on our business for employment opportunities and for our products and services.

Professional Business Associates encourages and supports your participation in service activities that contribute to the community. We will allow you to take one (1) day of normal work time to participate in an approved community service activity each six (6) months. The time must be scheduled at least two (2) weeks in advance and approved by your manager.

Please provide your manager with a statement indicating the date and amount of time volunteered to the community organization. It would be interesting and helpful if you included the results of your activities and any photographs, quotes or other information so you can be acknowledged for your effort.

### **Company and Department Meetings**

On occasion, we may request that you attend a company-sponsored meeting. If this is scheduled during your regular working hours, your attendance is required. If you are a non-exempt employee, and attend a meeting held during your non-working hours, you will be paid for the time you spend traveling to and from the meeting as well as for time spent at the meeting.

### **Computer Software (Unauthorized Copying)**

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

The law protects the exclusive rights of the copyright holder and does not give users the right to copy software unless a backup copy is not provided by the manufacturer. Unauthorized duplication of software is a federal crime. Penalties include fines up to and including \$250,000, and jail terms of up to five (5) years.

### **Computers, Electronic Mail, and Voice Mail Usage Policy**

Professional Business Associates makes every effort to provide the best available technology to those performing services for Professional Business Associates. In this regard, Professional Business Associates has installed, at substantial expense, equipment such as computers, electronic mail, and voice mail. This policy is to advise those who use our business equipment on the subject of access to and disclosure of computer-stored information, voice mail messages and electronic mail messages created, sent or received by Professional Business Associates’ employees with the use of Professional Business Associates’ equipment.

This policy also sets forth policies on the proper use of the computer, voice mail, and electronic mail systems provided by Professional Business Associates.

Professional Business Associates property, including computers, electronic mail and voice mail, should only be used for conducting company business.

Incidental and occasional personal use of company computers and our voice mail and electronic mail systems is permitted, but information and messages stored in these systems will be treated no differently from other business-related information and messages, as described below.

## **Drug-Free Workplace Policy**

Professional Business Associates is a community in which responsibilities and freedoms are governed by policies and codes of behavior, including penalties for violations of these standards as stated in your Human Resources Manual. Professional Business Associates has a standard of conduct, which prohibits the unlawful possession, use, or distribution of illicit drugs and alcohol by employees on Professional Business Associates' site and/or client sites or as a part of Professional Business Associates' activities. Professional Business Associates will impose disciplinary sanctions on employees ranging from educational and rehabilitation efforts up to and including expulsion or termination of employment and referral for prosecution for violations of the standards of conduct. Each situation will be looked at on a case-by-case basis.

It is the goal of Professional Business Associates to maintain a drug-free workplace. To that end and in the spirit of the Drug-Free Workplace Act of 1988, Professional Business Associates has adopted the following policies:

1. The unlawful manufacture, possession, distribution, or use of controlled substances is prohibited in the workplace.
2. Employees who violate this prohibition are subject to corrective or disciplinary action as deemed appropriate up to and including termination.
3. As an ongoing condition of employment, employees are required to abide by this prohibition and to notify, in writing and within five (5) days of the violation, her/his manager of any criminal drug statute conviction they receive.
4. If an employee receives such a conviction, Professional Business Associates shall take appropriate personnel action against the employee up to and including termination.
5. Professional Business Associates provides information about drug counseling and treatment.

## **Gifts**

Advance approval from management is required before an employee may accept or solicit a gift of any kind from a customer, supplier or vendor representative. Employees are not permitted to give unauthorized gifts to customers or suppliers, except for certain promotional “premiums” (such as t-shirts, coffee mugs, pens or key chains) imprinted with the Professional Business Associates logo or sales information.

## **Personal Use of Company Property**

In some instances, employees may be allowed to borrow certain Professional Business Associates tools or equipment for their own personal use while on our premises. In no instance may this be done off our premises, or without prior management approval. You understand and agree that Professional Business Associates is not liable for personal injury incurred during the use of company property for personal projects. As a Professional Business Associates employee, you accept full responsibility for any and all liabilities for injuries or losses which occur, or for the malfunction of equipment. You are responsible for returning the equipment or tools in good condition, and you agree that you are required to pay for any damages that occur while using the equipment or tools for personal projects.

## **Use of Company Vehicle**

If you are authorized to operate a Professional Business Associates vehicle in the course of your assigned work or if you operate your own vehicle in performing your job, you must adhere to the following rules:

1. You must have a valid license for the type of vehicle you will be operating.
2. You must maintain weekly mileage reports.
3. You are responsible for following all the manufacturer’s recommended maintenance schedules to maintain valid warranties, and for following the manufacturer’s recommended oil change schedule.
4. Professional Business Associates provides insurance on company vehicles, however, you will be considered completely responsible for any accidents, fines, moving or parking violations incurred.
5. You must keep the vehicle clean at all times. You must also wash and vacuum the vehicle as often as necessary. You will be reimbursed for your reasonable expense of keeping the vehicle clean. Please retain any receipts for reimbursement.
6. Persons not authorized or employed by Professional Business Associates cannot operate or ride in a company vehicle.

7. Prior to operation of any company vehicle, your manager will train you on the appropriate steps to take if you are involved in an accident—filling out the accident report, getting names of witnesses and so on.

**Note:** Please see the Driver's License and Driving Record Policy in the “Employment” section of this Human Resources Manual for further information.

## **Violence in the Workplace Policy**

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

Acts or threats of violence include conduct which is sufficiently severe, offensive, or intimidating to alter the employment conditions at Professional Business Associates, or to create a hostile, abusive, or intimidating work environment for one or several employees. Examples of workplace violence include, but are not limited to, the following:

1. All threats or acts of violence occurring on Professional Business Associates’ premises, regardless of the relationship between Professional Business Associates and the parties involved.
2. All threats or acts of violence occurring off Professional Business Associates’ premises involving someone who is acting in the capacity of a representative of Professional Business Associates

Specific examples of conduct, which may be considered threats or acts of violence, include, but are not limited to, the following:

1. Hitting or shoving an individual.
2. Threatening an individual or his/her family, friends, associates, or property with harm.
3. Intentional destruction or threatening to destruct Professional Business Associates’ property.
4. Making harassing or threatening phone calls.

## **DRESS CODE**

Proper grooming and attire have a positive impact on the workplace. Dress and grooming of employees shall be clean, neat, and in a manner appropriate to their assignment and in accordance with the following standards:

1. Personnel are expected to dress in a manner that projects a professional image.
2. Style of clothing for males and females should always reflect a professional atmosphere and should not be a distraction to other employees.
3. Denim shall not be worn except for special occasions with the approval of your immediate supervisor.
4. Employee's hair shall neatly combed, clean and appropriately styled. It should not be a distraction to other employees.
5. Employees shall not wear visible body piercing jewelry except earrings in the ear.
6. Tattoos shall be covered at all times.
7. Department managers, at their discretion, can implement a "Business Casual Day" policy. However, employees should take into consideration their work activities for that day which includes client meetings both in and out of the office when deciding to participate.
8. Shoes shall be close-toed and of a professional nature. No athletic shoes, sneakers, flip-flops, or slippers may be worn.