

Employee Handbook

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Use this customizable PeopleGoal Employee Handbook template as an outline for your company's employee handbook. The document covers company and employee practices and policies and compensation and benefits.





## [This Company] Culture and Mission



Welcome to [this company]! Congratulations on your new career with us. We wish you every success in your time with us, and we hope that you feel at home here.

You may have noticed that [this company] supports a culture of effective teamwork and high performance. By hiring only the brightest minds and kindest hearts, [this company] creates a workforce that seamlessly connects to achieve its goals. At [this company], you'll never feel lost in the weeds. Our Department Managers ensure that each employee plays a fundamental role in the team.

[This company] is built on the hard work efforts of energetic self-starters with a passion for their careers. Employees of this company are encouraged to push new ideas and follow leads with zeal. During your tenure, you'll find that supervisors reward employees who foster creative and productive suggestions. The fast-paced environment in our offices guarantees that employees are never bored, but are frequently challenged.

Outside of the office, our team participates in fun events including charity marathons, escape room sessions, and TopGolf excursions. These events help to relieve stress and allow for a bonding environment for our staff. Fun events are generally paid for by the company, and are optional to attend (although we'd love to see you there).

Before you jump into the fun stuff, please review this Employee Handbook to understand some of the expectations [this company] has for our employees. This Handbook should also allow you to understand what you can expect from us during your time here. Your experience here will be challenging, enjoyable, and rewarding. We look forward to working with you, and welcome home!

# Company Practices and Policies

The Company Practices and Policies section of an employee handbook outlines the details of company practices and policies. Use this Company Practices and Policies section as part of the PeopleGoal Employee Template to explain recruitment practices, anti-discrimination practices, and diversity policies.

# Equal Employment Opportunity

[This company] is an Equal Opportunity Employer. The company policy of equal opportunity applies to employees, job applicants, and contractors. Our company provides hiring, promotion, and benefits to all employees regardless of race, color, age, sex (including sexual orientation, pregnancy or gender identity) ethnicity or nationality, religion, disability, or medical history. Employees, job applicants, and contractors are guaranteed equal opportunities throughout hiring, training, performance reviewing, and compensation processes.

The [Diversity Director] is responsible for guaranteeing diversity and inclusion practices are followed. Reasonable accommodations will be provided to employees or job applicants who need them for medical or religious purposes.

# Reporting Discrimination Internally

[This company] conducts regular trainings for hiring supervisors to combat biases and ensure compliance of company anti-discrimination practices in the workplace. However, if a job applicant feels as though they have been discriminated against, they should contact the [Diversity Director] immediately.

Managers, directors and other employees are required to respond appropriately to discrimination in the workplace. The [Diversity Director] is required to alert the [Human Resources Manager] and the [General Counsel] of alleged discrimination against job applicants, as appropriate. Investigative action must be taken by the [Diversity Director] and the [General Counsel] immediately and the job applicant must be notified of actions taken within 72 hours. Violation of the anti-discrimination policy, including failures to investigate, failures to notify, or failures to institute corrective or preventative measures, may result in suspension or termination.

Internal job applicants are discouraged from discussing an ongoing discrimination investigation or lawsuit with their department supervisors or other employees. Internal job applicants will not be punished for reporting discrimination, participating in a discrimination investigation, or for bringing a lawsuit to oppose discrimination. [This company] will protect the confidentiality of internal job applicants who report discrimination to the greatest extent possible.

Internal job applicants will be notified about the status of their complaint, provided with the results of a discrimination investigation, and informed of any corrective or preventative action that is taken.

# Recruitment and Selection

Our company seeks to recruit candidates with the best available skills or experience necessary to perform their duties. Every employee is valuable and contributes to the success of this organization. Recruitment and selection decisions are made by the [Department Manager] and [Human Resources Manager] on the basis of an applicant's skills and experience as well as an applicant's fit into the culture of the organization.

All job applicants are guaranteed equal opportunities throughout hiring processes. [This company] is an Equal Opportunity Employer and is committed to hiring of job applicants regardless of race, color, age, sex (including sexual orientation, pregnancy or gender identity) ethnicity or nationality, religion, disability, or medical history.

As new positions become available, both qualified internal and qualified external employees are invited to apply. Notices regarding available positions may be posted on [the PeopleGoal platform, LinkedIn, the company website, and on recruitment sites such as Indeed].

Internal and external applicants are treated equally for hiring purposes. Generally, the recruitment and selection process is handled in the following way:

- The applicant applies online through the applicant tracking system portal and completes a resume and two writing samples.
- Qualified applicants are invited to an initial in-person interview. (Please note: Applicants may be invited to more than one interview, either in-person, online, or via video chat.)
- Shortlisted applicants will be contacted and interviewed by a second manager.
- Background checks are run on suitable applicants.
- Managers consult with [Human Resources], and the [Human Resources Manager] will reach out with an official offer. The official offer will be in writing, and include details of the salary and benefits package.



# Conflict-of-Interest Policy

Conflicts of interest occur when an employee, contractor, or job applicant's personal interests may not align with company needs or interests. If an employee uses their position for personal gain, engages in activities that will increase competitor profits, or acts in ways that could compromise the company's legal position, these behaviors are considered conflicts of interest.

Conflicts of interest may also occur during the hiring process. To prevent conflicts in the hiring process, employees are not allowed to recommend family members for positions within their own departments. All job applicants must apply the same way, through the applicant tracking system platform, before being interviewed.

If an employee feels that a conflict of interest is likely to occur, that employee is instructed to discuss conflicts with [General Counsel]. [General Counsel] is responsible for monitoring potential conflicts in the workplace, and working to prevent them. In the event that conflicts cannot be prevented, employees are instructed to work with [General Counsel] to mitigate risks and exposure to the greatest extent possible.

In general, personal and financial interests should be kept entirely separate from activities that may oppose the company's interests. Violation of the conflict of interest policy may result in suspension or termination.

# Anti-Harassment Policy

Harassment is a form of employment discrimination that violates Title VII of the Civil Rights Act of 1964, the Age Discrimination in Employment Act of 1967, (ADEA), and the Americans with Disabilities Act of 1990, (ADA).

Harassment, as defined by this policy, is any unwelcome conduct that is based on race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information. Any harassment based on protected characteristics will not be tolerated in this workplace. Unlawful harassment may include offensive jokes, slurs, epithets, physical assaults or threats, intimidation, ridicule, mockery, insults, offensive objects or photographs, or interference with work performance. Employees who are affected by offensive conduct are considered the victims of harassment.

[This company] has allocated resources and staff time for harassment prevention efforts and works to assess harassment risk factors. As lead by the [Diversity Director], this company has taken steps to minimize the risk of harassment in the workplace including:

- providing a harassment prevention policy that is accessible to all employees;
- ensuring that employees have a confidential space to report harassment in the workplace;
- requiring regular anti-harassment training for all employees and managers;
- conducting regular climate surveys to assess and identify potentially problematic behavior in the workplace; and
- appointing a Diversity Director, tasked with implementing metrics for harassment response and prevention.

To report harassment in the workplace, an employee must contact the [General Counsel], and file a complaint in writing. The [General Counsel] is required to alert the [Human Resources Manager] of alleged harassment, as appropriate. Investigative action must be taken by the [General Counsel] and the [Human Resources Manager] immediately and the employee must be notified of actions taken within 72 hours. Any information that is gathered as part of a harassment investigation will be kept confidential to the greatest extent possible.

Managers, directors and other employees are required to respond appropriately to harassment in the workplace. Violation of the anti-harassment policy, including failures to investigate, failures to notify, failures to investigate objectively, or failures to institute corrective or preventative measures, may result in suspension or termination.

Employees will not be punished or retaliated against for reporting harassment, participating in a harassment investigation, or for bringing a lawsuit to oppose harassment. Additionally, employees who serve as witnesses to harassment are protected against punishment or retaliation. [This company] will protect the confidentiality of employees who report harassment to the greatest extent possible.

# Sexual Harassment

Sexual harassment is not tolerated in this workplace. It is unlawful to harass a person on the basis of sex. Unwelcome sexual advances, requests for sexual favors, and verbal or physical harassment of a sexual nature are considered sexual harassment. Offensive comments about an entire sex may be considered sexual harassment.

The process for reporting, investigating, and handling sexual harassment complaints is the same as the process for other types of harassment. To report sexual harassment in the workplace, an employee must contact the [General Counsel], and file a complaint in writing. The [General Counsel] is required to alert the [Human Resources Manager] of sexual harassment allegations, as appropriate. Investigative action must be taken by the [General Counsel] and the [Human Resources Manager] immediately and the employee must be notified of actions taken within 72 hours. Any information that is gathered as part of a sexual harassment investigation will be kept confidential to the greatest extent possible.

Employees will not be punished or retaliated against for reporting sexual harassment, participating in a sexual harassment investigation, or for bringing a lawsuit to oppose sexual harassment. Additionally, employees who serve as witnesses to sexual harassment are protected against punishment or retaliation. [This company] will protect the confidentiality of employees who report sexual harassment to the greatest extent possible.

# Diversity and Inclusion Practices

We are committed to creating an equitable workplace where diverse life experiences are respected and valued. [This company] sees diversity and inclusion paramount to the mission of our organization. Our company provides promotion, compensation, and benefits to all employees regardless of race, color, age, sex (including sexual orientation, pregnancy or gender identity) ethnicity or nationality, religion, disability, or medical history. Employees and contractors are guaranteed equal opportunities throughout their tenure with [this company].

Diversity and inclusion are defined differently globally. At [this company], 'diversity' refers to the representation of individuals with differing races, colors, ages, sexes, ethnicities or nationalities, religions, disabilities, and medical histories. 'Inclusion' refers to the respect, consideration, and appreciation given to members of diverse backgrounds.

In order to promote both diversity and inclusion, and ensure equal opportunities to all staff, [this company] has taken the following measures:

- provided company documents in multiple languages and tactile writing systems, like Braille;
- modified company facilities for people with mobility challenges;
- guaranteed a generous parental leave policy for new parents of adoptive and biological children;
- allowed employees to submit requests for additional days of leave due to religious holidays;
- required sensitivity training for all senior employees and managers;
- implemented strong anti-discrimination procedures; and
- appointed a Diversity Director, tasked with ensuring diversity and inclusion in all company activities.

The voices of our employees should be heard. To make suggestions or discuss additional measures that could be taken to support diversity and inclusion in your department, contact the [Diversity Director]. The [Diversity Director] is responsible for ensuring that an equitable workplace is a reality for our staff. To report issues of non-compliance with the Diversity and Inclusion policy, contact the [Diversity Director] to file a complaint.

## Data Protection Laws

This company takes data protection very seriously. With the increasing ransomware attacks and data breach leaks, cyber security has never been more important than it is now. That's why our company has instituted a [Data Protection Officer] charged with monitoring and ensuring compliance with privacy laws.



# General Data Protection Regulation (GDPR)

As an American owned and operated company, [this company] is generally not subject to European data protection legislation such as the GDPR. However, if we opt to work with, employ, or collect data from any persons based in the European Union or European Economic Area, the following rules apply.

Any company that holds any data on European Union citizens, or European Union based persons, from personal information such as credit cards numbers to even a simple a photo of the citizen, is subject to GDPR. For this reason, we frequently assess what data we possesses, where and how it's retained, and set legally defensible policies for how that data will be collected, managed, and destroyed. Each department has appointed a [Data Protection Officer] charged with performing a Privacy Impact Assessment and managing this information.

GDPR is designed to protect every EU citizen's personal data. [This company] works to ensure security of data through data backup, early protection, preventative monitoring, spam filters, and employee awareness training. Employees of this company that reside or work in the European Union are allowed to request copies of their data at any time.

The [Data Protection Officer] is responsible for documenting and reporting the details outlined in this section. The [Data Protection Officer] is also responsible for monitoring customer and consumer facing websites for privacy policy compliance.

# California Privacy Laws

As an American owned and operated company, [this company] is subject to California's privacy laws including the California Consumer Privacy Act and the California Online Privacy Protection Act. We strive to comply with these laws and protect the data of citizens.

The California Consumer Privacy Act affords California residents an array rights, including the right to be informed about what kinds of personal data companies have collected and why it was collected. The law stipulates that consumers have the right to request the deletion of personal information, opt out of the sale of personal information, and access the personal information in a "readily useable format" that enables its transfer to third parties without hindrance. This law comes into effect in 2020, and the [Data Protection Officer] will ensure that our company is compliant by that date.

The California Online Privacy Protection Act (CalOPPA) is a California law with national reach. CalOPPA applies to any person or entity that owns or operates a commercial website or online service that "collects and maintains personally identifiable information from a consumer residing in California who uses or visits" said website or online service. CalOPPA does not apply to Internet service providers or similar entities that transmit or store personally identifiable information for a third party. CalOPPA generally requires that a privacy policy is displayed conspicuously on our company's website. We are compliant with this regulation and the [Data Protection Officer] will ensure that we continue to be in compliance.

The [Data Protection Officer] is responsible for documenting and reporting the details outlined in this section. The [Data Protection Officer] is also responsible for monitoring customer and consumer facing websites for privacy policy compliance.

# Employee Practices and Policies

The Employment Practices and Policies section of an employee handbook outlines the details of employment practices and policies associated with a company. Use this Employment Practices and Policies section as part of the PeopleGoal Employee Template to explain expected work hours, job performance expectations, and define employee classification.

## Work Schedule and Working Hours

[This company] normally operates from [Monday to Friday] between [9 AM to 7 PM EST]. [Full-time salaried] employees may arrive at work between [9 AM and 10 AM EST] on normal workdays.

[Hourly employees] generally work [Sunday through Saturday] between [10 AM and 9 PM EST]. Hourly employees will follow their shift schedule as needed. Hourly employee schedules are subject to frequent change. Always check with your [Department Manager] to ensure your schedule from week to week.

# Employee Classification

## **Exempt Employee**

Full-time, salaried employees are exempt if they also meet the qualifications for exemption from overtime requirements mandated by the Fair Labor Standards Act.

Employees who are unsure of their status as an exempt or non-exempt employee should contact the [Human Resources Manager].

## **Non-Exempt Employee**

Hourly employees are non-exempt if they do not meet the qualification for exemption from the overtime requirements mandated by the Fair Labor Standards Act. Non-exempt employees must keep an accurate record of hours worked. [This company] will compensate non-exempt employees in accordance with state and federal laws and regulations.

The federal minimum wage is \$7.25 per hour. Hourly employees of [this company] will receive [\$7.25 per hour] unless otherwise agreed by contract.

Employees who are unsure of their status as an exempt or non-exempt employee should contact the [Human Resources Manager].



# Attendance

Attendance is a standard measure of job performance. Punctuality and regular attendance is expected of all employees. Employees with excessive unexcused absences or repeated tardiness may be subject to a negative performance review or termination of employment.

Attendance will be discussed at performance reviews in an attempt to measure an employee's commitment to position, and to determine if they are well suited for the position they hold.

All absences must be reported to the [Human Resources Manager] and the [Department Manager], and recorded on the [PeopleGoal platform]. When reporting an absence, please specify the nature of the absence and whether vacation days or paid time off (PTO) will be used.

## Office Health and Safety

A safe work environment is integral to our company's mission. Compliance with the health and safety policy of this company is mandatory, and helps to support our mission. All employees are individually and collectively responsible for maintaining a safe work environment. [Department Managers] are expected to appoint a [Department Safety Assistant]. The [Department Safety Assistant] is responsible for ensuring that employees understand and adhere to department-specific health and safety policies.

# Appointing a Department Safety Assistant

[Department Managers] are responsible for supervising and taking corrective actions when employees do not follow health and safety rules. Therefore, [Department Managers] are expected to appoint a [Department Safety Assistant] who will ensure that employees comply with all relevant regulations and accepted standards and that work activities are performed in a safe and healthy manner.

The [Department Safety Assistant] is an appointed position. Employees that wish to take on this role may contact their [Department Manager] to request placement in this position. The [Department Safety Assistant] simply acts as a liaison between the department employees and the company. All policies, regulations, and procedures will be provided to the [Department Safety Assistant] who is expected to communicate these rules to employees. In an emergency, employees should yield their attention to the [Department Safety Assistant].

The [Department Safety Assistant] is not compensated for their additional role.

# Health

## **Bathrooms and Rest Areas**

Our bathrooms and rest areas are regularly checked for wet floors and hazards. Take care to ensure that there is no water or substance on the floor or other surface areas that may cause harm.

## **Smoking**

Smoking is not permitted inside of the office. Employees who choose to smoke must do so outside. If employees choose to smoke outside, they must stay at least 30 feet away from the entrance of the building.

## **Exercise**

Employees who spend the majority of their workday at their desks should take breaks from typing or sitting at their desks for ten minutes every two hours. These exercise breaks are intended to prevent medical risks such as carpal tunnel, blurred vision, or blood clots.

## **Safety**

General safety protocols should be followed in the office. Do not run in the office, particularly on wet or slick surfaces. Ensure that all passageways are clear and free of cords and debris. Pay close attention to possible hazards on staircases. Be careful when using sharp tools like scissors or staplers.

## **Equipment**

Office equipment is regularly inspected by [Department Managers] for safety and sturdiness. However, if an employee notices office equipment is unsafe they should contact their [Department Managers] who is responsible for promptly ordering safer equipment or having older equipment repaired.

## **Animals**

Animals are only permitted in office spaces with the permission of the [Department Manager]. This policy does not apply to service animals. If employees require service animals, they must notify the [Human Resources Manager], who will inform the [Department Manager] of the service animal of the permission. [The company] will not be responsible or liable for the behaviors of animals in the workplace, and any employee who brings an animal into the workplace is solely responsible for the behaviors of that animal.

# Health

## Heaters

Space heaters are permitted in the workplace. If space heaters are used, they must be completely unplugged before an employee walks away from their desks.

## Emergency Response Protocols

The [Department Safety Assistant] is responsible for communicating the locations of emergency exits, emergency response equipment, and shelter-in-place facilities to all employees. In addition to maps highlighting these emergency response locations, all employees will be required to attend a one-day emergency response seminar led by the [Department Safety Assistant] each year.

If an employee is injured at work, they must notify the [Department Safety Assistant] immediately. At the end of each year, the [Department Safety Assistant] will report numbers of on-the-job accidents and injuries to the [Human Resources Manager].





# Meal and Break Periods

There are no federal laws requiring specific times for lunch or breaks. However, [this company] allows break periods. Employees are free to choose how to spend their break period and may use their break periods to have meals, either on or off campus. Break periods may also be used to take personal meetings away from the office.

## **Meal Breaks**

All employees are entitled to a [30-minute] meal break for every four hours of work. There are no other requirements regarding when meal breaks must be taken. Meal breaks can't be combined to form a single [one-hour] meal break. Meal breaks will generally apply to full-time, salaried employees, but hourly employees may be entitled to meal breaks if they work multiple shifts.

## **Restroom Breaks**

All employees are entitled to reasonable toilet breaks. Restroom breaks may be taken whenever an employee needs them. Individual restroom breaks should not last longer than 20 minutes. If longer breaks are needed for health reasons, please contact your [Human Resources Manager].

## **Breastfeeding Breaks**

All employees who are nursing their child up to one year after the child's birth are allowed breaks to express milk. [This company] provides lactation rooms for employees who need to pump or express milk during their workday. Breastfeeding breaks are not limited. However, [the company] does expect that employees will take reasonable break times. The right to take breaks to express milk is mandated by the Fair Labor Standards Act. If an employee is prevented from expressing milk at reasonable intervals, the employee should report this violation to the [General Counsel] in the office.

# Meal and Break Periods

## **Affect On Working Hours**

Meal breaks that are taken away from the office require prior notice to an employee's team. Some teams must coordinate their mealtimes in order to ensure availability. If coordination is necessary, employees will be directed by their [Department Managers]. Breaks will not count against your overtime. Meal, restroom, and breastfeeding breaks are included in your working hours and are paid.

## **Working During Break Periods**

Our company does not expect employees to work on break periods. If employees choose to work through a break, they may do so. However, additional compensation is not offered for working on break periods.

## **Laws Regarding Break Periods**

There are no federal laws regarding meal or break periods. Nonetheless, [this company] will respect all state and local laws regarding break periods.

## Dress Code

The office is a professional setting and professional business attire is required. [The company] expects that both men and women adhere to a professional dress code. On a normal day, employees are expected to wear pant or skirt suits. All employees are expected to demonstrate good judgment when selecting work attire. Clothing should not reveal much skin, cleavage, or other body parts.

Jeans, flip-flops, sandals, or uncollared shirts are prohibited. On casual dress days, it is acceptable to wear khakis with collared shirts or slacks and skirts with uncollared blouses. Under no circumstances is clothing with writing permitted. Brand logos on clothing are allowed, permitting that they are not offensive.

# Internet and Social Media

Social media, which may include apps like Snapchat or Instagram, or other Internet networking applications like Facebook, should not be used during work hours except as it relates to business. Employees who spend inappropriate amounts of time on personal social media accounts during work hours will be subject to poor performance reviews.

Although social media should not be used at work, employees are expected to handle their personal social media accounts appropriately outside of the office. Employees should always work to ensure that their personal accounts clearly state that their views do not represent our organization. Employees should never share any intellectual property, or the status of any of their assignments on social media.

When representing the company, employees should always be respectful and avoid speaking in specifics about their work. Employees should never post discriminatory, offensive, or other illegal language on social media. Employees must always correct or remove statements posted to their social media that are made on behalf of the company

# Relationships

[The company] does not prohibit personal relationships between employees of the same level. However, this company prohibits relationships between junior and senior employees. Employees are expected to maintain professionalism in the workplace regardless of the status of their relationship.

In the event that employees begin a new relationship, the [Human Resources Manager] must be notified. The [Human Resources Manager] may ask employees to fill out a waiver that establishes the nature of the relationship and a start date for the relationship.

During work hours, employees are expected to behave in a way that does not distract colleagues from their duties, take away from work hours, or create a hostile work environment. Employees that exhibit inappropriate behavior in the workplace may be subject to disciplinary action.



# Workplace Visitors

## Workplace Visitors

Workplace safety is very important to us. As employees receive visitors on the premises, [our company] wants to ensure that visitors are not a threat to the workplace, do not distract from workplace focus, and are not exposed to danger. All visitors are required to register their entrance at the [reception desk].

## Personal Visitors

Employees who receive personal visitors must greet their visitors and stay with personal visitors throughout their visits. Personal visitors are allowed in the [lobby or in restroom areas] without an escort. Inappropriate behavior by personal visitors, including engaging in offensive speech, causing disruption in the workplace, or stealing company property, will not be tolerated. Personal visitors that behave inappropriately may be asked to leave the premises.

## Professional Visitors

Occasionally, clients, contractors, or service vendors may need access to the office. [The receptionist] is responsible for receiving clients, contractors, or service vendors and ensuring that they are safely escorted to the proper place. [The receptionist] is also responsible for handling all of the deliveries that are brought to the office, and ensuring that they are properly stored and given to the correct person.

## Solicitation Visitors

Visitors that enter the property in order to solicit sales or gather donations are only allowed as personal visitors. For example, children of employees that would like to collect donations or make sales may be permitted in the workplace. Permission for solicitation must be granted by the [Department Manager].

# Job Performance and Performance Reviews

## Performance Improvement

[The Company] creates a high-performance culture by supporting the achievement of our employees and managers. In order to support achievement, underperformance is addressed so that employees have a chance to improve their performance.

Employees are responsible for ensuring that they understand and perform their roles at a high level, actively engaging with their managers to improve their performance, and focusing on improvement on a day-to-day basis. Managers are responsible for ensuring that the required performance standards are clearly communicated and understood by employees, addressing underperformance by staff, and maintaining a reasonable workload for staff.

When a [Department Manager] sees fit to discuss an employees' underperformance, the [Department Manager] must submit a request to the employee for a meeting. Requests must be presented to employees 5 working days before they are required to attend. The request must include the date, time, and place of the meeting, detail specific performance concerns, and detail any potential outcomes of the meeting.

During the meeting, the employee and [Department Manager] are expected to review the expectations of the employees' role, detail support and training strategies to improve the employees' performance, and determine an outcome of the meeting. A report containing the specifics of the meeting must be drafted by the [Department Manager], and presented to the [Human Resources Manager].

Six weeks after the performance improvement meeting, the employee is expected to meet with the [Department Manager] a second time to evaluate progress. Employees will be categorized in three ways – with satisfactory improvement, partial improvement, or insufficient improvement. Employees categorized as showing satisfactory improvement have been assessed as showing significant improvement and achievement, and, therefore, no further action is necessary. Employees categorized as showing partial improvement will require further review and additional meetings to improve performance. Employees categorized as showing insufficient improvement may be subject to termination by discharge. Employees that have showed partial improvement, and require a second meeting, have a right to be accompanied by a representative.

If an employee would like to appeal a request for a performance improvement meeting, or the outcome of a performance improvement meeting, the request should be made to the [Human Resources Manager]. The [Human Resources Manager] must obtain all work files and review a complaint form from the [Department Manager] regarding the employees' underperformance. The [Human Resources Manager] will determine how to proceed. Employees who are subject to more than two performance improvement meetings in a one year period, may be subject to termination by discharge.

# Job Performance and Performance Reviews

## Performance Reviews

Performance reviews are used to monitor employee growth and satisfaction as well as to express company needs and objectives for the upcoming year. The purpose of a performance review is to provide an opportunity to develop through professional activities, open a regular and meaningful conversation between the company and its employees, and to identify documented performance plans. This company uses [a human resources platform] so that employees and managers can keep track of company goals. To view information regarding future or past performance reviews, check the [human resources platform].

## Special Performance Review

Special performance reviews are an informal opportunity for the [Department Managers] to commend employees or teams for their performance results. These performance reviews may be held in person or in writing. The purpose of special performance reviews is to issue a one-time reward to employees who have been 'exceptional' in their departments. For example, if an employee works as part of a team and exhibits more than what is required from them, a special performance review may take place.

'Exceptional' employees perform additional duties, set positive examples for others, and regularly exceed company targets. If an employee demonstrates the exceptional standard by:

- Taking the lead on new assignments;
- Showing up early to company meetings;
- Maintaining a positive attitude under pressure;
- Increasing department revenue; and
- Bringing positive attention to the department through their work product.

Special performance reviews may result in the award of a one-time bonus. These reviews differ from Annual Performance Reviews, as they do not take place at regular intervals. Special performance reviews, and the associated bonuses, are limited to once a year. The [Executive Director] of [the company] is responsible for reviewing the work of all supervisors. Work reviews for other staff are the responsibility of the appropriate supervisor.

For more information about one-time special performance bonuses for employees, see the One-Time Bonuses section of the employee handbook.

# Job Performance and Performance Reviews

## Annual Performance Review

Annual performance reviews are a formal opportunity for [Department Managers] and employees to exchange observations about the working relationship over the previous year. These performance reviews must be held in person, and documented in writing. The purpose of the review is to have an open and honest discussion regarding employee and department performance.

During the annual performance review, the [Department Manager] is expected to evaluate the standard set by the prior year, set goals for the oncoming year, and determine whether an employee has earned an annual bonus. [Department Managers] are expected to review the quality of an employee's performance, attendance, dependability, and attitude. Employees may make suggestions for improving the working relationship. Needs of [the company] must be communicated clearly by [Department Managers] and other supervisors.

In preparing for the review meeting, employees should understand that their [Department Manager] may review documentation and notes of past performance discussions, performance expectations based on job description, records of compliments and complaints made for/against the employee in the previous year, and sample work products from the employee.

For more information about annual bonuses for employees, see the Annual Bonuses section of the employee handbook.

# Termination of Employment

Employees may leave the company due to resignation, retirement, downsizing or layoffs, or discharge. When an employee is dismissed from their job, either voluntarily or involuntarily, the employee is considered terminated.

## **Resignation**

Employees who resign are considered voluntarily dismissed. Any employee that plans to resign from their position with [the company] must give reasonable notice of their intention to leave. Sufficient notice must be given to the [Department Manager] and the [Human Resource Manager] so that they may work to replace the employee, to process final salary payments, and to address other administrative needs.

## **Retirement**

Employees who retire are considered voluntarily dismissed. [This company] allows employees over the age of 60 who have had at least five years of benefits-eligible employment to retire. For more details about specific retirement benefits packages, contact the [Human Resources Manager].

# Termination of Employment

## Downsizing and Layoffs

In the unlikely event that it is necessary to terminate an employee's position or reduce their hours because of funding changes, the termination or reduction is considered a layoff. Employees that will be laid off will be given notice to the greatest extent possible, usually no less than thirty days. All notices of downsizing or layoffs will be issued formally, in writing and distributed by the [Human Resources Manager].

An employee that is subject to a layoff may apply and be considered for employment in other departments with [the company]. However, an employee's experience with this company does not guarantee a job offer or an interview.

Downsizing and layoffs are the decision of [senior management] at [the company]. Choices are made anonymously based on a variety of factors including the immediate need for the position, an employee's performance history, and the salary expectations of the position. Before eliminating positions, [senior management] is advised to review the work product of individuals in a layoff group and create a layoff plan.

A layoff plan will be provided to the all affected employees. The plan will include information relating to the effective date of the layoff, the positions affected, and will contain contact details for the [Human Resources Manager] so that affected employees may be advised of layoff details.

Following a layoff, the position is expected to go unfilled for [at least one year]. Solely senior managers of the company determine layoffs. The normal employee payment schedule will not apply during a period of company layoffs. This does not mean that employees will not be paid. However, there is a possibility that paychecks may not be issued during a period of layoffs. After leaving the company, medical benefits may still extend while an employee looks for other work. Laid off employees may be directed to use the Consolidated Omnibus Budget Reconciliation Act (COBRA) to provide continued medical benefits under these circumstances.

Employees that are terminated due to downsizing or layoffs are required to turn in all company property, submit their badges and access passes, and remove any company intellectual property from their personal devices. It is the responsibility of the [Department Manager] to ensure that the layoff protocol for returning company property is followed.

For more details about the effects of downsizing and layoffs, contact the [Human Resources Manager].

# Termination of Employment

## Discharge

Employees are considered involuntarily dismissed if they are discharged by [the company] for cause. A good faith effort to address the issues relating to discharge will be made and only in serious cases will discharge occur without prior notice. [Department Managers] must contact the [Human Resources Manager] before taking any actions relating to employment, and the [Human Resources Managers] must approve of employee discharge in advance.

Causes that may trigger involuntary termination include, but are not limited to:

- Performance deficiencies;
- Poor work performance and failure to perform assigned duties;
- Insubordination;
- Refusing to work the agreed upon hours;
- Criminal actions;
- Breach of confidentiality;
- Dishonesty; and/or
- Theft.

Discharged employees are not entitled to salary, benefits, or medical care sponsored by the company. Employees that are discharged are required to turn in all company property, submit their badges and access passes, and remove any company intellectual property from their personal devices. It is the responsibility of the [Department Manager] to ensure that the discharge protocol for returning company property is followed.

# Employee Compensation and Benefits

The Employee Compensation and Benefits chapter of an employee handbook outlines the details of the compensation and benefits for employees. Use this Employee Compensation and Benefits chapter as part of the PeopleGoal Employee Handbook Template to explain payroll, benefits, and compensation status to your workers. Costs and details of health benefits are not included in the Employee Compensation and Benefits section, please see the benefits enrollment document for that information.





# Payroll

## Pay Days

Salaries and wages for all employees are paid on the [15th and last days of each month], except when those days fall on a weekend or holiday, in which case salaries and wages will be paid on [the preceding work days].

## Recording Work Time

In order to ensure that the correct payment amounts are made in a timely manner, employees are expected to report and record their time worked. [Hourly employees] are expected to record work time on the [PeopleGoal platform]. Time cards must be submitted electronically at the end of each period. [Full-time, salaried employees] are expected to record their time on an exception basis, which means that they are only required to record their time off on the [PeopleGoal platform].

## Payroll Deductions

Payroll deductions are amounts withheld from an employee's salary and wages by [the company]. Employees must complete all applicable forms necessary for deductions as required by law; such forms include the federal W-4. If an employee does not complete the proper forms, e.g., the federal W-4, then deductions will be made in accordance with applicable law. Prior to the release of any payroll earnings or compensation, employees must file a federal and state withholding allowance certificate. Deductions are withheld no matter how many hours an employee has worked. There are two types of payroll deductions: mandatory and voluntary.

Mandatory deductions refer to the payroll deductions all employers must withhold as required by government agencies. [This company] withholds [state income tax, federal income tax, Medicare, Social Security, local income tax, federal insurance contributions act (FICA) contributions, garnishments, tax levies, and wage orders]. [The company] also has a government-mandated obligation to automatically withhold child support payments, if the need applies.

Voluntary deductions refer to the payroll deductions employers withhold at the employee's request. [This company] will withhold deductions for [life insurance, 401(k) plans, housing loans, loan forgiveness, medical or dental insurance, health savings accounts, payroll advances and voluntary wage repayments] at the request of the employee. If an employee is interested in participating in voluntary deduction withholding, the employee must notify the [Payroll Department] upon signing their work contract.

# Payroll

All payroll deductions will be itemized and presented to employees with their paychecks. The [Payroll Department] is solely in charge of withholding the correct amounts from employee paychecks. Improper deductions are expressly prohibited. Improper deductions may include:

- Deductions for absences caused by the company or by operation requirements of the company
- Deductions made during a time when work is not available even though the employee is ready, willing and able to work
- Deductions for partial-day absences
- Deductions for three days of pay because the employee's absence results from jury duty obligations

Please note: Exempt employees are paid on a salary basis, with only limited deductions for specific reasons permitted by local, state or federal law. For more information regarding employee classification, see the Exempt Employee section of the employee handbook.

If you have questions regarding payroll deductions under federal labor law, contact the [Payroll Department] or the U.S. Department of Labor, Wage and Hour Division for clarification. If an employee observes an error, it is the employee's responsibility to notify the [Payroll Department] immediately so that the issue may be corrected.



# Payroll

## Payroll Advances

Payroll advances are available to all [full-time, salaried] employees if they meet the required conditions. Payroll advances are deducted from the employee's [immediate next] paychecks.

Employees may request an advance on their salaries or wages if they [have been employed for the mandatory probation period, have not asked for a payroll advance more than once in the past year, and have a legitimate reason to ask for an advance]. Payroll advances may be repaid in installments over the following [three months]. Any repayment terms exceeding [three months] will be charged interest at [1 percent over the prime rate].

The maximum payroll advance is [one month's pay]. If more than [one month's] pay is needed, employees should contact the [Human Resources Manager]. The [Human Resources Manager] may suggest that the employee take an employer-sponsored loan rather than a payroll advance, depending on the case. Employees may not take more than two advances in any fiscal year. Advances will not be granted to employees who have other outstanding company-sponsored loans.

If an employee is terminated or resigns before a payroll advance has been repaid, then the payroll advance repayment is due immediately. Failure to repay a payroll advance will result in legal penalties.

In order to request a payroll advance, employees must submit [a written request] to the [Human Resources Manager]. All repayment terms must be approved by the [Human Resources Manager] and by the [Accounting Department Manager]. Approved repayment terms should be established in writing and signed by the employee requesting the advance, the [Human Resources Manager] and the [Accounting Department Manager].

Please note: The pay advance policy does not apply to medical hardship or emergency loan policies. This policy is meant to comply with state wage deduction laws, but may not apply in every state. Always ensure that repayment plans are in compliance with state and federal wage deduction laws.

# Payroll

## Workers' Compensation

Workers' compensation provides payment of medical expenses and partial payment of salary or wages in the event of a work-related accident or illness. Employees of [this company] are covered by workers' compensation insurance, which is funded by [the company]. If you are injured on the job, notify the [Human Resources Manager] as soon as possible. Failure to notify the [Human Resources Manager] of work-related accidents or injuries may result in a delay of workers' compensation benefits.

Each state has its own requirements regarding workers' compensation. The [Human Resources Manager] will work with you to determine the amount of benefits payable to you in accordance with the severity of your illness or injury, and in compliance with state regulations. Speak with the [Human Resources Manager] to learn more about workers' compensation benefits.

## Overtime Compensation

The federal minimum wage is \$7.25 per hour. Hourly employees of [this company] will receive [\$7.25 per hour], unless otherwise specified in the work contract. Covered non-exempt employees will receive overtime pay for hours worked over 40 hours per workweek, at a rate of [not less than one and one half times] the regular rate of pay. On holidays or weekends, the overtime rate increases to two times the employee's regular rate of pay.

Some employees are exempt from pay for overtime work. Exempt employees are not covered by the federal minimum wage because they are paid at least \$23,600 per year, they are paid a regular salary, and they perform exempt job duties such as administrative work. Although exempt employees are not entitled to overtime pay, exempt employees will have their overtime hours limited to [5 hours per week] as per company policy.

Employees who are unsure of their status as an exempt or non-exempt employee should contact the [Human Resources Manager].

Non-discretionary annual bonuses must be calculated as overtime pay. See Annual Bonuses for more information.

# Payroll

## Bonuses

Bonuses are available to all [full-time and hourly] employees if they have been employed by [the company] or contracted with [the company] for [two or more years]. The bonus policy may be changed at any time. If the bonus policy is changed, the [Human Resources Manager] will distribute the new policy [three months before] the new policy takes effect.

There are two types of bonuses: discretionary and non-discretionary. Discretionary bonuses, like performance-related bonuses, are not guaranteed by [this company]. Non-discretionary bonuses, like annual bonuses, are guaranteed by [this company].

In compliance with federal regulations, non-discretionary bonuses must be calculated as overtime pay. All bonuses are subject to local, state, and federal taxes.

## One-Time Bonuses

[This company] will award a one-time bonus to 'exceptional' employees at the discretion of the [Department Manager]. 'Exceptional' employees perform additional duties, set positive examples for others, and regularly exceed company targets. To issue one-time bonuses [Department Managers] must refer a recommendation to the [Human Resources Manager], who will coordinate with the [Accounting Department]. The [Human Resources Manager] will confirm a one-time bonus in writing. [Department Managers] should not guarantee one-time bonuses to employees before receiving confirmation from the [Human Resource Manager].

For more information about one-time bonuses for exceptional employees, see the Performance Review section of the employee handbook.

# Payroll

## Annual Bonuses

Non-discretionary annual bonuses are given at the end of each year for all [full-time, salaried] employees. These year-end bonuses are only issued if [the company exceeds its financial targets each quarter, and if the Chief Financial Officer approves of the bonuses].

Annual bonuses are only granted to employees who [have been employed with the company for every quarter in a financial year, are employed by the company at the time the bonus is issued, have not submitted their resignation, and have not received negative performance reviews during any quarter in the financial year].

The year-end bonus is directly linked to the financial success of the department each employee works in. Employees of departments that did not meet financial targets will receive an annual bonus of [3%]. Employees of departments that met, but did not exceed financial targets, will receive an annual bonus of [5%]. Employees of departments that exceeded financial targets will receive an annual bonus of [10%].

For more information about annual bonuses for employees, see the Performance Review section of the employee handbook.

# Leave

## **Paid Time Off**

Paid time off (PTO) is available to [full-time, salaried employees] of [this company]. The Fair Labor Standards Act does not require payment for time not worked. Per this company policy, [hourly employees] will not receive any PTO.

[Full-time, salaried employees] have [31 days] of PTO available. Employees can use PTO at any time, but unused PTO does not roll over to the following year. Please keep in mind that PTO does not include parental or sick leave.

All requests to use PTO must be submitted to the [Department Manager], and the [Human Resources Manager] at least [24 hours in advance].

## **Sick Leave**

Sick leave is available to [all employees]. Employees may take sick leave without advance notice. Sick leave may be used when employees are ill, are recovering from a sudden illness, are tending to an injury, or are receiving mental care.

General sick leave is limited, and employees who need time off for routine healthcare purposes, such as an annual checkup, should use their PTO. Employees have [12 days] of sick leave available. Sick leave can be used at any time, and unused sick leave rolls over to the following year.

In order to request sick leave, employees simply notify their [Department Manager] or the [Human Resources Manager] of the request. Employees should include information about how long they will be absent for in their request. If an employee needs to be out for [more than five consecutive days], then the employee must provide documentation of the illness including [medical certifications].

# Leave

Because the Family and Medical Leave Act cover the following circumstances, general sick leave is not available for circumstances including:

- the birth of a child and to care for the newborn child within one year of birth; or
- the placement with the employee of a child for adoption or foster care and to care for the newly placed child within one year of placement; or
- to care for the employee's spouse, child, or parent who has a serious health condition; or
- a serious health condition that makes the employee unable to perform the essential functions of his or her job; or
- any qualifying exigency arising out of the fact that the employee's spouse, son, daughter, or parent is a covered military member on "covered active duty".

## **Bereavement Leave**

All employees are entitled to [seven days] of bereavement leave per event. Bereavement leave is granted for the arrangement of funeral or memorial services, fulfillment of family obligations, mourning, and religious obligations resulting from a death.

If additional time is needed, requests can be made [in writing] to the [Human Resources Manager]. Upon requesting bereavement leave, proof of death is [not] required. However, employees are required to notify their [Department Manager] and the [Human Resources Manager] of bereavement leave as soon as possible.

## **Jury Duty**

All employees are entitled to leave for jury duty. Time taken for jury duty is not paid, unless an employee chooses to use their PTO.

In order to request leave for jury duty, employees must submit a copy of summons to the [Human Resources Manager] and notify their [Department Manager] of your impending absence.

If an employee is summoned for jury duty, but work obligations conflict with their ability to attend, they are advised to speak with the [Human Resources Manager]. The [Human Resources Manager] may send a request a postponement of an employee's jury duty to the court.



# Leave

## Parental Leave

Paternity leave or maternity leave, also called parental leave, is available for [all employees] that are expecting a new child. Parental leave include adoption leave, or any other leave associated with caring for a child.

Circumstances that may trigger parental leave include attending health-related appointments for a child or visiting a child's school for a meeting.

An employee's child must be under 18 years old in order for the employee to qualify for parental leave. In compliance with the Family and Medical Leave Act, qualifying parents may be eligible for up to 12 weeks of parental leave.

[This company] allows up to [12 weeks] of unpaid parental leave for parents of newborns, and an additional [12 weeks] of paid paternal leave for parents of newborns. [This company] only allows up to 12 weeks unpaid leave for adoptive parents of children.

Employees requesting long-term parental leave must give notice of the amount of leave requested at least [one month] in advance of the planned leave start date. For more information regarding parental leave, contact the [Human Resources Manager].

## Holidays

[This company] observes all federal holidays including, but not limited to, [Thanksgiving Day, Christmas Day, New Year's Day, Martin Luther King Day, Presidents Day, Easter, Memorial Day, Independence Day, and Labor Day].

If an employee would like to observe a religious holiday that is not observed by the company, the employee may take unpaid time off or use their PTO. Employees must inform the [Department Manager] and the [Human Resources Manager] if they plan to take time off to observe a religious holiday.

Employees are [not] expected to come in to work on holidays. If an employee or group of employees need to come in to work during a holiday, the [Department Manager] will give notice to the employee(s) at least [one week] before the holiday date.

# Leave

## Holiday Pay

Non-exempt hourly employees receive a regular hourly rate in addition to a premium for working on a holiday. Exempt employees earn an additional PTO day for working on a holiday.

## Vacation

Vacation time is only available to [full-time, salaried] employees. To qualify for vacation time, employees must have been employed by [the company] for at least 90 days. Employees that qualify for vacation time may take their vacation time during the remaining nine months of the first year of employment.

During the [first year] of employment, employees earn [two weeks, or 10 business days] of vacation time. For each following year, [employees earn an additional week of vacation time, up to six weeks, or 30 business days] worth of vacation time.

Vacation benefits must be used in the year in which the vacation time is earned. Unused vacation time does not roll over to the following years. Once an employee uses their vacation benefits, the employee will begin accruing vacation leave again from that date.

# Benefits

## Medical

[This company] proudly offers medical insurance to all [salaried, full-time employees] and to [eligible hourly employees]. Details of the plans employees can choose from should be contained in the [benefits documents] given to employees at the start of their tenure. Plans offered through this employer are only administered through health maintenance organizations (HMOs). A contribution for coverage will [not] be deducted from an employee's salary based on the benefit package selected. These plans are subject to change at [the company's] discretion. If plans or offerings change, employees will be notified at least [one month] in advance.

For more details about medical coverage, contact the [Human Resources Manager].

## Dental

This company does not offer dental health benefits.

## Vision

This company proudly offers a standard vision plan for all [salaried, full-time employees] and for [eligible hourly employees]. For more details about medical coverage, contact the [Human Resources Manager]. A contribution for coverage will [not] be deducted from an employee's salary. These plans are subject to change at [the company's] discretion. If plans or offerings change, employees will be notified at least [one month] in advance.

## Remote Working and Working From Home

This company proudly offers a standard vision plan for all [salaried, full-time employees] and for [eligible hourly employees]. For more details about medical coverage, contact the [Human Resources Manager]. A contribution for coverage will [not] be deducted from an employee's salary. These plans are subject to change at [the company's] discretion. If plans or offerings change, employees will be notified at least [one month] in advance.

# Benefits

## Remote Working and Working From Home

[This company] maintains a flexible remote working policy to reduce stress on workers. All office employees are allowed to work remotely or telecommute on [two Fridays of each month]. Employees can arrange the days that they work from home with their [Department Manager]. Working remotely should not affect employees' employment terms, compensation, or benefits.

Employees may opt to work from home if their jobs do not require physical presence, if the employee has been given a secure work computer, if the employee can manage team collaboration, and if the conditions of the alternative work place are suitable for remote work.

Occasionally, employees will be asked to work from home in the event of bad weather, abnormal commuting challenges, or during other emergencies. [Department Managers] are best suited to determine whether working from home is a feasible option for their teams. If employees are expected to work from home or work remotely, they will be notified by their [Department Manager] at least [12 hours in advance].

Please note: This section does not apply to employees who work remotely or work from home for medical reasons or as a result of an agreement with human resources.

## Disclaimer



The PeopleGoal Policies are general templates and should only be used as a basis for company policies. Please take into account all local, state, and federal laws when drafting your company's final policies. This is not a legal document or a contract, and PeopleGoal will not assume any legal liability associated with the use of this document.

