



National Youth Summer Camp Organization

POLICY MANUAL

Revised 12/1/2017

TABLE OF CONTENTS

SECTION 1 - INTRODUCTION

- 1.1 Changes in Policy
- 1.2 Employment Applications
- 1.3 Employment Relationship

SECTION 2 - DEFINITIONS OF EMPLOYEE STATUS

“Employees” Defined

SECTION 3 - EMPLOYMENT POLICIES

- 3.1 Non-Discrimination
- 3.2 Non-Disclosure/Confidentiality
- 3.3 New Employee Orientation
- 3.4 Probationary Period for New Employees
- 3.5 Office Hours
- 3.6 Lunch Periods
- 3.7 Break Periods
- 3.8 Personnel Files
- 3.9 Personnel Data Changes
- 3.10 Inclement Weather/Emergency Closings
- 3.11 Performance Review and Planning Sessions
- 3.12 Outside Employment
- 3.13 Corrective Action
- 3.14 Employment Termination
- 3.15 Safety
- 3.16 Health Related Issues
- 3.17 Employee Requiring Medical Attention
- 3.18 Building Security
- 3.19 Insurance on Personal Effects
- 3.20 Supplies; Expenditures; Obligating The Company
- 3.21 Expense Reimbursement
- 3.22 Parking
- 3.23 Visitors in the Workplace
- 3.24 Immigration Law Compliance

SECTION 4 - STANDARDS OF CONDUCT

- 4.1 Attendance/Punctuality
- 4.2 Absence Without Notice
- 4.3 Harassment, including Sexual Harassment
- 4.4 Computer Use
- 4.5 Public Image
- 4.6 Substance Abuse
- 4.7 Tobacco Products
- 4.8 Internet Use

SECTION 5 - WAGE AND SALARY POLICIES

- 5.1 Wage or Salary Increases
- 5.2 Timekeeping
- 5.3 Overtime
- 5.4 Paydays

SECTION 6 - BENEFITS AND SERVICES

- 6.1 Vacation Days
- 6.2 Personal Days
- 6.3 Sick Days
- 6.4 Record Keeping
- 6.5 Holidays
- 6.6 Jury Duty/Military Leave
- 6.7 Training and Professional Development

SECTION 7 - EMPLOYEE COMMUNICATIONS

- 7.1 Staff Meetings
- 7.2 Email Communication
- 7.3 Suggestion Box
- 7.4 Procedure for Handling Complaints

SECTION 8 - EMPLOYEE AGREEMENT AND SIGNATURE

- 7.1 Signature page to be returned

SECTION 1

INTRODUCTION

This Manual is designed to acquaint you with [Business Name], herein referred to as “the Company”, and provide you with information about working conditions, benefits, and policies affecting your employment.

The information contained in this Manual applies to all employees of The Company. Following the policies described in this Manual is considered a condition of continued employment. However, nothing in this Manual alters an employee’s status. The contents of this Manual shall not constitute nor be construed as a promise of employment or as a contract between The Company and any of its employees. The Manual is a summary of our policies, which are presented here only as a matter of information and mutual agreement.

You are responsible for reading, understanding, and complying with the provisions of this Manual. Our objective is to provide you with a work environment that is constructive to both personal and professional growth.

1.1 CHANGES IN POLICY

This Manual supersedes all previous employee manuals and memos that may have been issued on subjects covered in this Manual.

However, since our business and our organization are subject to change, we reserve the right to interpret, change, suspend, cancel, or dispute with or without notice all or any part of our policies, procedures, and benefits at any time. We will attempt to promptly notify all employees of these changes. Changes will be effective on the dates determined by The Company, and after those dates all superseded policies will be null.

1.2 EMPLOYMENT APPLICATIONS

We rely upon the accuracy of information contained in the employment application and the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

1.3 EMPLOYMENT RELATIONSHIP

You enter into The Company’s “at-will” employment voluntarily, and you are free to resign at any time for any reason or no reason. Similarly, The Company is free to conclude

its relationship with any employee at any time for any reason or no reason. All employees are considered "At Will" employees, as defined by State Statutes.

SECTION 2

DEFINITIONS OF EMPLOYEES STATUS

“EMPLOYEES” DEFINED

An “employee” of The Company is a person who regularly works for The Company on a wage or salary basis. “Employees” may include exempt, non-exempt, regular full-time, regular part-time, and temporary or seasonal persons, and others employed with The Company who are subject to the control and direction of The Company in the performance of their duties.

EXEMPT

Employees whose positions meet specific criteria established by the Fair Labor Standards Act (FLSA) and who are exempt from overtime pay requirements.

NON-EXEMPT

Employees whose positions do not meet FLSA criteria and who are paid one and one-half their regular rate of pay for hours worked in excess of 40 hours per week.

REGULAR FULL-TIME

Employees who have completed the 90 day probationary period and who are paid on a salary basis.

REGULAR PART-TIME

Employees who have completed the 30 day probationary period and who are regularly scheduled to work less than 40 hours per week.

TEMPORARY (FULL-TIME or PART-TIME)

Those whose performance is being evaluated to determine whether further employment in a specific position or with The Company is appropriate **or** individuals who are hired during specific seasons or to assist in the completion of a specific projects, often Summer or Holiday Camps. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status until they are notified of a change.

PROBATIONARY PERIOD FOR NEW EMPLOYEES

A new employee’s performance will be evaluated to determine whether further employment in a specific position or with The Company is appropriate. When an employee completes the probationary period, the employee will be notified of his/her updated status with The Company.

SECTION 3

EMPLOYMENT POLICIES

3.1 NON-DISCRIMINATION

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at The Company will be based on merit, qualifications, and abilities. The Company does not discriminate in employment opportunities or practices because of race, color, religion, sex, national origin, age or disability.

Employees with questions or concerns about discrimination in the workplace are encouraged to bring these issues to the attention of their supervisor. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in unlawful discrimination will be subject to disciplinary action, including termination of employment.

3.2 NON-DISCLOSURE/CONFIDENTIALITY

The protection of confidential business information and trade secrets is vital to the interests and success of The Company. Such confidential information includes, but is not limited to, the following examples:

- Compensation data
- Company Financial information
- Marketing strategies
- Business Operations
- Sales and Marketing processes
- Client records
- Conversations between any persons associated with The Company

All employees are required to sign a non-disclosure agreement as a condition of employment.

Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, ***including termination of employment and legal action***, even if they do not personally benefit from disclosing said information.

3.3 NEW EMPLOYEE ORIENTATION

Employees are presented with all codes, keys, manuals and procedures needed to navigate within the workplace. Much of a new employee's orientation and training will be completed on site and in person with their supervisor.

3.4 PROBATIONARY PERIOD FOR NEW EMPLOYEES

There is no probationary period for new employees unless stated in the employee's Position Agreement. Employees are held to The Company's standard of excellence on the first day of their employment.

3.5 OFFICE HOURS

The Company is open for business from 11:00am to 7:00pm Monday-Friday, Saturdays from 8:00am-12:00pm except for Holidays (See Section 6.7, Holidays). Scheduled employees are expected to be present and appropriately representing the company in manner and dress during normal business hours, or during the hours for which they are scheduled.

3.6 LUNCH PERIODS

Employees working more than 8 hour shifts will be doing so during Summer Camps. These employees will eat lunch at the same time as the children in the camps.

3.7 BREAK PERIODS

Because of the continual nature of the service we provide, The Company is not able to provide official break times from shifts.

3.8 PERSONNEL FILES

Employee personnel files include the following: job application, job description, résumé, records of participation in training events, salary history, records of disciplinary action and documents related to employee performance reviews, coaching, and mentoring.

Personnel files are the property of The Company, and access to the information is restricted. Management personnel of The Company who have a legitimate reason to review the file are allowed to do so.

Employees who wish to review their own file should contact their Supervisor. With reasonable advance notice, the employee may review his/her personnel file in the presence of their supervisor.

3.9 PERSONNEL DATA CHANGES

It is the responsibility of each employee to promptly notify their supervisor of any changes in personnel data such as:

- Mailing address
- Telephone numbers

- Name and number of dependents
- Direct Deposit information
- Individuals to be contacted in the event of an emergency.

An employee's personnel data should be accurate and current at all times.

3.10 INCLEMENT WEATHER/EMERGENCY CLOSINGS

At times, emergencies such as severe weather, fires, or power failures can disrupt company operations. The decision to close based on any of these situations will be made by Management/Owners.

During inclement weather, The Company hosts Snow Day Camps. If you are scheduled to work during a Snow Day Camp, inclement weather does not excuse you from your schedule shift.

During tornado and storm season, The Company can close unexpectedly. Employees should be up to date on weather conditions and stay in contact with their supervisor during storms.

When the decision is made to close, employees will receive notification from their supervisors. Time off from scheduled work due to emergency closings will be unpaid for temporary and part time employees.

3.11 EMPLOYEE PERFORMANCE REVIEW AND PLANNING SESSIONS

Supervisors will conduct performance reviews and planning sessions with all regular full-time and regular part-time employees regularly. Supervisors may conduct informal performance reviews and planning sessions more often if they choose.

Performance reviews and planning sessions are designed for the supervisor and the employee to discuss his/her current job tasks, encourage positive attributes, recognize challenges, and discuss approaches for meeting work-related goals. Together, the employee and supervisor will discuss ways in which the employee can accomplish goals or learn new skills. The planning sessions are designed for the employee and his/her supervisor to make and agree on new goals, skills, and areas for improvement.

The Company directly links wage and salary increases with performance. Your performance review and planning sessions will have a direct effect on any changes in your

compensation. For this reason among others, it is important to prepare for these reviews carefully, and participate in them fully.

3.12 OUTSIDE EMPLOYMENT

Employees may hold outside jobs in non-related businesses or professions as long as the employee meets the performance standards of their job description with The Company. Unless an alternative work schedule has been approved by The Company, employees will be subject to The Company's scheduling demands, regardless of any existing outside work assignments.

The Company's office space, equipment, and materials are not to be used for outside employment.

3.13 CORRECTIVE ACTION

The Company holds each of its employees to certain work rules and standards of conduct (see Section 4). When an employee deviates from these rules and standards, the employee's supervisor will take corrective action.

Corrective action at The Company is progressive. The action taken in response to a rule infraction or violation of standards typically follows a pattern increasing in seriousness until the infraction or violation is corrected, or the employee is terminated.

The usual sequence of corrective actions includes an oral warning, a written warning, and finally termination of employment. In deciding which initial corrective action would be appropriate, a supervisor will consider the seriousness of the infraction, the circumstances surrounding the matter, and the employee's previous record.

Though committed to a progressive approach to corrective action, The Company considers certain rule infractions and violations of standards as grounds for immediate termination of employment. These include but are not limited to: theft in any form, insubordinate behavior, vandalism or destruction of company property, "no-call no-shows", continued tardiness, being on company property during non-business hours, the use of company equipment and/or company vehicles without prior authorization, negative behavior towards The Company clients (especially children) untruthfulness about personal or work history, skills, or training, social interaction with The Company clients outside of business hours, accessing client information for non-business related purposes, divulging The Company business practices, and misrepresentations of The Company to a customer, a prospective customer, the general public, or an employee.

3.14 EMPLOYMENT TERMINATION

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are a few examples of some of the most common circumstances under which employment is terminated:

- **Resignation** – voluntary employment termination initiated by an employee.
- **Termination** – involuntary employment termination initiated by The Company.
- **Layoff** – involuntary employment termination initiated by The Company for non-disciplinary reasons.

When a part time or hourly wage employee intends to terminate his/her employment with The Company, he/she shall give The Company at least two (2) weeks written notice. Full time employees shall give at least four (4) weeks written notice.

Since employment with The Company is based on mutual consent, both the employee and The Company have the right to terminate employment at will, with or without cause.

Any employee who terminates employment with The Company shall return all files, records, keys, and any other materials that are property of The Company. No final settlement of an employee's pay will be made until all items are returned in appropriate condition. The cost of replacing non-returned items will be deducted from the employee's final paycheck. Any outstanding financial obligations owed to The Company will also be deducted from the employee's final check.

3.15 SAFETY

Safety is a top priority for The Company's employees, students, and spectators. The Company provides information to employees about workplace safety and health issues through regular internal communication such as:

- Training Sessions
- Team Meetings
- Emails
- Verbal Communication
- Other forms of communication

Each employee is expected to obey safety rules and exercise caution and common sense in all work activities. Employees are directly responsible for the safety of the students in our facility and are expected to take this responsibility extremely seriously. Employees must immediately report any unsafe conditions to their supervisor. Employees interacting with/instructing clients must clear all new activities with a supervisor before conducting them in class to assess their safety. Employees who place a client in jeopardy will be ter-

minated on the spot. Employees who violate safety standards, cause hazardous or dangerous situations, or fail to report, or where appropriate, remedy such situations, may be subject to disciplinary action including termination of employment.

In the case of an accident that results in injury, regardless of how insignificant the injury may appear, employees should notify their supervisor and complete an Incident Report.

3.16 HEALTH-RELATED ISSUES

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

A written “permission to work” from the employee’s doctor is required at the time or shortly after notice has been given. The doctor’s note should specify whether the employee is able to perform regular duties as outlined in his/her job description.

A leave of absence may be granted on a case-by-case basis. If the need arises for a leave of absence, employees should notify their.

3.17 EMPLOYEE REQUIRING MEDICAL ATTENTION

In the event an employee requires medical attention, whether injured or becoming ill while at work, management must be notified immediately. If it is necessary for the employee to be seen by the doctor or go to the hospital, a family member or a person listed in the employee’s Personnel File as an emergency contact will be called to transport the employee to the appropriate facility. If an emergency arises requiring Emergency Medical Services to evaluate the injury/illness of an employee on-site, the employee will be responsible for any transportation charges. The Company’s employees will not be responsible for transportation of another employee due to liabilities that may occur.

A physician’s “return to work” notice may be required.

3.18 BUILDING SECURITY

All employees who are issued keys to the office are responsible for their safekeeping. The last employee, or a designated employee, who leaves the facility at the end of the business day assumes the responsibility to ensure that all doors are securely locked, the alarm system is armed, thermostats are set on appropriate evening and/or weekend setting, and all appliances and lights are turned off with exception of the lights normally left on for security purposes. Failure to secure the building is unacceptable, and will result in disciplinary action, including possible termination. Employees are not allowed on The Company property after hours without prior authorization from a supervisor.

3.19 INSURANCE ON PERSONAL EFFECTS

All employees should be sure that their own personal insurance policies cover the loss of anything that could be lost or stolen at the facility. The Company assumes no risk for any loss or damage to personal property.

3.20 SUPPLIES; EXPENDITURES; OBLIGATINGATIONS

Only authorized persons may purchase supplies in the name of The Company. No employee whose regular duties do not include purchasing shall incur any expense on behalf of The Company or bind The Company by any promise of repayment without written approval.

3.21 EXPENSE REIMBURSEMENT

Expenses incurred by an employee must have prior approval by a supervisor. Reimbursements will be included in the employee's next regular paycheck. If the amount is more than \$25.00, the reimbursement may, at the employee's request, be processed as an invoice, or can be processed on the employee's paycheck. All completed reimbursement request forms should be turned in to management.

3.22 PARKING

Employees must park their cars in areas that will not impede customer and student parking. Typically this is as far back in the parking lot as possible. Do not park next to the building or on the first row.

3.23 VISITORS IN THE WORKPLACE

To provide for the safety and security of employees, visitors, and the facilities at The Company, only authorized visitors are allowed in the workplace. Employees may not have unplanned visits. Restricting unauthorized visitors helps ensure security, decreases insurance liability, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

3.24 IMMIGRATION LAW COMPLIANCE

The Company employs only United States citizens and those non-U.S. citizens authorized to work in the United States in compliance with the Immigration Reform and Control Act of 1986.

SECTION 4

STANDARDS OF CONDUCT

The work rules and standards of conduct for The Company are important, and The Company regards them seriously. All employees are expected to become familiar with these rules and standards. In addition, employees are expected to follow the rules and standards faithfully in doing their own jobs and conducting The Company's business. Please note that any employee who deviates from these rules and standards will be subject to corrective action, up to and including termination of employment (see Section 3.12, Corrective Action).

While not intended to list all the forms of behavior that are considered unacceptable in the workplace, the following are examples of rule infractions or misconduct that may result in disciplinary action, including termination of employment.

- Theft or inappropriate removal or possession of property;
- Falsification of timekeeping records (See Section 5.2, Timekeeping);
- Working under the influence of alcohol or illegal drugs (See Section 4.6, Substance Abuse);
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace (See Section 4.6, Substance Abuse);
- Fighting or threatening violence in the workplace;
- Boisterous or disruptive activity in the workplace;
- Negligence or improper conduct leading to damage of company-owned or customer-owned property or injury to another employee or client;
- Insubordination or other disrespectful conduct;
- Violation of safety or health rules;
- Smoking in the workplace;
- Sexual or other unlawful or unwelcome harassment (See Section 4.3, Harassment, Including Sexual Harassment);
- Excessive absenteeism or any absence without notice (See also, Section 4.1 Attendance/Punctuality and 4.2, Absence without Notice);
- Unauthorized use of telephones, or other company-owned equipment (See Section 4.4, Telephone Use);
- Using company equipment for purposes other than business (i.e. Facebook or personal Internet usage);
- Unauthorized disclosure of business "secrets" or confidential information;
- Violation of personnel policies; and
- Unsatisfactory performance or conduct.
- Social Interaction with clients outside of the business-client relationship and/or outside of business hours. This includes but is not limited to texting, email, phone, Social media, and in person communication. The Company takes the separation of employees and clients very seriously, and does not tolerate "blurring the line" between employees and clients. Employees are expressly forbidden from interacting with clients and family members of clients on all social media platforms.

4.1 ATTENDANCE/PUNCTUALITY

The Company expects that every employee will be regular and punctual in attendance. The Company takes punctuality **very seriously**. This means if your shift starts at 7am, your items are in your locker, your badge and appropriate clothing is on, and you are clocked in prior to (but no earlier than 10 minutes prior to) 7am. At 7am you must be in your assigned position, actively doing your assigned job. Absenteeism and tardiness places a burden on other employees and on The Company and will not be tolerated.

Employees are granted (2) Late Arrivals of up to 5 minutes late and (1) Late Arrival of 15 minutes or more per 6 months. Late Arrivals will be documented and tracked. Exceeding the given number of Late Arrivals will result in termination. Calling ahead of a late arrival is expected and appreciated, but does not relieve you of corrective action.

If you are unable to report for work for any reason, notify your supervisor before regular starting time. You are responsible for speaking directly with your supervisor about your absence. It is not acceptable to leave a message on a supervisor's voice mail, except in extreme emergencies. In the case of leaving a voice-mail message, a follow-up call must be made later that day.

If you need to change your schedule, ask your supervisor to determine if a temp/permanent schedule change is possible. Each request for change will be considered separately, in light of the employee's needs and the needs of The Company. Such requests may or may not be granted.

4.2 ABSENCE WITHOUT NOTICE

When you are unable to work owing to illness or an accident, you must notify your supervisor in a reasonable amount of time. This will allow The Company to arrange for temporary coverage of your duties, and helps other employees to continue work in your absence. If you do not report for work and do not notify The Company, you will be terminated.

If you become ill while at work or must leave for another reason before the end of the workday, you must secure permission from management. The absence will be counted against your Personal or Sick Days.

4.3 HARASSMENT, INCLUDING SEXUAL HARASSMENT

The Company is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally or socially protected characteristic will not be tolerated. The Company is committed to providing a completely neutral place for both employees and students.

If you believe you have been the victim of harassment, or know of another employee who has, report it immediately. Employees can raise concerns and make reports without fear of reprisal.

4.4 COMPUTER USE

The Company's computers and Wifi are intended for the use of serving our customers and in conducting The Company's business.

Personal usage during business hours is not allowed.

If an employee is found to be deviating from this policy, he/she will be subject to disciplinary action (See Section 3.12, Corrective Action).

4.5 PUBLIC IMAGE

A professional appearance is important anytime that you come in contact with customers or potential customers. Employees should be well groomed and dressed appropriately for our business and for their position in particular. Clean, pressed uniforms and/or company dress must be worn at all times.

Consult with management if you have any questions about appropriate business attire.

4.6 SUBSTANCE ABUSE

The Company is committed to providing a safe and productive workplace for its employees. In keeping with this commitment, the following rules regarding alcohol and drugs of abuse have been established for all staff members, regardless of rank or position, including both regular and temporary employees. The rules apply during working hours to all employees of The Company while they are on Company premises or elsewhere on Company business.

The manufacture, distribution, possession, sale, or purchase of controlled substances of abuse on The Company premises is prohibited.

Being under the influence of illegal drugs, alcohol, or substances of abuse on The Company premises is prohibited.

Working while under the influence of prescription drugs that impair performance is prohibited.

For Clarification:

Drug paraphernalia: Equipment, a product, or material that is used or intended for use in concealing an illegal drug, or otherwise introducing into the human body an illegal drug or controlled substance.

Illegal drug:

- a. Any drug or derivative thereof whose use, possession, sale, transfer, attempted sale or transfer, manufacture, or storage is illegal or regulated under any federal, state, or local law or regulation.
- b. Any drug, including – but not limited to – a prescription drug, used for any reason other than that prescribed by a physician.
- c. Inhalants used illegally.

Under the influence: A state of not having the normal use of mental or physical faculties resulting from the voluntary introduction into the body of an alcoholic beverage, drug, or substance of abuse.

Consistent with the rules listed above, any of the following actions constitutes a violation of The Company's policy on drugs and may subject an employee to disciplinary action, up to and including immediate termination.

Using, selling, purchasing, transferring, manufacturing, or storing an illegal drug or drug paraphernalia, or attempting to or assisting another to do so, while in the course of employment.

Working or reporting to work, conducting Company business or being on Company property while under the influence of an illegal drug or alcohol, or in an impaired condition.

4.7 TOBACCO PRODUCTS

The use of tobacco products is not permitted anywhere on The Company's premises. This includes the parking lot and immediate vicinity.

4.8 INTERNET AND SOCIAL MEDIA USE

The Company's employees are allowed use of the Internet and e-mail when necessary to serve our customers and conduct The Company's business.

Employees may use the Internet when appropriate to access information needed to conduct business of The Company. Employees may use e-mail when appropriate for The Company business correspondence.

Personal Internet and Social Media use is absolutely prohibited during The Company business hours. Employees who have admin status on a The Company Facebook page may post approved posts on The Company Facebook pages only. Posts should be approved by Management.

Emails sent through The Company servers are public and not private. The Company reserves the right to access and monitor all files and messages on its information systems.

4.9 TEXTING/PHONE USE

The Company Employees will not be in possession of their personal cell phones during business hours. The Company employees will secure their phones in their assigned lockers prior to their shift, and may retrieve them after their shift ends or during emergencies. Should phone communication be necessary, it will be accomplished via pre-paid The Company cell phones.

4.10 STUDENT COMMUNICATION E-MAILS

Communication between The Company and its current and prospective clients is very sensitive and is crafted specifically by The Company. All non-scheduled email correspondence between employees and students/clients will be approved by a supervisor or Management before being sent. Emails not approved will NOT be sent.

SECTION 5

WAGE AND SALARY POLICIES

5.1 WAGE OR SALARY INCREASES

Salary or wage increases will be determined on the basis of performance, adherence to company policies and procedures, and ability to meet or exceed duties per job description and achieve performance goals (See Section 3.10, Performance Review/Planning Sessions).

Although The Company's salary ranges and hourly wage schedules will be adjusted on an ongoing basis, The Company does not grant "cost of living" increases. Performance is the key to wage increases at The Company.

5.2 TIMEKEEPING

Accurately recording time worked is the responsibility of every employee. Time worked is the time actually spent on a job(s) performing assigned duties.

The Company does not pay for extended breaks or time spent on personal matters.

Authorized personnel will review time records each week. Any changes to an employee's time record must be approved by his/her supervisor. Questions regarding the timekeeping system or time sheets should be directed to a supervisor.

Employees will be given a username and password to log into our online time clock. It is the responsibility of the employee to clock in and out accurately.

5.3 OVERTIME

All overtime work performed by an hourly employee must receive a supervisor's prior authorization. Overtime worked without prior authorization from the supervisor may result in disciplinary action.

Temporary workers hired on a project or seasonal basis are exempt from overtime pay according to the FLSA guidelines. Part time employees are eligible for overtime pay. Salary employees are not eligible for overtime pay.

5.4 PAYDAYS

All employees are paid on the 1st and 15th for the previous 2 week period. Pay periods end on the 9th and 24th of each month. In the event that a regularly scheduled payday falls on a weekend or holiday, employees will receive pay when the bank deposits your funds via direct deposit, often the following business day, or via check the following business day.

SECTION 6

VACATION, PERSONAL, SICK DAYS

6.1 VACATION

Paid vacation is available to regular full-time employees. Full Time employee vacation stipulations are outlined in each employee's Position Agreement.

NOTES:

Upon termination, unused earned vacation will not be paid to an employee.

6.2 PERSONAL DAYS

Full Time employees will be eligible for personal days, the number and stipulation of which are outlined in each full time employee's Position Agreement. Personal days do not carry over each calendar year. Part time

Part Time employees will not be compensated for missed employment. It is the responsibility of the employee to find a replacement for the shift they miss when not present for work.

A time off request form must be filled out prior to taking a day off. Should an emergency arise that would cause a personal day to be taken without the ability for the employee to fill out a time off request prior, the employee will sign a time off request upon returning to work.

Excessive missed shifts will result in disciplinary action.

6.3 SICK DAYS

The Company understands that employees will become ill from time to time. Should an employee feel that they are unable to perform their duties, it is their responsibility to contact management as soon as possible and find a replacement for their shift. Part time employees will not be compensated for sick days.

Excessive missed shifts will result in disciplinary action.

6.4 RECORD KEEPING

Management maintains Personal, sick and vacation days accrued and used. Each employee is responsible for verifying his/her pay stub to make sure the correct amount of hours appear.

6.5 HOLIDAYS

The Company observes certain paid and non-paid holidays. Holidays will be noted on the employee schedule at the beginning of each semester.

6.6 JURY DUTY

Employees will be granted time off to serve on a jury without pay. However, all regular employees both full-time or part-time will be kept on the active payroll until their civic duties have been completed. A copy of the jury duty summons and all other associated paperwork are required for the personnel file.

6.7 TRAINING AND PROFESSIONAL DEVELOPMENT

The Company recognizes the value of professional development and personal growth for employees. Employees are required to attend regular weekly Team Training (often on Mondays at 1:30pm or Sundays at 4:00pm). Additionally, The Company encourages its employees who are interested in continuing education and job specific training to research these further and get approval before signing up for the seminars or courses.

SECTION 7

EMPLOYEE COMMUNICATIONS

7.1 STAFF MEETINGS

Weekly staff meetings for Full Time will be held Mondays at 11:00am and for all The Company employees on Mondays at 1:30pm, and Daily Team Meetings will be held for all employees at 1:45pm. These meetings are critical to the operation of The Company and its classes. Attendance to Staff Meetings is absolutely required. Missing a staff meeting is grounds for disciplinary action and/or dismissal.

7.2 EMAIL COMMUNICATION

Email updates provide employees access to important information and announcements. The employee is responsible for reading necessary information sent via email.

7.3 SUGGESTIONS

The Company encourages employees to make suggestions about operations, improved efficiency, or changes that could help us better fulfill our mission. Employees have the right to make suggestions, but the responsibility to support the company, even if the company decision is not in line with the employee suggestion.

7.4 PROCEDURE FOR HANDLING COMPLAINTS

Under normal working conditions, employees who have a job-related challenge, question or complaint should first discuss it with their immediate supervisor. At this level, employees usually reach the simplest, quickest, and most satisfactory solution. If the employee and supervisor do not solve the problem, The Company encourages employees to contact Management directly.

8.1 EMPLOYEE AGREEMENT AND SIGNATURE

This page must be signed and returned to your hiring representative. By signing this page you agree to uphold the Company's policies at all times. If you have concerns or disagreements with the Company's policies, you must bring them to the attention of your hiring representative prior to signing this page.

I have read and agree to abide by this Employee Manual.

Employee Name

Employee Signature

Date

Supervisor Accepting Signed Agreement

The Company Representative

Date