[Date]

[Business Name]

EMPLOYEE HANDBOOK v1.0

A complete guide for your staff members

PLEASE NOTE

This handbook is a standard template and is subject to change for each individual business enterprise as per their policies and guidelines. The sections that require changing based on each organization’s are highlighted in yellow and often enclosed in square brackets ([]) as such.

Please be sure to change these sections as required.

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# WELCOME TO [BUSINESS NAME]

Welcome to [Business Name]. We wish you every success in your new job, and we hope that you feel right at home while working here. This handbook was developed to lay out some of the expectations we have for all of our employees and what you can expect from us. We hope that your experience here will be challenging, enjoyable, and rewarding.

# OVERVIEW

The [Business Name] Employee Handbook has been developed to provide general guidelines about [Business Name] policies and procedures for employees. Its purpose is to assist you in becoming familiar with some of the privileges and obligations of your employment. None of the policies or guidelines in this handbook are intended to give rise to contractual rights or obligations, or to be construed as a guarantee of employment for any specific period of time, or any particular type of work. Additionally, these guidelines are subject to modification, amendment or revocation by [Business Name] at any time, without advance notice.

# INTRODUCTION AND HISTORY

[Business Name] started operating over [time frame] ago as a small cell phone repair store. [insert business history here] Now, with our hard work and luck, [Business Name] has grown to be a major player in the local mobile repair sphere, and we aren't stopping anytime soon.

*Note: This introduction and story will solely be related to your repair business.*

# MISSION STATEMENT

Our main goal is to provide quality repair services for [list devices here]; providing excellent customer service and extraordinary repairs with a quick turnaround. We strive to get customers back to regular use of their device(s) as soon as possible.

# VISION STATEMENT

"To continually raise the bar and be the pioneers in the retail mobile device repair industry."

*Note: [Business Name] reserves the right to modify any of our policies and procedures, including those covered in this Handbook, at any time. We will seek to notify you of such changes by email and other appropriate means. However, such a notice is not required for changes to be effective.*

# Equal Employment Opportunity

[Business Name] shall follow the spirit and intent of all federal, state and local employment law and is committed to equal employment opportunity. To that end, any manager, supervisor or staff member of [Business Name] will not discriminate against any employee or applicant in a manner that violates the law. [Business Name] is committed to providing equal opportunity for all employees and applicants without regard to race, color, religion, national origin, sex, age, marital status, sexual orientation, disability, political affiliation, personal appearance, family responsibilities, education or any other characteristic protected under federal, state or local law.

Each person is evaluated on the basis of personal skill and merit. [Business Name] 's policy regarding equal employment opportunity applies to all aspects of employment, including recruitment, hiring, job assignments, promotions, working conditions, scheduling, benefits, wage and salary administration, disciplinary action, termination, and social, educational and recreational programs, and will not tolerate any form of unlawful discrimination.

If [Business Name] determines that a violation of this policy has occurred, it will take appropriate disciplinary action against the offending party, which can include counselling, warnings, suspensions, and termination. Employees who report, in good faith, violations of this policy and cooperate with investigations into alleged violations of this policy will not be subject to retaliation, and are protected under all applicable whistleblower policies.

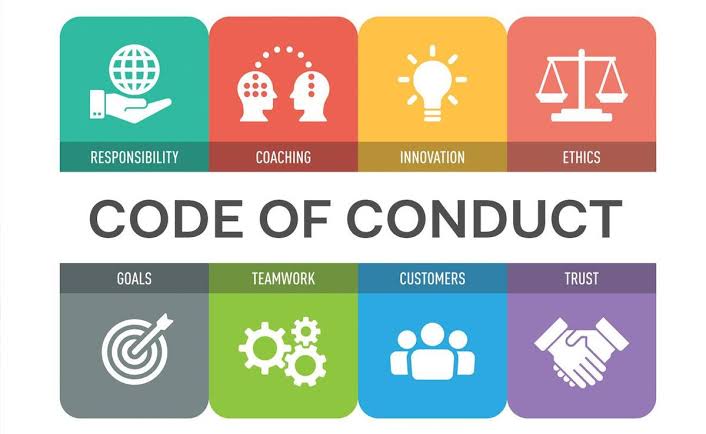
# Orientation and Training

To help you become familiar with [Business Name] and our way of doing things, we will provide an orientation and training session within the first [insert timeframe]. Some of the content of these sessions will depend in large part on the nature of your responsibilities, while other parts will be applicable to all employees. In addition, [Business Name] may periodically offer additional training or educational programs. Some programs may be voluntary, while others will be required.

Training will be as per changing technologies with the sole purpose of skill enhancement that will benefit both [Business Name] and the employees themselves. Training and development program costs may be paid by the employee or [Business Name] depending on the nature of the program and the financial resources available.

# Code of Professional Conduct

As an employee of [Business Name], you are responsible for behaving appropriately at work. We promote freedom of expression and open communication. However, we expect all employees to follow our code of conduct towards their colleagues, supervisors and overall organization. We expect to foster a well-organized, respectful and collaborative environment at [Business Name].

Our code of conduct includes personal appearance, behavior, internal & external communication, legal internet usage, employee relationships, solicitation, corruption, use of social media, political contributions, work responsibilities, respect for others, etc. We can't cover every case, but we trust you always to use your best judgement. Reach out to your employee relationship manager if you face any issues or have any questions.

# Working Hours

The workweek is generally from [Monday through Friday], with normal operating hours from [8:30 a.m. to 5:30 p.m.], with [one hour] for lunch. Strict adherence to the working hours is expected. A [one-hour] lunch break is provided and should be taken at the time most preferred by the department manager so that they can schedule work most efficiently. Occasionally, it is essential that employees run personal errands during normal working hours. Anyone who wishes to do so should notify their supervisor before leaving.

***Relaxations:*** [Business Name] recognizes that many employees need flexibility in work schedules in order to meet childcare and other needs. Core hours are [8:30 a.m. to 2:30 p.m.], and all employees should be at work during these hours. Within the structure of the core hours, you may schedule your [eight (8) hour] workday as you choose, if the nature of your job permits such flexibility and your supervisor approves your schedule.

# Attendance & Overtime

Regularity and punctuality are major requirements and an integral part of every employee's job description at [Business Name]. Regular attendance at work is essential, but if any employee desires for a day off, they should secure permission from their supervisor well in advance of the proposed absence. In the event of sickness or other unexpected absence, the supervisor should be notified as soon as possible. For all absences extending longer than one day, you must telephone your immediate supervisor prior to the start of each scheduled workday. When reporting an absence, you should indicate the nature of the problem causing your absence and your expected return‐to‐work date.

A physician's statement may be required as proof of the need for any illness‐related absence, regardless of the length of the absence. An employee who is absent from work for seven (7) consecutive days without notification to their supervisor will be warned, and a warning letter will be sent to their permanent address. After fourteen (14) days of no communication, the member is considered to have voluntarily terminated their employment. The employee's final paycheck will be mailed to the last mailing address on file with [Business Name]. Excessive absences, tardiness or leaving early will be grounds for discipline up to and including termination.

Overtime pay is applicable if an employee has worked more than [insert timeframe] in a workweek. Only the manager can approve overtime. The overtime rate is [one and a half time (1½)] the employee's straight-time rate, except on Saturday, Sunday or national holidays when the rate is two times the regular rate. Payment of overtime will be provided in the pay period following the period in which it is earned.

# Leaves & Vacation

Full‐Time Employees are eligible for 11.5 holidays per year as follows:

* New Year Day
* Martin Luther King Birthday
* President Day
* Memorial Day
* Independence Day
* Labor Day
* Columbus Day
* Veterans Day
* Thanksgiving Day
* The Day After Thanksgiving Day
* Christmas Eve (1/2 Day)
* Christmas Day

[Business Name] respects your religious beliefs, however, and therefore, will provide [one (1) day] of paid leave to employees who, for religious reasons, must be away from the office on days of normal operation. Other leave quota includes 12 casual and sick leaves. Employees who require additional time off may use vacation and/or personal days. This leave must be requested through the department manager [insert timeframe] prior to the event.

[Business Name] recognizes the importance of vacation time for rest, recreation and personal enrichment purposes. Vacations are established on a calendar-year basis. Employees can earn vacation time as follows:

1st year of employment Two weeks

2nd through 5th year of employment Three weeks

6th through 15th year of employment Four weeks

16th year of employment and following Five weeks

Employees may carry over unused vacation from one year to the next only with the approval of the owner. Employees may not go further more than the maximum leave they are allowed. Once an employee reaches his or her annual ceiling, the employee ceases to accrue any additional vacation benefits. If an employee later uses enough vacation benefits to fall below the ceiling, the employee starts to accrue leave again from that date forward until they reach their vacation ceiling. Accordingly, employees are encouraged to use all vacation benefits in the fiscal year in which they are earned in order to avoid reaching the ceiling limit.

# Employee Benefits

[Business Name] shall provide a competitive package of benefits to all eligible full‐time and part‐time employees. The following outline of available benefits is provided with the understanding that benefit plans may change from time to time.

**Life insurance:** Full-time employees are eligible for and are automatically enrolled in a group-term life insurance program. Enrollees may designate or change the beneficiary for this policy at any time. [Business Name] pays the premium for this program. The face value of this benefit is equal to one time the employee's annual salary.

**Health insurance:** [Business Name] currently provides individual health insurance benefits for eligible full‐time employees, except those who are insured through their spouse, retired military, or other plans, beginning after the first full month of employment. Eligible employees may elect to participate in available health plan(s) offered by [Business Name].

**Retirement Plan:** [Business Name] provides a retirement program for eligible full‐time for employees [insert age] of age or older. [Business Name] contributes to the employee's retirement plan when an employee becomes vested after one year of employment. Eligible employees may contribute to a retirement plan at the start of employment.

**Free lunch:** [Business Name] will provide free lunch to all employees.

# Customer Relationships

Employees of [Business Name] are required to conduct themselves in a professional manner at all times when concerning any customer of the Company. Employees are strongly discouraged from sharing any personal information with customers, including but not limited to, a home address and personal phone number. It is a conflict of interest to engage in any non-work-related conversations and interactions with customers during or outside of work hours.

# Liability of Office Equipment

Keeping [Business Name] 's equipment safe and secure is the responsibility of every employee who uses it. Certain equipment is assigned to staff depending on the repair job, such as a heat gun, guitar picks, magnifying glass, personal computers, printers and access to our central computers and servers. This equipment is the property of the Company and cannot be removed from the office without prior approval from your supervisor. [Business Name] expects that you will treat this equipment with care and report any malfunctions immediately to staff members equipped to diagnose the problem and take corrective action.

In the event of separation from employment, or immediately upon request by the manager, employees must return all [Business Name] property that is in their possession or control. Where permitted by applicable law(s), [Business Name] may withhold from the employee's final paycheck the cost of any property.

# Purchase Orders & Shipments

[Business Name] strictly adheres to the rule that the direct manager and supervisor should be informed before putting in an order over [$300]. Recording all orders and updating your supervisor every morning about the order status is mandated. If ordered parts are not shipped on time, employees are not allowed to contact the vendor directly, instead the supervisor or owner will take action as per the situation.

# Accidents and Emergency Situations

Safety is a joint venture at the Company. We strive to provide a clean, hazard-free, healthy, safe environment in which to work, and we make every effort to comply with all relevant federal, state and local occupational health and safety laws. As an employee, you have a duty to comply with the safety rules of the Company, and are expected to take an active part in maintaining this hazard-free environment. You are required to report any accidents or injuries – including any breaches of safety – and to promptly report any unsafe equipment, working condition, process or procedure to a supervisor. In addition, if you become ill or get injured while at work, you must notify your supervisor immediately in order to avail the health insurance benefit by [Business Name].

# Discipline & Disciplinary Actions

[Business Name] has adopted a progressive discipline policy to identify and address employees and employment-related problems. Of course, no discipline policy can be expected to address each and every situation requiring corrective action that may arise in the workplace. Therefore, [Business Name] takes a comprehensive approach regarding discipline and will attempt to consider all relevant factors before making decisions regarding discipline.

[Business Name] will normally adhere to the following progressive disciplinary process:

**1. Verbal Caution:** An employee will be given a verbal caution when they engage in problematic behavior. As the first step in the progressive discipline policy, a verbal caution is meant to alert the employee that a problem may exist or that one has been identified, which must be addressed. Verbal warnings will be documented and maintained by your [designate either appropriate individual (e.g., "your supervisor" or "your manager"]. A verbal caution remains in effect for [specify the time (e.g., three months)].

**2. Verbal Warning:** A verbal warning is more serious than verbal caution. An employee will be given a verbal warning when a problem is identified that justifies a verbal warning, or the employee engages in unacceptable behavior during the period a verbal caution is in effect. Verbal warnings are documented and placed in the employee's personnel file and will remain in effect for [specify the time (e.g., three months)].

**3. Written Warning:** A written warning is more serious than a verbal warning. A written warning will be given when an employee engages in conduct that justifies a written warning, or the employee engages in unacceptable behavior during the period that a verbal warning is in effect. Written warnings are maintained in an employee's personnel file and remain in effect for [specify the time (e.g., three months)].



**4. Suspension:** A suspension without pay is more serious than a written warning. An employee will be suspended when they engage in conduct that justifies a suspension, or the employee engages in unacceptable behavior during the period that a written warning is in effect. An employee's suspension will be documented and, regardless of the length of the suspension issued, will remain in effect for [specify the time (e.g., three months)].

**5. Termination:** An employee will be terminated when they engage in conduct that justifies termination or does not correct the matter that resulted in less severe disciplinary actions.

# Promotions and Transfers

You are eligible to request a transfer (in case of multiple repair stores) and to be considered for promotions upon completion of [six (6) months] of satisfactory performance in your current job. Your eligibility is also dependent on you having the needed skills, education, experience and other qualifications required for the job. However, a transfer may take place within the first [six (6) months] of employment if the management of the Company believes that it is in the best interest of the Company to make an exception to this guideline.

# Policy Against Workplace Harassment

[Business Name] is committed to providing a work environment that provides employees equality, respect and dignity. In keeping with this commitment, the Company has adopted a policy of "zero tolerance" with regard to employee harassment. This policy applies to all aspects of your employment. Harassment of any other person, including, without limitation, fellow employees, contractors, visitors, clients or customers, whether at work or outside of work, is grounds for immediate termination. The Company will make every reasonable effort to ensure that its entire community is familiar with this policy and that all employees are aware that every complaint received will be promptly, thoroughly and impartially investigated, and resolved appropriately.

# Performance Reviews & Appraisals

The work of each employee is reviewed on an ongoing basis with their supervisor to provide a systematic means of evaluating performance. The annual performance review is a formal opportunity for the supervisor and employee to exchange ideas that will strengthen their working relationship, review the past year, and anticipate [Business Name] ʹs needs in the coming year. The purpose of the review is to encourage the exchange of ideas in order to create positive change within [Business Name].

# Proprietary & Confidential Information

The disclosure of [Business Name] 's confidential information is prohibited. Any information that an employee learns about [Business Name], or its members or donors, as a result of working for [Business Name] that is not otherwise publicly available, constitutes confidential information. Employees may not disclose confidential information to anyone who is not employed by [Business Name] or to other persons employed by [Business Name] who do not need to know such information to assist in rendering services.

Discussions involving sensitive information should always be held in confidential settings to safeguard the confidentiality of the information. Conversations regarding confidential information generally should not be conducted on cellular phones, or in elevators, restrooms, restaurants, or other places where conversations might be overheard.



# **Acknowledgement of Receipt of [Business Name] Employee Handbook**

I acknowledge that I have received a copy of the [Business Name] Employee Handbook. I understand that I am responsible for reading and abiding by all policies and procedures in this handbook, as well as all other policies and procedures of the Company.

I also understand that the purpose of this handbook is to inform me of the Company's policies and procedures and that it is not a contract of employment. Nothing in this handbook provides any entitlement to me or to any Company employee, nor is it intended to create contractual obligations of any kind. I understand that the Company has the right to change any provision of this handbook at any time and that I will be bound by any such changes.

Thank you for sharing!

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*Signature Date*

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Full Name*

***Please sign and date one copy of this acknowledgement and return it to Human Resources. Retain a second copy for your reference.***