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**EMPLOYEE HANDBOOK**  
**{YEAR}**

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**CONTACT INFO**



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## WELCOME

We are excited to welcome you to {COMPANY}. As a valued part of the team, we hope you will share our goals to success. {COMPANY} is committed to the highest quality of service in all aspects of our business. We hope you have a long and successful career with us.

## MISSION

*Delivering value through quality products at affordable prices*

## OVERVIEW

The {COMPANY NAME} Employee Culture Handbook (the “Handbook”) has been created to provide general guidelines about {COMPANY NAME}'s policies, benefits and expectations. It is a guide to assist you in becoming familiar with WHO we are and WHAT we do as well as sharing some of the culture, privileges and obligations of your employment with {COMPANY NAME}.

## WHO

Founded in {YEAR} by {PERSON OR PERSONS}, {COMPANY} has:

Served XXX Clients

Grown from X employees to XX Employees {YEAR}

Produced {X}

Expanded to {XXXX and XXXX}

## WHAT

### PRODUCT OVERVIEW

{PRODUCT/SERVICE}

### CORE VALUES

{COMPANY} and its employees have a :

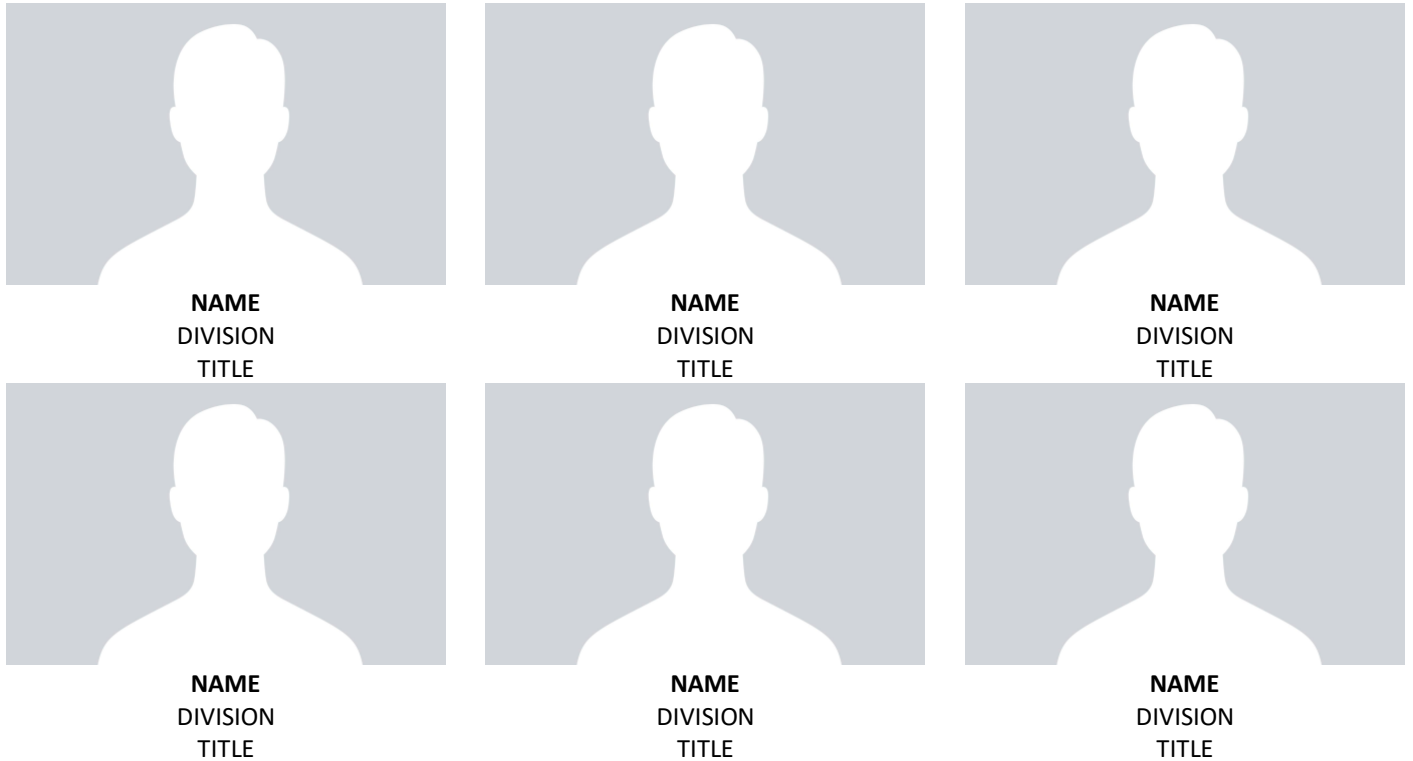
commitment to integrity;

commitment to quality ;

commitment to innovation and excellence;

and a commitment to building strong communities.

## LEADERSHIP TEAM



## {COMPANY} CULTURE

### CONTRIBUTE

{COMPANY} believes every employee is equally important and we want you to participate and get involved. Speak up, give your opinion, make suggestions. Don't wait for someone to ask your opinion. Jump in and contribute!

### W.I.T. (WHATEVER IT TAKES)

Great results come from teams where individual members are motivated and willing to do whatever it takes to make things happen. Having a willing attitude makes teamwork happen.

### LOOK FOR SOLUTIONS, NOT PROBLEMS

Problems will arise. Don't look who is to blame, work together to find a solution.

### BE EARLY AND BE READY

Everyone wants to work with a team where everyone can rely on each other. We believe in advanced preparation so others don't wait on us. It starts first thing every day. That's why we all agree that "When you're early you're on time, when you're on time you're late, and when you're late you're lost."

### BE NICE, BE RESPECTFUL

Everyone likes to be treated with respect. Saying "please" and "thank you" demonstrate an attitude of respect and cooperation. Even though we may not always agree with each other, we work out our differences and



always give each other the benefit of the doubt. We keep all our verbal and non-verbal communication on a respectful level and treat each other in a manner that we would like to be treated. In fact, we are respectful even when others are not respectful to us. We are always on our “A” game.

### EMBRACE UNIQUENESS AND DIVERSITY

We are a diverse and inclusive company. We want everyone to feel safe to contribute in their own unique way, to ask questions, to be curious, and to grow. We make it a habit to listen without judgement and to focus on the good things people do. We don't judge and we don't boss. We DO give positive praise and perform random acts of kindness.

### KEEP YOUR APPEARANCE APPROPRIATE

Your appearance, behavior, and personal habits create the image which customers will remember most. You should come to work each day properly groomed, appropriately dressed and ready to make a great first, second and never ending impression.

### LEAVE YOUR BAGGAGE AT THE DOOR

As team members, we bring the best of who we are to work each day by “leaving our baggage at the door” and not allowing issues in our personal life to negatively affect other team members.

### PRACTICE LEADERSHIP

We are a practice of servant leaders. Team members are humble and set an example of kindness, support, and inspiration in every way. We are even-keeled, even-tempered, and predictable. We do the right thing, even when no one is looking. We serve others and want the team to succeed and we don't seek individual credit.

### TAKE PROBLEMS TO THEIR SOURCE

When teams progress and work together, sometimes there may be differences of opinion or misunderstandings. Those can be times of great growth. If you have a problem, go to the person it involves. It is unacceptable to spread gossip or talk behind a person's back. Always go to the source of the problem, have a conversation, and find a solution so the team can fix it, grow and move on. If someone comes to us to discuss another team member, we always say “I think you should talk to him/her directly about this, instead of me.”

### YOUR FIRST DAY

Welcome to {COMPANY}! Your success is important to our success! We hired you because we believe you are a great fit for {COMPANY}

Please arrive at {XX}. You will be introduced to the rest of the team, get a lay of the land and go through an initial orientation to learn more about {COMPANY} and finalize any paperwork with HR. Lunch {will / will not} be provided.

### IMPORTANT DETAILS

- Each department has their own schedule. Some departments allow flexi hours which you can discuss with your supervisor. Core hours are 8:00am to 5:00pm.
- Parking is provided onsite (off site at xxx), a parking pass will be provided to you.
- Everyone needs a break, but keep it short in consideration of your co-workers.
- A paid 30 minute lunch break is factored into your schedule.



- You will be paid on the 1<sup>st</sup> and 15<sup>th</sup> of each month.
- Coffee and water are available in the breakroom. There is a shared refrigerator and a place to lounge when on break.

## BENEFITS & PERKS

### TIME OFF - WE ALL NEED IT!

After 90 days of employment you will be eligible to PTO. PTO combines vacation and sick days and you will be eligible for 10 days PTO in the first year, increasing by 3 days each year worked with a maximum of 30 days.

### HOLIDAYS

There are 7 paid holidays each year:

New Years Day

Martin Luther King Day

Presidents Day

Memorial Day

Independence Day

Thanksgiving Day

Christmas Day

### MEDICAL BENEFITS

Employees working more than 30 hours have access to additional benefits. Information will be provided to you when you become eligible.