

# **YOUR COMPANY NAME HERE, Inc.**

## **Employee Handbook**

**YOUR  
LOGO  
HERE**

**2020**

COMPANY NAME, Inc



## **Our Mission**

We offer .....

SAMPLE

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# About This Handbook/Employment at Will

This handbook is prepared to help employees find the answers to many questions that they may have regarding their employment with XYZ , Inc. ("XYZ , CA", "Company, Organization"). Please take the necessary time to read it. We do not expect this handbook to answer all questions. Supervisors and Human Resources also serve as a major source of information.

# Introduction

For employees who are commencing employment with XYZ on behalf of our family let me extend a warm and sincere welcome into the XYZ family.

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# GOVERNING PRINCIPLES OF EMPLOYMENT

## Equal Employment Opportunity (EEO)

XYZ , Inc. is an Equal Employment Opportunity Employer that does not discriminate on the basis of actual or perceived race, creed, color, religion, alienage or national origin, ancestry, citizenship status,

## NON-HARASSMENT

It is XYZ , Inc.'s policy to prohibit intentional and unintentional harassment of or against job

### Harassment Defined

Harassment generally is defined in this policy as unwelcome verbal, visual or physical conduct that

• creates a hostile or abusive environment  
• has the purpose or effect of interfering with work performance  
• creates an intimidating, hostile or offensive working environment

### Sexual Harassment Defined

Sexual harassment can include all of the above actions, as well as other unwelcome conduct, such as unwelcome or unsolicited sexual advances, requests for sexual favors, conversations regarding sexual activities and other verbal, visual or physical conduct of a sexual nature when:

Examples of conduct that violate this policy include:

1. unwelcome flirtations, leering, whistling, touching, pinching, assault, blocking normal Movement,

### **Reporting Procedures**

If the employee has been subjected to or witnessed conduct which violates this policy, the employee should immediately report the matter to any member of management. If the employee is unable for any reason to contact this person, or if the employee has not received an initial response within five (5) business days after reporting any incident of what the employee perceives to be harassment, the

### **Investigation Procedures**

Every report of perceived harassment will be fully investigated, and corrective action will be taken where appropriate. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. All employees must cooperate with all investigations conducted pursuant to this policy.

### **Retaliation Prohibited**

In addition, XYZ will not allow any form of retaliation against individuals who report

### **WORKPLACE VIOLENCE**

XYZ , Inc. is strongly committed to providing a safe workplace. The purpose of this policy is to minimize the risk of personal injury to employees and damage to XYZ and

personal property.

### **Prohibited Conduct**

It is prohibited to carry weapons onto XYZ premises. This includes, but is not limited to, acts or threats of violence, or acts or threats of destruction, or acts or threats of property damage, or acts or threats of kidnapping, or acts or threats of any other type of violence, aggression, or intimidation. All threatening persons and visitors are prohibited from carrying weapons onto XYZ premises.

### **Procedures for Reporting a Threat**

All potentially dangerous situations, including threats by co-workers, should be reported immediately to any member of management with whom the employee feels comfortable. Reports of threats may

not be taken seriously by the management.

Management will investigate and respond to the threat.

Management will keep all investigations confidential.

Management will take appropriate action.

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## **CODE OF CONDUCT**

The following rules are intended to give you examples of the XYZ , Inc.'s expectations. Obviously, these rules cannot cover every possible situation that might arise. You must understand that conduct not specifically listed below, but that adversely affects the interest of the Organization, other employees, or clients, may also result in disciplinary action, up to and including termination.

### **Job Performance**

#### **Misconduct**

Depending on the severity of the misconduct, as determined by XYZ , Inc., employees may be disciplined, including suspension or immediate termination for cause, for any of the following:

- a. Insubordination or Discourtesy
- b. Dishonesty or Theft

- t. This is not an exhaustive list. Disciplinary action may be taken for other work-related misconduct as well.

## PROVIDER STANDARD OF CONDUCT

Providers must conduct business operations and customer care in an ethical manner consistent with the provisions outlined in this manual and the ethical standards listed below. Additionally

All Providers shall abide by the following standards of conduct:

1. A Provider must deliver services with objectivity and respect for the unique needs and values of the Customer they are serving.

9. A Provider must conduct themselves in a professional manner while wearing anything with company logo or information during or out of work working hours.

# OPERATIONAL POLICIES

## EMPLOYEE CLASSIFICATIONS

For purposes of this handbook, all XYZ employees fall within one of the classifications below.

**Full-Time Employees** - Employees who regularly work at least 40 hours per week who were not hired on a short-term basis.

**Part-Time Employees** - Employees who regularly work fewer than 40 hours per week who were not hired on a short-term basis.

**Short-Term Employees** - Employees who were hired for a specific short-term project, or on a short term

## **INTRODUCTORY PERIOD**

The first 90 days of employees' employment is an introductory period. This is an opportunity for XYZ to evaluate the employee's performance. It also is an opportunity for employees to decide whether they are happy being employed by XYZ . XYZ may extend the introductory period if it desires. Completion of the introductory period does not alter the employee's at-will status.

## **OUR EMPLOYMENT RECORDS**

To obtain their position, employees have provided personal information, such as address and telephone number. This information is contained in their personnel file.

## **WORKING HOURS AND SCHEDULE**

XYZ normally is open for regular business hours from 9 to 5, Monday through Friday. Employees will be assigned a work schedule and will be expected to begin and end work according to the schedule. To accommodate the needs of the business, at some point XYZ may need to change individual work schedules on either a short-term or long-term basis.

Employees will be provided meal and rest periods as required by law. A supervisor will provide further details.

## **TIMEKEEPING PROCEDURES**

XYZ is working on implementing a system to aid in seamless timekeeping and payroll processes. In the interim please feel free to contact Human Resources directly with any questions related to how your paycheck is calculated and processed.

## **OVERTIME**

Like most successful companies, XYZ experiences periods of extremely high activity. During these busy periods, additional work is required from all of us. Effort will be made to provide employees with adequate advance notice in such situations.

Employees may work overtime only with prior management authorization ONLY to work full day outside of normal workdays.

## YOUR PAYCHECK

Employees will be paid semi-monthly (1st and 15th of each month) for all the time worked during the past pay period.

## PERFORMANCE REVIEW

Depending on the employee's position and classification, XYZ endeavors to review performance annually. However, a positive performance evaluation does not guarantee an increase in salary, a promotion or continued employment. Compensation increases and the terms and conditions of employment, including job assignments, transfers, promotions, and demotions, are determined by and at the discretion of management.

## RECORD RETENTION

XYZ acknowledges its responsibility to preserve information relating to litigation, audits, and investigations. Failure on the part of employees to follow this policy can result in possible civil and

# BENEFITS

## OVERVIEW

It is XYZ policy to provide a combination of supplemental benefits to all eligible employees. In keeping with this goal, each benefit program has been carefully devised. These benefits include time-

### Holiday Schedule

XYZ , Inc. observes the following 2020 paid holiday schedule:

- Christmas Eve
- Christmas Day
- New Year's Eve-
- New Year's Day-
- Martin Luther King Jr.
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day
- Friday after Thanksgiving

Employee must successfully complete the 90-day Introductory period to be eligible.

When holidays fall or are celebrated on a regular workday or if a holiday falls within an eligible employee's approved vacation period, XYZ will inform employees how to proceed.

### Time off program

XYZ appreciates how hard employees work and recognizes the importance of providing time for rest and relaxation. There are no regulations in the State of Florida or Federal that require organizations to provide employees with paid time off. However, XYZ appreciates its employees and their need for work/life balance.

### Personal Time (PT), Sick Time (ST) and Vacation

#### What is the difference between Personal Time and Vacation/Holiday/Sick Time?

PT is an additional time off that provides an employee with flexibility in the use of personal time for

## **Time off Payments**

Time off shall be at the employee's current rate of pay as paid hours and not worked hours.

Time off should be taken during the year accrued. However, under certain operational circumstances

- Vacation may be used only in full-day increments.
- Sick days must be taken during the year they are received

## **Bereavement Policy (Death in immediate family)**

(Does not affect sick, personal, or vacation days)

The Bereavement Policy covers family members who include spouses, children, parents, brothers, sisters, in-laws, stepchildren, step-parents, stepparents, and other family members related by blood or marriage. The bereavement period is 5 days. This includes time off for travel and time off for funerals. Bereavement time is unpaid.

Family members of the employee who are members of the immediate family, may take time off if their immediate family member can request it.

When unpaid is eligible for bereavement leave, including job loss, divorce, or death of a spouse.

## **Tardiness & Call out policy**

### **Tardiness:**

All employees must **Call and speak to supervisor at least 1 hour before scheduled start time.**

## **HEALTH AND SAFETY**

The health and safety of employees and others on XYZ property are of critical concern to XYZ . XYZ intends to comply with all health and safety laws applicable to our business. To this end, we must rely upon employees to ensure that work areas are kept safe and free of hazardous conditions. Employees are required to be conscientious about workplace safety, including proper operating methods, and recognize dangerous conditions or hazards. Any unsafe conditions or

## **WORKERS' COMPENSATION**

On-the-job injuries are covered by XYZ 's Workers' Compensation Insurance Policy, which is provided at no cost. If employees are injured on the job, no matter how slightly, they should report the incident immediately to their supervisor. Failure to follow XYZ procedures may affect the ability of employees to receive Workers Compensation benefits.

This is solely a monetary benefit and not a leave of absence entitlement. Employees who need to miss work due to a workplace injury must also request a formal leave of absence.

## JURY DUTY LEAVES

XYZ realizes that it is the obligation of all U.S. citizens to serve on a jury when summoned to do so. All employees will be allowed time off to perform such civic service as required by law. Employees are

## VOTING LEAVE

In the event employees do not have sufficient time outside of working hours to vote in a statewide

## MILITARY LEAVE

If employees are called into active military service or enlist in the uniformed services, they will be eligible to receive an unpaid military leave of absence. Employee will first be paid out from the accrued Time off. To be eligible for military leave, employees must provide management with advance notice of service obligations unless they are prevented from providing such notice by military necessity or it is

# USE OF COMMUNICATIONS AND COMPUTER SYSTEMS

XYZ's communication and computer systems are intended primarily for business purposes;

Violators of this policy may be subject to disciplinary action, up to and including discharge.

#### **USE OF SOCIAL MEDIA**

XYZ respects the right of any employee to maintain a blog or web page or to participate in a social networking, Twitter, or similar site, including but not limited to Facebook and LinkedIn. However, to protect XYZ interests and ensure employees focus on their job duties, employees must adhere to the following rules:

Any conduct that is impermissible under the law if expressed in any other form or forum is impermissible if expressed through a blog, web page, social networking, Twitter, or similar site. For example, posted material that is discriminatory, obscene, defamatory, libelous, or violent is forbidden. XYZ policies apply equally to employee social media usage.

## **PERSONAL AND COMPANY-PROVIDED PORTABLE COMMUNICATION DEVICES**

XYZ's provided portable communication devices (PCDs), including cell phones and personal

### **Portable Communication Device Use While Driving**

Employees who drive on XYZ business must abide by all state or local laws prohibiting or limiting PCD (cell phone or personal digital assistant) use while driving. Further, even if usage is permitted, employees may choose to refrain from using any PCD while driving. "Use" includes, but is not limited to:

### **CAMERA PHONES/RECORDING DEVICES**

Due to the potential for issues such as invasion of privacy, sexual harassment, and loss of productivity, as well as inappropriate disclosure of confidential information, no employee may use a camera phone function on any phone on XYZ or employer property or while performing work for XYZ.

## **VOICE MAIL/ TELEPHONE POLICY**

All employee voice mail should be emptied by the end of each business day. Any message shall be returned no later than the following business day from the receipt of the telephone call. All telephone

#### **XYZ's PRIVACY AND CONFIDENTIALITY**

The Organization maintains sensitive materials that may be of a very confidential nature, either as to the Organization, its personnel, or clients. As such, under no circumstances should an Employee's work area

Provider Confidentiality and Protected/Proprietary Information

During the course of work, employees may become aware of confidential information about XYZ 's business, including but not limited to information regarding XYZ finances, pricing, software and computer programs, marketing strategies, suppliers and customers and potential

It is extremely important that all such information remain confidential, and particularly not be disclosed to XYZ's competitors.

XYZ property includes not only tangible property, like desks and machinery, but also intangible property such as information that was obtained or discussions with customers and/or

## INSPECTIONS

XYZ reserves the right to require employees while on XYZ property, or on client property, to agree to the inspection of their persons, personal possessions and property, personal vehicles parked on XYZ or client property, and work areas. This includes lockers, vehicles, desks, cabinets, workstations, packages, handbags, briefcases and other personal possessions or places of concealment, as well as personal mail sent to XYZ or to its clients. Employees are expected to cooperate in the conduct of any search or inspection.

## USE OF FACILITIES, EQUIPMENT AND PROPERTY, INCLUDING INTELLECTUAL PROPERTY

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards and guidelines.

Further, XYZ is not responsible for any damage to employees' personal belongings unless the employee's supervisor provided advance approval for the employee to bring the personal property to work.

## PUBLICITY/STATEMENTS TO THE MEDIA

All media inquiries regarding the position of XYZ as to any issues must be referred to the Head of

# EMPLOYEE DRESS AND PERSONAL APPEARANCE

Employees are expected to report to work well groomed, clean, and dressed according to the requirements of their position. Some employees may be required to wear uniforms or safety equipment/clothing. Employees should contact their supervisor for specific information regarding acceptable attire for their position. If employees report to work dressed or groomed inappropriately, they may be prevented from working until they return to work well-groomed and wearing the proper attire.

### Objective

We strive to maintain a workplace environment that functions well and is free from unnecessary distractions and annoyances. As part of that effort, the company requires employees to maintain a neat and clean appearance that is appropriate for the workplace setting and for the work being performed. To that end, management is responsible to enforce guidelines for workplace-appropriate attire and

grooming for their areas; guidelines may limit natural or artificial scents that could be distracting, annoying or health hazardous to others.

### **Procedures**

All XYZ employees are expected to present a professional, image to clients, visitors, customers, and the public. Acceptable personal appearance, like proper maintenance of work areas, is an ongoing requirement of employment with XYZ .

Supervisors should communicate any department-specific workplace attire and grooming guidelines to staff members during new-hire orientation and evaluation periods. Any questions about the

All staff members must always carry or wear the identification badge while at work.

### ***Specific requirements***

#### ***Reasonable accommodation of religious beliefs***

XYZ recognizes the importance of individually held religious beliefs to persons within its

### ***Business Casual Dress***

#### **Appropriate**

#### **Inappropriate**

##### ***Slacks***

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>• Slacks Khakis or corduroys</li><li>• Jeans – only allowed on Casual Fridays (must be clean and free of rips, tears, and fraying; may not be excessively tight or revealing)</li><li>• Skorts, capris</li></ul> | <ul style="list-style-type: none"><li>• Sweatpants, leggings, exercise wear</li><li>• Shorts, low-rise or hip-hugger pants or jeans</li></ul> |
|--|---|

##### ***Shirts***

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|---|--|
| <ul style="list-style-type: none"> <li>• Only provided approved shirts with XYZ logo.</li> <li>• Only provided approved Jackets or sweaters with XYZ logo.</li> </ul> | <ul style="list-style-type: none"> <li>• Only provided Logo tops are permitted.</li> </ul> |
|---|--|

#### **Shoes**

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Closed toe shoes</li> </ul> | <ul style="list-style-type: none"> <li>• Sandals, thongs, flip-flops, open-toe shoes</li> </ul> |
|--|---|

#### **Addressing workplace attire and hygiene problems**

Violations of the policy can range from inappropriate clothing items to offensive perfumes and body odor. If a staff member comes to work in inappropriate dress, he or she will be required to go home,

#### **Tattoos, Jewelry, Makeup, Perfume, Hats and Head covering**

Accessories and head covering should be in good taste, with minima and limited visible body piercing. Face piercings are not acceptable due to potential injury to both yourself and/or a customer.

1. Personal safety of self or others, or damage to company property.
2. Productivity or performance expectations.
3. Offensiveness to co-workers, customers, vendors, or others in the workplace based on racial, sexual, religious, ethnic, or other characteristics or attributes of a sensitive or legally protected nature.
4. Corporate or societal norms.
5. Customer complaints.

If management determines at any time that an employee's jewelry or tattoos may present such a conflict, the employee will be encouraged to identify appropriate options, such as removal of excess or offensive jewelry, covering of tattoos, transfer to an alternative position, or other reasonable means to resolve the conflict.

# **Standards of Operation**

## **OPEN DOOR POLICY**

The purpose of the Open-Door Policy is to implement the philosophy of XYZ that employees should be encouraged to raise their work-related concerns informally with their managers. The Organization will attempt to keep all such expressions of concern, their investigation, and the terms of their resolution confidential, recognizing, however, that in the course of investigation and resolving the

## **CORRECTIVE ACTION**

If your performance does not meet XYZ's standards as outlined herein and/or if your behavior is found to be unprofessional or unethical, XYZ may take appropriate corrective or disciplinary action to ensure that your conduct is consistent with XYZ's objectives. While corrective action is intended to be fair and constructive for all employees, XYZ reserves the right to forego corrective action in lieu of immediate termination whenever the Organization deems it

## **ATTENDANCE AND PUNCTUALITY**

To maintain an efficient and productive operation, each employee must maintain XYZ's standards of attendance and punctuality. XYZ expects employees to report to work on time,

#### **Authorized and Unauthorized Unpaid Absence**

You are considered to be on an authorized unpaid absence when you personally contact your manager twenty-four (24) hours prior to the commencement of the workday and obtain permission to be absent from work. Relatives or friends should not call on your behalf unless you are physically unable to do so yourself. You must speak directly with your Manager. Management will consider your need,

#### **OFFICE APPEARANCE AND HOUSEKEEPING**

Employees are responsible for the neatness and good order of their work areas. All employees should always cooperate and maintain a professional appearance. All work areas are expected to be left daily

## **REFRIGERATORS POLICY**

All employees are responsible for cleaning their personal items out of the refrigerator at the end of each work week. Any item left in the refrigerator over the weekend is subject to being disposed of.

## **TEAM EFFORT**

XYZ promotes a policy of unity, cooperation, and teamwork. This policy should be promoted by employees when communicating with clients, other offices, vendors and any third parties.

## **IF YOU MUST LEAVE US**

Should any employees decide to leave XYZ, we ask that they provide a Supervisor with at least 2 weeks advance notice of departure. Thoughtfulness will be appreciated. All XYZ property including, but not limited to, keys, security cards, parking passes, laptop computers, fax

## **REFERENCES**

XYZ will respond to reference requests through the Human Resources Department. XYZ will provide general information concerning the employee such as date of hire, date of discharge, and positions held. Requests for reference information must be in writing, and responses will be in writing. Please refer all requests for references to the Human Resources Department.

**Only the Human Resources Department may provide references.**

## **TERMINATION PROCESS**

You are considered to have voluntarily terminated your employment with the Organization when you:

Failure to return XYZ property may result in a deduction for the cost of the property from the employee's final paycheck.

**Obligations on Termination**

On termination of employment whether voluntary or involuntary, all XYZ's documents and other tangible organizational property in the employee's possession or control must be returned to XYZ.

**A FEW CLOSING WORDS**

This handbook is intended to give employees a broad summary of things they should know about XYZ. The information in this handbook is general in nature and, should questions arise, any member of management should be consulted for complete details. While we intend to continue the policies, rules and benefits described in this handbook, XYZ in its sole discretion, may always amend, add to, delete from, or modify the provisions of this handbook and/or change its interpretation of any provision set forth in this handbook. Employees should not hesitate to speak to management if they have any questions about XYZ or its personnel policies and practices.

## HANDBOOK ACKNOWLEDGMENT

This Employee handbook is an important document intended to help employees become acquainted with XYZ , Inc. This document is intended to provide guidelines and general descriptions only; it is not the final word in all cases. Individual circumstances may call for individual attention.

Because XYZ , Inc.'s operations may change, the contents of this handbook may be changed at any time, with or without notice, in an individual case or generally, at the sole discretion of management.

Please read the following statements Initial each and sign below to indicate your receipt and acknowledgment of this handbook.

I have received and read a copy of XYZ , Inc.'s Employees handbook. I understand that the policies, rules, and benefits described in it are subject to change at the sole discretion of XYZ , Inc. at any time.

I further understand that my employment is terminable at will, either by myself or XYZ , Inc., with or without cause or notice, regardless of the length of my employment or the granting of benefits of any kind.

I understand that no representative of XYZ , Inc. other than the President and/or the CEO may alter "at will" status and any such modification must be in a signed writing.

I understand that my signature below indicates that I have read and understand the above statements and that I have received a copy of XYZ , Inc.'s Employee handbook.

Employee's Printed Name: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_

Position: \_\_\_\_\_ Date: \_\_\_\_\_

Furthermore, I acknowledge that I have received a copy of the Company's written policy against **unlawful harassment/Discrimination & Retaliation** and understand that the Company will not tolerate

unlawful harassment by any employee or non-employee at the workplace. A copy of this statement with my signature below will be placed in my personnel file and I have been given a copy of the statement to keep. I recognize that the only way the Company can achieve its goal of providing a discrimination-free and harassment-free work environment is with the assistance of its employees.

**Employee Signature:** \_\_\_\_\_

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