



Confident    Responsive  
Trustworthy

# **NCSi Inc.**

## **Employee Handbook**

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# NCSi Inc., 06/01/17 (NCSI)

## Our Mission is to

Be the premier provider and facilitator of our customer's Information Technology needs with superior quality, outstanding customer service, profitability and opportunities to obtain the benefits new technology can provide.

## Employee Handbook

This employee handbook and other employee communications are statements of management's current intent within prudent business judgment. All matters of employment that are not specifically covered in this manual and in other employee publications will be handled in keeping with NCSI's employee relations philosophy, in keeping with management's current intent, consistent with the requirements of law, and on the basis of the facts of job related behaviors.

## Contents

EMPLOYEE RELATIONS PHILOSOPHY .....	4
Our Mission is to.....	4
COMPANY VALUES .....	4
EMPLOYMENT AT WILL.....	5
NCSI GOALS .....	5
EQUAL OPPORTUNITY.....	5
COMPETITORS .....	5
PERSONAL BELIEFS .....	5
LEGAL COMPLIANCE .....	5
RECRUITMENT.....	5
ORIENTATION.....	6
EMPLOYMENT TRIAL PERIOD.....	6
TRAINING.....	6
COMPENSATION AND PAYROLL .....	6
OVERTIME.....	6
BENEFITS.....	7
HOLIDAYS.....	8
SICK DAYS AND MEDICAL LEAVE OF ABSENCE .....	8
TIME WORKED RECORD .....	8
LEAVES.....	8
VACATION .....	9
WORK WEEK and WORKER'S COMPENSATION.....	9
ATTENDANCE .....	9
COMMUNICATING EMPLOYEE PERFORMANCE.....	9
DISCIPLINARY ACTION .....	10
RESIGNATIONS.....	10
ALCOHOL, DRUG AND SUBSTANCE ABUSE .....	10
APPEARANCE, DRESS, AND PERSONAL ATTITUDES.....	10
SEXUAL HARASSMENT.....	10
COMMUNICATIONS .....	11
COMPANY PROPERTY.....	11
FIRE SAFETY AND SECURITY.....	11
WORK SAFETY AND INJURIES.....	11
SMOKING .....	11

## EMPLOYEE RELATIONS PHILOSOPHY

NCSi Inc., is committed to achieving outstanding operating results as measured by our company's above mentioned mission statement.

## COMPANY VALUES

The values that we believe in will determine the quality of our services and products, the quality of our relationships with our customers, and the quality of our relationships within the company as well as our working environment.

### Company values include:

- \* *Treating others as we would like to be treated (integrity, honesty, and courtesy)*
- \* *Doing every job to the best of our ability*
- \* *Enjoying our work*
- \* *Communicating- to gain understanding of our company, our responsibilities and each other*
- \* *Trusting each person enough to allow individual initiative*
- \* *Everyone working as a group to achieve company goals*
- \* *Maintaining a quality reputation and image*
- \* *Meeting and working to exceed our customer's expectations*
- \* *Everyone being able to take pride in their contribution toward achieving group and individual goals*

We believe that all employees should be treated with courtesy, respect, and fairness. All employees are expected to practice courtesy, respect, fairness with an attitude of being pleasant, willing and helpful in all their working relationships. All employees are expected to comply with our policies, as stated in this Employee Handbook, and in other employee communications and as stated by management from time to time.

We believe that our personnel policies and practices provide our employees with a good work environment, fairness, and proper compensation. All issues of employment not covered in this manual will be resolved by management in keeping with our employee relations philosophy. Our Fair Treatment/Open Door policy gives employees access to any level of management without fear of retribution.

## EMPLOYMENT AT WILL

Employment at NCSi is employment at will. Employment at will means that NCSi and any employee have the right to end any individual employment relationship at any time, with or without cause. THIS MANUAL AND EMPLOYEE HANDBOOK ARE NOT A CONTRACT FOR EMPLOYMENT. This manual, the employee handbook and other employee communications are not "contracts for employment." Their contents are not "terms and conditions" of an implied contract, since neither a contract nor an implied contract exist in employment at will.

## NCSi GOALS

NCSi has strategic goals for individuals and teams in each department that are key to the company's success, long term growth and profitability. Please review your goals with your manager.

## **EQUAL OPPORTUNITY**

NCSI affords equal opportunity to all persons, without regard to race, color, national origin, religion, sex, age, veterans' status, or handicapped status. Employees will be required to fill out an I-9 form to comply with federal law.

## **COMPETITORS and NON-DISCLOSURE**

Employees are not allowed to be employed part-time with a competitor of NCSI, nor to disclose NCSI information, sales, advertiser, customer, financial or other information to any other business, or to do business with a competitor of NCSI. Employee acknowledges that during the course of this agreement, they will learn of certain proprietary and confidential information including but not limited to: vendors, channel partners, contacts, customer lists, development of existing and future business models, relationships, plans, processes and procedures (Internet related or not), products and services marketed or planned to be marketed (hereinafter "Confidential Information"). Confidential Information shall also include data relating to general business operations such as but not limited to, sales, costs, profits, organizations, promotions, leads, ideas, methods and pricing structures. Except as required by law or as necessary disclosures to its attorneys and or tax advisors Employee shall treat as Confidential Information any and all payment information and amounts paid to employee for work performed and shall not disclose said Confidential Information directly or indirectly to any person or entity and shall immediately inform employer should they learn of any disclosure of Confidential Information by accident or otherwise. Additionally, employee shall not use directly or indirectly Confidential Information or Employer's IP (Intellectual Property) for its own use or for the use of any other person or entity except as specifically authorized by employer for use on employers behalf.

Confidential IP – NCSI considers any product, service or combination thereof, as well as any methods and/or given practices, whether publicly available or not, to be part of our NCSI's Intellectual Property [IP]. This includes products/services that are currently in use or planned for future use that may have been disclosed to, or discussed with the employee/subcontractor.

## **PERSONAL BELIEFS**

NCSI recognizes that its employees may hold a wide range of personal beliefs, values, and commitments. These beliefs, values, and commitments are a conflict of interest with NCSI if they prevent employees from carrying out their job responsibilities, if employees attempt to use company time and facilities for furthering them, if employees interfere with other employees' job performance by pursuing them, or if employees continue attempting to convince other employees of their personal beliefs after the other employees ask them to stop.

## **LEGAL COMPLIANCE**

NCSI intends to conduct all matters of employment in full compliance with applicable federal, state, and local laws and regulations. Employees and supervisors are required to comply with all applicable laws and regulations in performing their job responsibilities.

## **RECRUITMENT**

The Company receives applications for employment in accordance with job openings or needs as communicated by company memo or outside advertisement. Applicants in specified positions may be required to take appropriate skills tests to help determine their qualifications. References on all prospective employees will be verified before making any job offers.

## **ORIENTATION**

New employees will each have an orientation to the company workings as a whole and to their department. A model showing the normal workflow of a product through the company is available for review from each department manager. Refer to workflow model by department.

## **EMPLOYMENT TRIAL PERIOD**

New employees must successfully complete a trial period of employment starting sixty days from the first day of employment in order to become regular employees. This 60 to 90-day period is a time for the company to “try out” the employee and vice versa. No benefits or incentive compensation payments excluding sales commissions will be made during this trial period.

Managers may meet with employees at the end of the first day, week, two weeks, month and every month thereafter to determine their performance and satisfaction with the company. Managers will formally review their performance using the Trial Evaluation form at the end of this 60 to 90-day period.

## **TRAINING**

Managers and supervisors are responsible to provide for on the job training for employees in specific job skills. Outside courses, seminars, or programs must be approved by managers. Employees are required to attend training sessions or company meetings as the management judges to be necessary.

## **COMPENSATION AND PAYROLL**

Employees are classified as exempt or non-exempt, and paid within their job grades for the work they actually accomplish. The company may assign employees to and pay them for other work for up to 60 days without reclassifying them. The pay schedule varies and will be discussed by each manager.

The base salary range is established on the basis of knowledge required, skills and abilities required, working relationships, effect on financial profits, and scope of management needed. Employee's salaries are reviewed annually. A salary review does not automatically result in a salary change, since increases are based on performance. The company has the right to change rates of compensation at the management's sole discretion.

Incentive compensation opportunities are available by department based on the achievement of departmental and company goals. Each department and manager has strategic operating goals for production and profitability.

## **OVERTIME**

Overtime – will be paid only when authorized beforehand by your manager.

## **INTERNET, RADIO, CELL PHONE, TECHNOLOGY AND EMAIL USE**

Employee use of computer, radio/CD/DVD/stereo, electronic, internet, or email technology for other than company purposes, consistent with NCSi mission and values, is prohibited. It is understood that the employee's company email account is the property of the company.

From time to time NCSi may monitor any computer on NCSi's network and may review social media made public or shared to NCSi or any of its staff, and may record activity and/or time used. Any prohibited activity, and/or dissenting or disparaging comments made about NCSi or any of its staff on social media (media of any type, Facebook etc.) are grounds for immediate dismissal. Said inappropriate behavior will cause damages to NCSi the sum of which will is not possible to calculate. Additional monetary consequences (per management discretion) may be assessed and not limited to, unused vacation, sick, and unpaid wages – as allowed by law.

Company or employee cell phones may not be used at the workplace and unless requested to do so by management on/at a particular day/time. Cell Phones and other personal items shall be kept in the provided “Employee Personal Box (placed on silent). Additionally, cell phones shall not be used in client or company rest room facilities.

## BENEFITS

Full-time employees will have the option of participating in three insurance policies offered by the company. You will be eligible for insurance benefits after 60 days with the company. Each employee should review the terms, costs, and conditions of each policy which are on file for review.

**Medical insurance-** available for the employee and their family. The company will pay a part of the employee only premium and the employee will pay the remainder through payroll deduction each pay period. (This may be provided to the employee in the form of a company paid medical stipend directly to the insurer or directly to the employee with proof of medical payment stub or other.)

**Dental insurance-** may be available for the employee and their dependents. The total cost will be paid by the employee.

**Life insurance-** may be available for the employee at a current rate based upon age that will increase over time as the employee grows older.

Employees will be asked to sign a Benefits summary that notes their acceptance or non-acceptance of benefits.

### Layoff Benefits Eligibility

If your position ends due to lack of work, lack of funding, or reorganization, you may have options for continuing benefits.

- Staff layoff/re-employment rights are established by either a union contract or under WPRB rules.
- Employees do not have layoff re-employment rights or eligibility for a rehire list. However, options to continue benefits following layoff do apply if your appointment was discontinued for lack of work, lack of funding, or reorganization.
- Temporary staff (including hourly, fixed duration appointments, and project appointment Employee) do not have layoff benefits continuation rights, however medical and dental can be continued under the federal COBRA law.

### Length of Benefits Continuation Option Following Layoff

Layoff rights for benefits extend for a limited period of time, and are defined by the labor contract or by the COMPANY or state personnel rules that govern your position.

### Medical & Dental -

There are 2 ways to continue your medical/dental enrollment following layoff:

- **Work at least 8 hours per month at the COMPANY.** The COMPANY will make the employer insurance contribution for any month in which you worked a minimum of 8 hours in any nonstudent position. Eight hours is required even if you were laid off from a part time position. If the employee-paid share of the medical premium is not taken by payroll deduction, you must arrange payment with the Benefits Office. COMPANY Temporary Services may be of assistance in locating temporary employment.
- **Self-pay for your insurances.** If you do not work at least 8 hours you are eligible to self-pay your insurances for that month. You need to complete the self-pay form and send your check to the Health Care Authority in Olympia for any month in which you are not eligible for the COMPANY-paid employer contribution. Self-pay forms can be downloaded or are available by contacting COMPANY Benefits.

## HOLIDAYS

The following days are paid company holidays:

*New Year's Day  
Memorial Day  
4th of July  
Labor Day  
Thanksgiving Day  
Christmas Day*

If necessary when the holiday falls on a weekday, the company may need to reallocate workload to meet production schedules. If an employee's regular schedule does not fall on a recognized holiday, then holiday pay does not apply. Part-time employees are not paid for non-state sanctioned holidays.

## SICK DAYS AND MEDICAL LEAVE OF ABSENCE

As part of the benefits package each full-time employee is entitled to (3) three paid sick days (totaling 24 hrs) per calendar year without an attending physician's statement. These paid sick leave days start to accrue after the new employee's probationary period (usually 90days). Sick leave may not be taken in hourly increments. Special circumstances will be approved under manager's discretion. Jury duty may be taken as vacation or leave without pay. An additional (3) three paid sick days (totaling 24 hrs) per calendar year will be allowed but only with an attending physician's statement indicating that the employee is too sick to work. This statement is required and must accompany the time sheet turned in for the pay period in question. Employees are encouraged to use their (6) sick days as they are intended. Any sick days beyond the six will be taken as no-pay days. There will be no carry-over of unused days, or payment for unused days. Department managers must be notified by start of business on the day a sick day is to be taken. Unless a serious injury has occurred, the employee alone must notify a manager for his or her own sick day. Out of respect for the NCSI staff, scheduling and the company in general, if consecutive sick days are necessary, the employee is obligated to make NCSI aware of this as soon as possible, preferably the evening prior. No notice or late notice may result in loss of that "paid" sick leave day. "**Sick but working from home**" this is *allowed at managers discretion*, if allowed employee understands their work is considered encumbered and thus will be only allowed up to a max of 4hours of standard time, with the additional 4 hours as sick-leave if a balance is available. There is no sick leave for part-time employees.

## TIME WORKED RECORD

Hourly employees are required to complete a time worked record and turn in their actual hours worked to their managers. Employees are required to verify the accuracy of their time worked records and sign them at the end of each pay period. Employees who falsify information on time sheets provided to the company including, but not limited to a time work record, are subject to disciplinary action, including termination.

## LEAVES

Short term unpaid leaves are only allowed by the company as approved by the manager on a case by case basis and as required by law. Return from unpaid short term leave is subject to job openings. If there are no job openings, employees will not be returned to work until there are openings for which they are qualified. Employees who apply to return to work from short term disability leave must furnish an attending physician's certification that they are able to return to work, and may be required to go to the company designated physician for a company paid examination.

## **VACATION**

ONLY Full-time employees earn paid vacation on the basis of time worked since starting employment or last reemployment according to the following schedule:

*After one year of work- One week vacation*

*After two years- Two weeks vacation*

*After five years- Three weeks vacation*

*After ten years- Four weeks vacation*

*After fifteen years- Five weeks vacation*

To become eligible for vacation, employees need to complete one full year of employment and are eligible for vacation starting January 1st of the following year. Vacations must be taken during that year and may not be carried over to the following year. All vacation dates must be approved and scheduled, at least 4 weeks in advance. Vacation dates must be consecutive and are at the sole discretion of the employee's supervisor or manager. If there is a conflict in production due to scheduled vacations, the senior employee will be given the first consideration. Vacation time is not intended to be used as "fill time" for hours missed, unless work load or other special circumstances has caused the shortage of hours and the employee's supervisor or manager has given his or her approval.

Vacation hours not used during the calendar year may be paid out in cash at the conclusion of the year, however it is agreed that said vacation payout will be calculated at half the employee's normal hourly rate of pay.

Vacation time requested may be denied by management for various reasons, (i.e. if requested late in the year or the dates requested are occupied by another staff member, etc.). It is the employee's responsibility to discuss and confirm any alternatives with management prior to year-end or risk losing that year's vacation-time allotment.

## **WORK WEEK and WORKER'S COMPENSATION**

The company work week varies for each department. Please review the work week with your manager to determine the schedule that applies to you.

Worker's Compensation benefits are defined by Washington State law and the determination of specific benefits is administered by the company's insurance carrier in compliance with the law. Contact your manager with any worker's compensation issues immediately and they will assist you. Employees and supervisors must fill out the required reports on all job-related accidents, injuries, and illnesses immediately, and in every case within at least 24 hours after their discovery.

## **ATTENDANCE**

Employees are required to report for work on time and work according to posted schedules. Employees who begin their work shifts and have to leave because of an accident, illness, or emergency are paid for hours actually worked. Employees must obtain advance approval from their managers unless in an emergency. Unapproved absences will be subject to disciplinary action.

## **COMMUNICATING EMPLOYEE PERFORMANCE**

Managers will meet from time to time, and with each employee formally once a year to review employee attitudes, values, goals, incentives and performance. A written employee performance review form will be used to keep a record of the results of these meetings. A copy will be given to each employee following the meeting.



## DISCIPLINARY ACTION

Employees can be disciplined for actions such as, but not limited to, poor work performance, violations of health and safety standards, fighting or violence, unprofessional conduct, poor quality work, failure to follow instructions and procedures, failure to treat customers or other employees properly, violations of provisions in this employee handbook, and for other job-related reasons that in the manager's sole discretion require disciplinary action.

Disciplinary actions may include the following:

**Notice-** verbal or written notice that behavior or performance is not in accordance with company standards or goals.

**Warning -** written notice that behavior or performance is continuing to be not in accordance with company standards or goals. and/or

**Suspension-** employees are suspended from work without pay for a specific period of time as part of a disciplinary action or to investigate their participation in certain events.

**Termination-** Employees are terminated from work as behavior or performance has not improved despite notice, warning and or suspension. Employees are required to return all company property, records, and information on or before their last day of work.

**Mistakes:** A deduction from a potential bonus or incentive will be charged for (generally repeated) errors or mistakes. This allows the employee to share in the loss for said mistake and therefore encourages stewardship of the overall process.

An employee may be suspended or terminated without notice or warning for reasons deemed serious by management.

## RESIGNATIONS

Employees are requested to give two weeks' notice of their intent to resign. Not providing such may impact the final payment of the employee's remaining paycheck and or reduce any vacation or other payout.

## ALCOHOL, DRUG AND SUBSTANCE ABUSE

Employees are not allowed to possess, be under the influence of, or use alcohol, illegal drugs or illegal substances that, in management's opinion, might portray an appearance of impropriety, impair their ability to work safely and efficiently during work time and on any company premises. Employees may be required to take a drug test, and are allowed to send half of the sample to a testing facility of their choice at their expense, with all specimens under the dual control of the employee and management until delivered to the testing facilities. Employees in violation of this policy will be subject to disciplinary action and or termination.

## APPEARANCE, DRESS, AND PERSONAL ATTITUDES

Employee's appearance (including hair color), dress, and attitudes must be consistent with the requirement of their jobs as determined by their manager. We are a company which requires casual dress which is safe and in good taste for most employees. Business dress or uniform may be required for those who contact the public or customers.

Any conduct and language used in the course of work must be appropriate, respectful, and non-offensive at all times for our customers and fellow employees benefit.

## SEXUAL HARASSMENT

Sexual harassment is defined as unwelcome sexual conduct or contact that unreasonably interferes with someone's job performance or creates an offensive working environment. Sexual harassment by any employee to any other employee or customer is strictly forbidden, and employees who engage in sexual harassment are subject to disciplinary action, up to and including termination. Employees who feel they have been subjected to sexual harassment should contact their supervisor.

## **COMMUNICATIONS**

The company encourages open communication among its employees to improve the business. Managers conduct periodic meetings with their staff in order to keep staff informed about the business, discuss issues and review other work concerns.

All managers have an "open door" policy regarding work-related matters. Innovative thinking is encouraged, and all ideas are welcome. Employees are assured of being heard, and responded to, without fear of retaliation or harassment from other employees.

## **COMPANY PROPERTY**

Employees are not allowed to remove any company property, including any and all company documents and records or any other company information, except as approved by their managers in order to carry out their job responsibilities.

## **FIRE SAFETY AND SECURITY**

Employees are required to be familiar with and follow the company's fire safety and evacuation plan. The company building has a security system for the protection of company and personal property. Please review the security system with your manager.

## **WORK SAFETY AND INJURIES**

The safety, health and welfare of employees at work is very important. Every employee is responsible for working in a safe and orderly manner to safeguard themselves. All employees are required to work in accordance with established safety procedures. Please review these safety procedures with your manager. Employees who feel that any work situation or any person at work threatens their safety or health are to report immediately to their managers.

Employees must report all job-related injuries to their managers immediately, and fill out an injury report within 24 hours. Employees who are injured may be assigned different work to enable them to continue working at the company. The company will have first aid and medical response procedures available.

All employees are expected to keep their office, work, break and lunch areas neat, clean, and empty their own garbage cans daily.

## **SMOKING**

In accordance with state law, our building is a "no smoking" facility.

## **Reserved Right:**

The NCSi and its Management reserve the right to amend the Employee Handbook with the needs of the company at any time.