



Employee Handbook

Strive for Success



PSI (Prabhav Services Inc.)

Copyright © 2021 PSI . All rights reserved.

No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language, in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without prior written permission from PSI .

All copyright, confidential information, patents, design rights and all other intellectual property rights of whatsoever nature contained herein are and shall remain the sole and exclusive property of PSI USA. The information furnished herein is believed to be accurate and reliable.

However, no responsibility is assumed by PSI for its use, or for any infringements of patents or other rights of third parties resulting from its use.

The PSI name and PSI logo are trademarks or registered trademarks of PSI Limited.

All other trademarks are the property of their respective owners.



Document History

Revision History

Revision Number	Revision Date	Summary of Changes	Author
1.0	1/1/2011	Original	Reena Daftary

Approvals

This document requires following approvals:

Name	Title
Vinay Vakani	HR Head

Distribution

This document has been distributed to:

Name	Title



Table of Contents

- 1. Introduction 11
 - 1.1. History 12
 - 1.2. Goals, Values and Beliefs 14
 - 1.3. Equal Opportunity 14
- 2. Employment Status and Records 16
 - 2.1. Confidentiality..... 16
 - 2.2. Conflict of Interest 17
 - 2.3. Employment Categories..... 17
 - 2.4. Personnel Records..... 18
 - 2.5. Probation Policy 19
 - 2.6. Attendance Policy 19
 - 2.7. Employee Referrals..... 19
 - 2.8. Employment of Relatives 20
 - 2.9. Introductory (Probationary) Period..... 20
 - 2.10. Job Postings & Promotion 20
 - 2.11. Background Checks 21
 - 2.12. Criminal Records Check..... 21
 - 2.13. At Will Employment 21
 - 2.14. Americans with Disabilities Act..... 22
 - 2.15. Immigration Law Compliance..... 22
 - 2.16. Anniversary Date 22
 - 2.17. Personnel Records 22
 - 2.18. Change of Personal Data 22
 - 2.19. Personal Property..... 22
 - 2.20. Medical Status & Attention 23
 - 2.21. Termination, Resignation and Discharge 23
 - 2.22. Transfers & Relocation..... 23
 - 2.23. Unions 23
 - 2.24. Use of Company Property 24
 - 2.25. Holidays..... 24



2.26.	Vacation.....	25
2.27.	Data Protection.....	26
2.28.	Recruitment Policy	26
2.29.	Promotion Policy.....	27
2.30.	Interviewing Policy.....	27
2.31.	Performance Reviews	27
2.32.	Termination Policy	28
2.33.	Dismissal Policy.....	29
2.34.	Redundancy Policy.....	29
2.35.	Retirement Plans.....	30
3.	Employee Benefit Programs	31
3.1.	Employee Benefits	31
3.2.	Life Insurance.....	31
3.3.	Medical Policy	31
3.4.	Sick Leave Policy	32
3.5.	Long Term Illness Policy.....	32
3.6.	Grievance Policy	33
3.7.	Equal Opportunities Policy.....	33
3.8.	Education Assistance.....	34
3.9.	Employee Assistance Program.....	36
3.10.	Disability Insurance	36
3.11.	Reimbursement for Parking and Taxis.....	37
3.12.	Retirement Saving Plan.....	37
3.13.	Travel & Expenses	37
4.	Timekeeping / Payroll	38
4.1.	General Pay Information	38
4.2.	Payroll	38
4.3.	Payroll Deductions	38
4.4.	Pay Schedule	39
4.5.	Working Hours	39
4.6.	Work Breaks.....	40
4.7.	Outside Employment.....	40
4.8.	Overtime.....	41
4.9.	Performance Evaluations	42



Process & Policies

- 4.10. Salary Increases 42
- 4.11. Time Records 42
- 4.12. Time Clock and Time Cards 42
- 4.13. Double Employment 43
- 4.14. Time in Lieu 43
- 4.15. Salary Policy 44
- 4.16. Expenses Policy 45
- 5. Anti Discrimination and Harassment 47
 - 5.1. Americans with Disabilities Act 47
 - 5.2. Equal Opportunity Policy 47
 - 5.3. Policy Prohibiting Harassment and Discrimination 47
 - 5.4. Prohibited Behavior 48
 - 5.5. Harassment Policy 49
 - 5.6. Sexual Harassment Policy 50
 - 5.7. Harassment by Non-employees 52
 - 5.8. Complaint Procedure and Investigation 52
 - 5.9. Retaliation 53
 - 5.10. Training 53
 - 5.11. Employment at Will 53
- 6. Work Conditions and Hours 54
 - 6.1. Attendance & Punctuality 54
 - 6.2. Bonus Compensation 54
 - 6.3. Breaks 54
 - 6.4. Flexible Work Hours & Telecommuting 55
 - 6.5. Time Keeping 55
 - 6.6. Tidy Desk Policy 56
 - 6.7. Dress Code 56
 - 6.8. Personal Property 57
- 7. Leave of Absence 58
 - 7.1. Family and Medical Leave 58
 - 7.2. Personal Leave 60
 - 7.3. Parental Leave 61
 - 7.4. Bereavement Leave 62



- 7.5. Time Off From Work In Connection With Court Cases 62
- 7.6. Time Off To Vote 62
- 7.7. Military Leave 62
- 7.8. Jury Service Policy 63
- 7.9. Pregnancy-Related Absences 63
- 7.10. Maternity Leave Policy 63
- 7.11. Paternity Leave Policy 65
- 7.12. Compassionate Leave Policy 65
- 7.13. Short-term Disability 65
- 7.14. Continuation of Medical/COBRA 66
- 7.15. Worker's Compensation 67
- 8. Employee Conduct & Disciplinary Actions 68
 - 8.1. Conduct Standards & Discipline 68
 - 8.2. Gross Misconduct Policy 69
 - 8.3. Fraudulent Activities 69
 - 8.4. Reporting Misconduct Policy 70
 - 8.5. Disciplinary Policy 71
 - 8.6. Misconduct Policy 74
 - 8.7. Drug and Alcohol Policy 74
 - 8.8. Anti-Substance Abuse 75
 - 8.9. Drug Testing 77
 - 8.10. Company Equipment and Vehicles 77
 - 8.11. Company Property 78
 - 8.12. Dating in the Workplace 78
 - 8.13. Ethical and Legal Business Practices 78
 - 8.14. Grievances 80
 - 8.15. Insider Trading 80
 - 8.16. Progressive Discipline 80
 - 8.17. Solicitation 81
 - 8.18. Workplace Violence 81
- 9. IT Policies 82
 - 9.1. Computer Usage Policy 82
 - 9.2. Misuse of Computing Privileges Policy 86
 - 9.3. Email Policy 87



9.4.	Prohibited Internet Usage Policy.....	87
9.5.	Remote Access Policy	88
9.6.	Bulletin Boards	89
9.7.	Communication with Press or Media	89
9.8.	Software Policy	90
9.9.	Use of Company Communication Systems	90
9.10.	Data Protection Policy	90
10.	Health and Safety	92
10.1.	Safety	94
10.2.	Fire Evacuation Procedure.....	94
10.3.	Fire Safety	95
10.4.	Security.....	95
10.5.	Emergency Measures (Inclement Weather).....	95
10.6.	First Aid Policy.....	96
10.7.	Smoking.....	96
10.8.	Hygiene Policy.....	98
11.	Miscellaneous Policies.....	99
11.1.	Visitors Policy	99
11.2.	Welfare Policy.....	99
11.3.	Open Door Policy	100
11.4.	Housekeeping Facilities Policy.....	100
11.5.	Company Training Policy	100
11.6.	Other Benefits.....	101
12.	Appendix A – Reference Documents.....	103
13.	Appendix B – Glossary of Terms	104



Welcome

Welcome to PSI !

Dear Employee:

You and PSI have made an important decision: The Company has decided you can contribute to our success, and you've decided that PSI is the organization where you can pursue your career productively and enjoyably.

We believe we've each made the right decision, one that will result in a profitable relationship. The minute you start working here, you become an integral part of PSI and its future. Every job in our company is important, and you will play a key role in the continued growth of our company.

As you will quickly discover, our success is based on delivering high quality products and providing unsurpassed customer service. How do we do it? By working very hard, thinking about our customers' needs, and doing whatever it takes. We do it by treating each other and customers with respect. We do it by acting as a team.

Should you have any questions concerning this handbook, your employment or benefits, please feel free to discuss them with your supervisor or manager.

Again, welcome aboard!

We wish you pleasant journey of your career with us.

Reena Daftary



1. Introduction

Our Mission Statement is “Strive for Success” which everyone relaise but we also realize the journey to success is equally important and we wand to grow with Pride (Prabhav),

Our long term Goal is We want to make our market space in worldwide, so we need to grow fast and rapidly at the same time in right way.Our name stands on its own that Prabhav means Reputation(REPO).

Now you are equally responsible to achieve our targets.

Dear Employee,

Welcome to PSI

We are excited to have you as part of our progressive team. You were hired because we believe you can contribute to the achievement of our goals and to the bottom line of success, and share our commitment to our mission statement.

PSI is committed to distinctive quality and unparalleled customer service in all aspects of our business. As part of the team, you will discover that the pursuit of excellence is truly a rewarding aspect of your career with PSI . As a team member, you must "own" the results of your productivity.

This employee handbook contains the key policies, goals, benefits, and expectations of PSI ; and other information you will need as part of our team.

Our mission statement:

At PSI “*Strive for Success*”, we pledge to provide distinctive quality and unparalleled customer service as we strive to gain the respect and trust of our customers, suppliers and partner vendors.

The success of PSI is determined by our success in operating as a unified team. We have to earn the trust and respect of our customers every day in order that the customer makes the decision to choose our services. We sell service and service is provided by people. There are no magic formulas.

Our success is guaranteed by creative, productive employees who are empowered to make suggestions while thinking "outside the box." Your job, every job, is essential to fulfilling our mission to "provide distinctive quality and unparalleled customer service" everyday to more people who "trust and respect" us.

The primary goal at PSI , and yours, is to live our mission statement and continue to be an industry leader. We achieve this through dedicated hard work and commitment from every employee. It is



the desire of PSI 's management, from top to bottom, to have every employee succeed in their job, and assist in achieving our goals.

You should use this handbook as a ready reference as you pursue your career with PSI . Additionally, the handbook should assure good management and fair treatment of all employees. At PSI , we strive to recognize the contributions of all employees.

Welcome aboard. We look forward to your contribution.

Sincerely,

Reena Daftary

Human Resource Director

1.1. History

What is Prabhav and where its coming from :

We started back in 1996 in India and done very good business with Fortune 100 companies as well, We officially opened the company in USA in June 2005 for consulting wing in NJ

During our journey we also opened the project Offices in Australia and UK for WebSite and Projects plus we developed India Office into full fledge training center and Call Center

We are also into Outsourcing business, we are not interested in that revenue but we are interested in that relationship with customer in USA

We are still consider as small business partner, we are partner with big companies like IBM, Symantec, HP and Oracle.

PSI started in 05/2005 in response to the overworked professional workforce who had more obligations than time. We ease the professional burden by the performance of duties which take time away from leisure time - or interferes with work - leaving time for the real important things in their lives.

In [date], we streamlined and magnified our customer service goals in order to ensure that each customer's unique needs were met and required all outside vendors to pass a ten point quality and service inspection test. The headquarters are located in Los Angeles, California and includes senior management, marketing, finance and human resources. Outlying offices house service representatives to serve customers locally.



PSI employees, partners in our success, vigorously uphold our mission statement for every assignment. Our customers have responded tremendously and their support of our commitment has enabled PSI to extend our operation into four major markets across the state of California. With the entire staff of PSI sharing our vision of distinctive quality and unparalleled customer service, we are headed for greater success.



1.2. Goals, Values and Beliefs

Our goal at PSI is simple -- extraordinary customer service as we provide our customer's needs in the personal service industry. We accomplish this by taking over the tasks which interfere with an enjoyable, leisurely lifestyle; and by partnering with organizations who have the finest reputations for quality.

Our goals are accomplished by a commitment from every employee.

Our values and beliefs require that we:

-) Treat each employee with respect and give them an opportunity for input on how to continually improve our service goals.
-) Treat each employee fairly and with mutual respect. The Company does not tolerate discrimination of any kind and encourages all managers and supervisors to involve employees in problem solving and the creativity process. When problems arise, the facts should be analyzed to determine ways to avoid similar problems in the future.
-) Provide the most effective and efficient corrective action, to resolve customer service issues, to ensure our customers satisfaction and that the problem not be repeated in the future. In this way, we will not maintain our leadership position in the industry.
-) Foster an open door policy which encourages interaction, discussions and ideas to improve the work environment, thus increase our productivity.
-) Deliver competitive, impeccable service to our customers and, where required, partner our customers with vendors who share our mission vision.
-) Make "Do It Right The First Time" our commitment as a team and our only way of doing business. This commitment will assure continued growth and prosperity.

This is a partial listing only, but it gives you the idea. The goals can include more specific long-term goals, but if you do, make sure they aren't so specific that they become "stale" after one or two years.

The equal employment opportunity affirmation should also be included in or near the introduction to the handbook.

1.3. Equal Opportunity

PSI is an Equal Opportunity Employer. This means that we will extend equal opportunity to all individuals without regard for race, religion, color, sex, national origin, age, disability, handicaps or veterans status. This policy affirms PSI commitment to the principles of fair employment and the elimination of all vestiges of discriminatory practices that might exist. We encourage all employees to take advantage of opportunities for promotion as they occur.



After you complete the introduction, you will then begin to address the general employment policies of the company.



2. Employment Status and Records

2.1. Confidentiality

PSI requires all employees to sign a confidentiality agreement as a condition of employment, due to the possibility of being privy to information which is confidential and/or intended for the company use only. All employees are required to maintain such information in strict confidence. This policy benefits you, as an employee, by protecting the interests of The Company in the safeguard of confidential, unique and valuable information from competitors or others.

Should an occasion arise in which you are unsure of your obligations under this policy, it is your responsibility to consult with your reporting manager. Failure to comply with this policy could result in disciplinary action, up to and including termination.

Companies that provide professional services such as the development of computer programs, commercial art, etc. may want to develop a policy that addresses ownership rights of any material developed using company resources and/or time. Similarly, companies that conduct research and development will want to address this issue. Due to the complexity of trademark, copyright and patent laws, you should contact your attorney for assistance with this policy.

Information that pertains to PSI's business, including all nonpublic information concerning the Company, its vendors and suppliers, is strictly confidential and must not be given to people who are not employed by PSI.

Please help protect confidential information - which may include, for example, trade secrets, customer lists and company financial information - by taking the following precautionary measures:

-) Discuss work matters only with other PSI employees who have a specific business reason to know or have access to such information.
-) Do not discuss work matters in public places.
-) Monitor and supervise visitors to PSI to insure that they do not have access to company information.
-) Destroy hard copies of documents containing confidential information that is not filed or archived.
-) Secure confidential information in desk drawers and cabinets at the end of every business day.

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

-) Compensation data



-) Financial information
-) Marketing strategies
-) Pending projects and proposals
-) Proprietary production processes
-) Personnel/Payroll records
-) Conversations between any persons associated with the company

Your cooperation is particularly important because of our obligation to protect the security of our clients' and our own confidential information. Use your own sound judgment and good common sense, but if at any time you are uncertain as to whether you can properly divulge information or answer questions, please consult a PSI officer.

2.2. Conflict of Interest

Employees must avoid any interest, influence or relationship which might conflict or appear to conflict with the best interests of PSI . You must avoid any situation in which your loyalty may be divided and promptly disclose any situation where an actual or potential conflict may exist.

Examples of potential conflict situations include:

1. Having a financial interest in any business transaction with PSI
2. Owning or having a significant financial interest in, or other relationship with, a PSI competitor, customer or supplier, and
3. Accepting gifts, entertainment or other benefit of more than a nominal value from a PSI competitor, customer or supplier.

Anyone with a conflict of interest must disclose it to management and remove themselves from negotiations, deliberations or votes involving the conflict. You may, however, state your position and answer questions when your knowledge may be of assistance to PSI .

2.3. Employment Categories

Employees at PSI are either full-time or part-time. The Company may on occasion hire temporary or seasonal employees, who will not generally be eligible for benefits.

Part-time employees work fewer than [X] hours per week. Unless specifically stated, part-time employees are not afforded any benefits other than wages; for example, they do not accrue benefits such as sick days, vacation days, and health insurance.



All other employees are full-time.

- J Permanent Full-Time is an employee who has no termination date and who is regularly scheduled to work 37.75 to 40 hours per week.
- J Permanent Part-Time is an employee whose position has no termination date and who is scheduled to work 20 or more hours, but less than 37.75 hours per week.
- J Temporary Full-Time is an employee who is hired or promoted for certain length of time and who is scheduled to work 37.75 hours per week.
- J Temporary Part-Time is an employee who is hired or promoted for a certain length of time and who is scheduled to work 20 hour or more, but less than 37.75 hours per week.

Your supervisor will verify whether you are a full-time or part-time employee, and also whether you are exempt or non-exempt. Exempt employees are not entitled to overtime under the Fair Labor Standards Act, while non-exempt employees can qualify for this pay.

2.4. Personnel Records

Personnel records of PSI must be accurate at all times. In order to avoid issues or compromising your benefit eligibility or having W2's returned, PSI expects that employees will promptly notify appropriate personnel representative of any change in name, home address, telephone number, marital status, number of dependents, or any other pertinent information which may change.

General

An employee's personnel file consists of the employee's employment application, withholding forms, reference checks, emergency information and any performance appraisals, benefits data or other appropriate employment-related documents.

It is the employee's responsibility to notify the Payroll Department or Human Resources of any changes in name, address, telephone number, marital status, number of dependents, military service status, beneficiaries or person to notify in case of an accident.

Misrepresentation of any fact which you have provided information for on your application, in your personnel file, or any other document is sufficient reason for dismissal. Personnel records are considered company property and are not available for review by employees.

State Specific, e.g. California

An original personnel file consists of an employee's employment application, withholding forms, reference checks, emergency information and any performance appraisals, benefits data and other appropriate employment-related documents.



It is your responsibility to notify the Payroll or Human Resources department of any changes in name, address, telephone number, marital status, number of dependents, military service status, beneficiaries or person to notify in case of an accident.

You may be dismissed for misrepresenting any fact on your application or in your personnel file.

Personnel records are considered company property. You may review your record in the PSI offices during business hours after making a reasonable request to do so. Access to personnel records does not apply to letters of reference, records obtained prior to employee's employment, or records relating to the investigation of a possible offense.

2.5. Probation Policy

The probation period is stated in each individual's contract this can vary but should always range between 6 months to 12 months and should never go beyond 12 months.

2.6. Attendance Policy

Attendance policies are determined by laws and regulations such as Family Medical Leave Act. Ensure that your handbook includes a general statement about attendance -- you can use this policy to ensure there are no misunderstandings about attendance expectation.

Employees are expected to arrive at work before they are scheduled to start and be at their work station, productively engaged in PSI business by the scheduled start time. All time off must be requested in advance and submitted in writing, as outlined in the appropriate categories; except sick leave.

PSI views attendance as one of the most important facets of your job performance review. All unapproved absences will be noted in the employee's personnel file. Excessive absences, including for Sick Leave, will result in disciplinary action, up to and including termination.

2.7. Employee Referrals

To encourage and reward employees who refer qualified candidates for full-time positions, PSI sponsors an employee referral incentive program. All full-time employees are eligible to participate, with the exception of HUMAN RESOURCES.

If PSI hires the referred candidate within 90 days of the referral date, the Company will award \$10, minus applicable tax withholdings and deductions, to the referring employee. Payment will be made approximately 120 days after the date the candidate was hired, provided both individuals are then active employees of the Company.



2.8. Employment of Relatives

PSI may hire relatives of employees where there are no potential problems of supervision, safety, security, morale or potential conflict of interest. Relatives include an employee's parent, child, spouse, domestic partner, sibling, cousin, in-laws and step relationships.

Employees who marry or become related will be permitted to continue to work as long as there are no substantial conflicts. Reasonable accommodations will be made when possible in the event a conflict arises.

2.9. Introductory (Probationary) Period

The first 90 days of employment are an Introductory Period for both the employee and the Company. However, during and after this period, the work relationship will remain at will.

This time period allows you to determine if you have made the right career decision and for PSI to determine whether your initial work performance meets our needs. Your manager will monitor your work performance, attitude and attendance during this time, and be available to answer any questions or concerns you may have about your new job.

Benefits such as time off for vacation, personal days, sick days or bereavement leave do not accrue during this period.

The Introductory Period may be extended at management's discretion.

2.10. Job Postings & Promotion

PSI has a job posting program to inform employees of available staff positions. COMPANY] will fill job vacancies whenever possible by promoting qualified employees from within the Company.

To apply for a posted position, an employee must:

-) Have completed any mandatory Introductory Period at a satisfactory performance level
-) Meet the minimum requirements for the position, and
-) Not have received written correction counseling within the past 90 days; employees who have received a verbal warning may also be prohibited from applying.

Employees interested in applying for a posted position should submit a memorandum with an updated resume to PSI indicating interest in the position. Qualified employees must inform their managers that they have applied for the job. Candidates will be judged on individual performance,



conduct, experience, and potential. Length of service, although considered, shall not be the sole determining factor in selecting candidates for promotion.

PSI has the discretion to fill job vacancies from outside if we consider that circumstances call for outside recruitment.

2.11. Background Checks

PSI conducts reference and background checks on all new employees. Employees who have falsified information on their employment applications will be disciplined, which could include termination. Applicants who have provided false information may be eliminated from further consideration for employment.

2.12. Criminal Records Check

Prior to making an offer of employment, PSI may conduct a job-related background check. A comprehensive background check may consist of prior employment verification, professional reference checks, education confirmation, and credit check. When appropriate or specifically requested, a criminal record check (including driving record) may be performed.

2.13. At Will Employment

The policies in this handbook are not an employment contract.

By signing the Acknowledgment Form, you agree that your employment is "at will," which means that either you or PSI may terminate your employment at any time, with or without notice or cause, for any reason or no reason.

PSI does not guarantee your employment for any specific period, though we hope your employment will be successful and long term. You understand that PSI Staffing is a staffing company and as such assignments may be short or long term, temporary, temporary to hire, or direct hire in nature; we will always make every effort to be clear on what type of assignment we are offering you.

No amount of work is express or implied by this contract. No manager, supervisor, or representative has authority to enter into any agreement guaranteeing employment for any specific period of time or to make written or oral promises, agreements, or commitments contrary to this policy.



2.14. Americans with Disabilities Act

It is PSI's policy to comply with all the relevant and applicable provisions of the Americans with Disabilities Act (ADA). PSI will not discriminate against any qualified employee or job applicant with respect to any terms, privileges, or conditions of employment because of a person's physical or mental disability.

2.15. Immigration Law Compliance

All offers of employment are contingent on verification of the candidate's right to work in the United States. On or before the first day of work, every new employee will be asked to provide original documents verifying his or her right to work and, as required by federal law, to sign Federal Form I-9 (Employment Eligibility Verification Form).

2.16. Anniversary Date

The first day an employee reports to work is his or her official anniversary date. This anniversary date is used to compute any and all benefits, and to schedule performance reviews.

2.17. Personnel Records

The [HR Dept] handles all personnel records. Personnel files will be kept confidential at all times and, among other things, may include employment applications, employee evaluations, and employee disciplinary records. Any medical records will be kept in a separate confidential file.

2.18. Change of Personal Data

Any change in an employee's name, address, telephone number, marital status, dependents, insurance beneficiaries, or in the number of tax withholding exemptions, needs to be reported immediately to the [HR Dept].

2.19. Personal Property

PSI assumes no risk for any loss or damage to personal belongings left at the office. Anyone seeking information about lost or found property may do so by contacting their direct supervisor.



2.20. Medical Status & Attention

Employees who become aware of any health-related issue should notify their supervisor of their health status as soon as possible. When possible, employees should report all work-related injuries and accidents immediately to their supervisor, then seek proper medical attention.

If an injury is severe, seek medical attention first, and then let your supervisor know. After you have taken care of yourself, please also inform [HR Dept] of the situation at your earliest convenience.

2.21. Termination, Resignation and Discharge

Unless expressly proscribed by statute or contract, employment with PSI is on an "at will" basis and may be terminated with or without cause or notice. Similarly, employees are free to resign their employment at any time.

If at any time it is necessary for an employee to resign his or her employment with the Company, PSI requests at least two weeks notice. Failure to provide notice may lead to forfeiture of accrued vacation or other benefits at the discretion of PSI .

Any employee who is discharged by PSI shall be paid only wages accrued to the effective date of the separation.

2.22. Transfers & Relocation

To meet business needs, PSI may occasionally need to transfer employees to a different department, shift or location. Employee requests for transfers will be accommodated where possible.

Contact PSI for help or information about transfers.

2.23. Unions

PSI recognizes the union as a representative for those workers who are unionized. This handbook does not change any terms or stipulations of the collective agreement negotiated by the union. It has been created in full accordance with management's agreement with the union.



2.24. Use of Company Property

You may want to permit "reasonable" use of telephones or computers, providing it doesn't interfere with the business.

Personal computers require a new level of discipline, particularly with Internet access. Make sure that the Internet "research" that an employee is doing is related to the business and is authorized. With a small work force you will generally know if "surfing" is hurting productivity. With a large work force you may want to restrict Internet access or look into tracking software. Its not uncommon to see employees that install "pirated" or "borrowed" software on company computers -- don't allow this to happen, as the company could be held liable for violating license agreements.

PSI will provide you with the necessary equipment to do your job. None of this equipment should be used for personal use, nor removed from the physical confines of PSI - unless it is approved and your job specifically requires use of company equipment outside the physical facility of PSI .

Computer equipment, including laptops, may not be used for personal use - this includes word processing and computing functions. It is forbidden to install any other programs to a company computer without the written permission of the department head. These forbidden programs include, but are not limited to, games, online services, screen savers, etc. The copying of programs installed on the company computers is not allowed unless you are specifically directed to do so in writing by your supervisor.

The telephone lines at PSI must remain open for business calls and to service our customers. Employees are requested to discourage any personal calls - incoming and outgoing - with the exception of emergency calls. No long distance calls are to be made on company phones which are not strictly business related.

2.25. Holidays

PSI recognizes the following holidays:

-) Christmas
-) Good Friday
-) Independence Day
-) Labor Day
-) Memorial Day
-) New Years Day
-) Thanksgiving
-) Two floating holidays



When a holiday falls on a weekend, PSI will designate the Friday preceding or Monday following as the observed holiday at the discretion of The Company. Regular full-time employees are paid 8 hours for each holiday, regular part-time employees are paid for holidays based upon the number of hours they are normally scheduled. Temporary employees are not paid for holidays, unless they are specifically requested to work on the designated holiday.

New part time employees will receive their entitlement on a pro-rata basis.

Employees who have worked for a consecutive period of 8 months or more must take two weeks uninterrupted break from work during the course of a calendar year.

All employees must give a minimum of one month's notice of their intention to take annual leave by completing a holiday request form.

2.26. Vacation

Only active, full-time employees are eligible for paid vacation, and all vacation must be earned before being taken. You may not substitute pay for unused vacation unless you have your supervisor's written approval. Should a Company holiday occur during your vacation, you may add an additional day, either at the beginning or end of the vacation period, with your supervisor's approval.

PSI reserves the right not to approve a vacation request if it will interfere with Company operations or adversely affect coverage of job and staff requirements. Whenever possible, employees' requests for vacation will be accommodated, but where scheduling conflicts arise, seniority will prevail.

Individual vacation days are given in offer letter.



Data Protection

It is Company policy to adhere to the data protection principles to avoid repercussions, such as complaints to the Commissioner. The Company will only allow authorized persons access to personal data. Unauthorized alteration, disclosure, destruction or accidental loss or damage to data will lead to disciplinary action.

Personal information will be regularly reviewed to determine whether the Data Controller is obliged to register with the Data Protection Commissioner. If the Data Controller is required to register, it is our policy to start the registration process immediately, providing the Commissioner with the information and registration fee required. Personal data kept on computer must be reviewed on a regular basis. If the Data Controller wants to change the way in which data is obtained, kept or disclosed, the registration with the Commissioner must be renewed or altered accordingly.

2.27. Recruitment Policy

The purpose of this policy is to ensure that PSI hires quality employees in a fair and consistent manner.

-) PSI is committed to ensuring that there is no discrimination on the grounds of gender, marital or family status, sexual orientation, religious belief, age, disability, or race at any stage of the recruitment process or in the terms and conditions offered.
-) PSI will monitor the composition of its workforce, in order to identify areas that may need positive action measures to promote equal opportunity and diversity.
-) PSI will retain, for at least one year, all records arising through the recruitment process.
-) Advertisements will make clear, in both wording and illustration, that the positions are open to all suitably qualified candidates, regardless of gender, marital or family status, sexual orientation, religious belief, age, disability, race or membership of an ethnic community.
-) All advertisements will carry the statement "This company is an equal opportunities employer".
-) All relevant staff will have equal access to training opportunities, whether training is relevant to current job, or to enhance promotional opportunities.
-) Job descriptions must be written and signed off before the recruitment process proceeds.
-) No position will be classified by reference to gender, marital or family status, sexual orientation, religious belief, age, disability, race or ethnic communities.
-) When specifying requirements, qualifications or experience for any position, only characteristics essential to the performance of the job will be used.



2.28. Promotion Policy

All employees will be aware of the promotional and career opportunities available to them from details circulated through the intranet and notice boards.

-) No employee will be overlooked in relation to a promotion or experience opportunity because of their reluctance to apply or accept on a previous occasion.
-) Promotion is determined by merit and performance against objective criteria.
-) Training and job experience required for promotional opportunities will be open to all employees.
-) Unsuccessful internal candidates will be given feedback to facilitate improvement.

2.29. Interviewing Policy

PSI will screen applicants by matching details of applicants to the job requirements.

If it is necessary to use selection tests, they will relate to non-biased job requirements.

PSI will make no assumptions on the grounds of gender, marital or family status, sexual orientation, religious belief, age, disability, race or membership of an ethnic community.

-) Applicants will be assessed at the end of interviewing against pre-defined criteria.
-) Interviewer panel will comprise of different genders, where possible.
-) Interviewers will complete Interview Evaluation Forms for each candidate.
-) Interviews will be performed by more than one person.
-) Questions will relate to the requirements of the job only.

2.30. Performance Reviews

Within one week of employment, job change or promotion, every employee will be given job objectives which detail the requirements and expectations of the position for which the employee was hired. PSI will measure your job performance against these objectives.

After every evaluation, job objectives will be re-dated and reviewed, if no changes are made; or rewritten as appropriate. In either case, the reporting supervisor review and discuss the objectives with the employee and the employee will sign a statement indicating agreement with, and understanding of, these objectives.



Performance reviews are normally conducted every [X] months from the date of hire, with the exception of a [3] month review at the end of your probationary period. All performance reviews are based on merit, achievement, job description fulfillment and performance at your position.

Wage increases will be based upon this review, as well as past performance improvement; dependability; attitude; cooperation; any necessary disciplinary action; adherence to all employment policies; and your position in your salary range. Your reporting supervisor will review and discuss your salary range and your position within that range during your performance reviews. When you are promoted to a higher level position, you are automatically eligible for an increase as dictated by the salary range of that position.

In the event you have to terminate an employee, the performance review process is an essential ingredient in protecting your company and preserving the dignity of the employee. Make sure you are familiar with effective termination techniques if the performance review could lead to disciplinary action or separation.

2.31. Termination Policy

The purpose of these policies is to detail the procedure for the termination of employment. These policies will include procedures for the following:

-) Dismissal
-) Termination of a Fixed Term or Fixed Purpose Employment Contract
-) Retirement
-) Redundancy
-) Resignation

Table of Statutory Minimum Notice

If the Company terminates employment for any reason other than a summary dismissal the employee will be given the following statutory minimum periods of notice. If appropriate, employees will be given payment in lieu of notice as accounted for in their contract of employment

Length of Service	Minimum Service
13 weeks - 2 years	2 weeks
2 years - 5 years	2 weeks
5 years - 10 years	4 weeks
10 years - 15 years	6 weeks
15 years or more	8 weeks

Payment in lieu of Holidays



All employees who are due holidays when their employment is terminated will receive payment in lieu of holidays.

Outstanding Payments

When there are outstanding loans or wages have been overpaid on termination of employment, the amount due may be deducted from the amount owed to the employee or vice versa.

2.32. Dismissal Policy

An employee's employment will be terminated in any of the following circumstances:

-) The employee's contract of employment is for a fixed term or purpose and the term has ended or the purpose for which the contract was created has been achieved or ceased to exist
-) The employee is dismissed for reasons of redundancy
-) The employee is dismissed as a result of a disciplinary offence

2.33. Redundancy Policy

In the event of redundancy the Company is not bound to the policy of "last in first out". However selection for redundancy will be carried out in a fair manner. Should a redundancy situation require the dismissal of 5 or more employees the company will enter into negotiations with employee representatives to discuss the selection procedure and also investigate the possibility of avoiding or reducing the number of redundancies. All things being equal, redundancies would normally be selected on a last in first out basis. This would be subject to the retention of key skills, experience, knowledge and flexibility.

Where possible, the Company will offer employees voluntary redundancy and early retirement before selection begins.

All employees will receive notice of dismissal 2 weeks before the date of dismissal. Before the date of dismissal, the employee's lump sum will be calculated. An employee who believes that his/her lump sum has been calculated incorrectly should contact his/her supervisor immediately.

On the date of dismissal employees will receive a redundancy certificate and the lump-sum payment to which he/she is entitled.



2.34. Retirement Plans

PSI employees have the opportunity to participate in a retirement plan which allows employees to save a portion of their compensation for retirement. After one year of service, employees are eligible to participate in the plan. Contributions to this plan are pre-tax dollars, which means the amount specified by the employee is taken from his/her salary before federal income is taken out.

The employee is then taxed on the remaining salary, resulting in additional savings. It should be noted that any distribution from the 401(k) plan will be subject to tax, whether that be early or qualified distribution. Early distribution may also carry a monetary penalty.

Contributions by the company are based on the amount contributed by the employee, with PSI matching [X] % of the employee's contribution. As with employee contributions, taxes on company contributions and their related earnings are deferred until distribution from the plan. Company contributions are not fully vested to the employee until after a five year period; employee contributions are fully vested from the time of contribution.

Employees are urged to seek advice from a financial expert prior to any distribution from the 401(k) plan. PSI also contributes to the 401(k) for employees participating in this plan.



3. Employee Benefit Programs

3.1. Employee Benefits

PSI employees are entitled to a wide range of benefits. A number of the benefit programs -- such as Social Security, workers' compensation, state disability and unemployment insurance -- cover all employees as required by law.

Eligibility for most other benefits depends upon a variety of factors, including employee classification. Your supervisor can identify the programs for which you are eligible. You can find the details of many of these programs in separate written summaries.

Some benefit programs require contributions from employees, but many are fully paid by PSI . We reserve the right to add, amend, modify or terminate any employee benefit plans or programs.

3.2. Life Insurance

You will receive documents under a separate cover that explain the life insurance program that PSI provides. This coverage becomes effective after you have successfully completed any mandatory Introductory Period and is provided at no expense to you.

In general, the amount of coverage equals [X] for hourly employees and [X] for salaried employees.

If a covered employee dies, the insured amount will be paid to his or her named beneficiary. You are responsible for naming your beneficiary and may change that selection by submitting a written request to PSI .

3.3. Medical Policy

PSI offers medical insurance and bears a substantial cost of this plan for the employee. Refer to the printed information from the insurance provider for details of eligibility and coverage or contact the Human Resources Department.

Describe the company policy, for example:

“PSI may request any new or present employees take a medical examination which would be conducted by a doctor, who will establish that the prospective / present employee is fit for work. Being fit for work is an essential part of the contract of employment.”

) PSI will not discriminate against people with a disability on the ground of a medical examination.



-
-) PSI has the right to have their medical representative examine an employee in the case of long term absence from work.
 -) PSI may also request the employee attend PSI doctor in the case of returning to work from a long term absence.

3.4. Sick Leave Policy

The following policy outlines the benefits to which an employee is entitled should they become ill. Different benefits and conditions will be applicable, depending on the length of the illness.

-) Short Term Illness - An employee who is absent from work must notify their supervisor by 10.00 a.m. of the first morning of illness. An employee must inform their supervisor directly of the reason for the absence and the expected date of return. Employees will be paid for absence of up to 3 days per year.
-) Absence for 3 Days or More - If an employee is absent due to illness for 3 days or more, a medical certificate must be sent to the Manager/Supervisor so that it is received on or before the fourth day of absence.
-) Ongoing Absence (In Excess of 1 Week) – The employee must telephone their Supervisor by 10.00 a.m. on the first day of each week in which they are absent, advising that the absence is continuing. Employees must submit a medical certificate for each week to cover the period of absence.
-) Failure to produce a medical certificate may lead to disciplinary procedures.
-) In cases where employees are consistently absent and where such absence clearly shows an unacceptable pattern and/or a failure to meet contractual obligations, disciplinary procedures will apply.
-) All medical information will be treated confidentially.

3.5. Long Term Illness Policy

It is Company policy to treat all employees who are seriously ill for a prolonged period of time with sensitivity and care.

-) An employee will be paid for sick leave of up to [X] days per year.
-) An employee is required to maintain regular contact with their employer for the duration of the illness
-) In the case of long term illness, when an employee wishes to return to work they will be required to meet with PSI doctor in order that the employee's capability to return to work can be assessed.



-
-) If the employee is capable of returning to work but not to the same job or same conditions, PSI will assess the situation and endeavor to find suitable alternative employment for the employee.
 -) Depending on the circumstances of each individual case, PSI may be forced to terminate employment in appropriate circumstances.

3.6. Grievance Policy

This policy is to enable employees to express any problems or concerns they may have and to have them resolved quickly and satisfactorily.

-) PSI understands that there will be issues or misunderstandings in the work place that may to be dealt with occasionally.
-) PSI policy is that openness, and a willingness to cooperate and listen, help to resolve these issues efficiently and effectively.
-) PSI recognizes that problems left unresolved can become grievances.
-) PSI wishes to ensure that all employees have the opportunity to discuss any problems or concerns they may have about their employment.
-) PSI believes that it is the responsibility of all managers to listen and respond efficiently and effectively to all employee concerns.
-) PSI directs that all issues be dealt with in strictest confidence.
-) Employees are encouraged to approach their supervisor when they have a grievance. The employee is made aware that they have the option to have a friend, colleague or representative present.
-) Should employees be dissatisfied with the response, or feel that they cannot approach their immediate supervisor(s), they should approach their supervisor's manager verbally or in written form.
-) If this response is not adequate, then the employee should appeal to another member of management, such as the Managing Director or Human Resources Manager.
-) A summary of all meetings will be recorded and copies issued to those in attendance.

3.7. Equal Opportunities Policy

The purpose of this policy is to demonstrate PSI's commitment to equality of opportunity for existing and potential employees, by promoting a work environment free from discrimination in the following areas: gender, marital status, family status, race, religion, sexual orientation, disability, and age.



-) PSI assures employees that any concerns made will be without fear of reprisal.
-) PSI endorses a working environment free from discrimination and sexual harassment.
-) PSI will strive for recruitment, employment, training and promotion practices and policies that are free of barriers that directly or indirectly discriminate against people including those with disabilities, members of racial minorities and all other protected groups.
-) Employees are encouraged to raise concerns about discrimination in the workplace to the attention of their manager.
-) Employees engaging in any form of discrimination will be subject to the disciplinary action up to and including termination.
-) Employment decisions will be based on merit, qualifications, and abilities.
-) Employment related decisions will not be influenced or affected by an employee's race, color, nationality, religion, sex, marital status, family status, sexual orientation, disability, or age.
-) Every manager is responsible for supporting and communicating the Equal Opportunities Policy.

PSI will always state: "We are an Equal Opportunities Employer" in any form of advertising for a job, either internally or externally. PSI will take appropriate disciplinary action towards an employee who fails to follow PSI Equal Opportunities Policy.

3.8. Education Assistance

Offering tuition assistance ensures the growth of your employees and company's knowledge base.

It is our belief that education leads to self-improvement which improves the value of the employee to PSI. In that vein, we encourage higher education to prepare employees for greater responsibility within PSI.

PSI will pay for courses which are directly related to your present job or which will help you prepare for more responsibilities or promotions. All courses must be approved by your supervisor and your personnel representative, who can provide more specific information on courses covered by this plan. Only employees working [X] regular hours or more per week are eligible.

The plan reimburses expenses for any approved course started after your full-time employment with PSI begins, but reimbursement of expenses will not begin until you have completed 6 months of full-time employment.

Courses and seminars, and related fees, books and materials, directly related to the general and customer service industry are reimbursed to eligible employees at 100%. Tuition for courses taken



to complete an approved business degree is also reimbursed at 100%, except that related fees and costs of books and materials are not covered.

The maximum reimbursement amounts are \$ [X.xx] per year for courses in a degreed program, and \$ [X.xx] per year for all other courses or seminars.

Contact your personnel representative for proper request forms. These forms must be completed and reviewed by your supervisor, and the Personnel Director, at least 10 business days prior to your enrollment in any course or seminar.

PSI provides employees with the education required for their professional growth and advancement opportunities or to enhance their work knowledge and skills.

Eligibility

Fulltime employees must be employed for a minimum of one year and must not have received written corrective warning within the past 90 days to be eligible for educational assistance. Employees who have received a verbal warning may also be prohibited from applying.

Benefits

The education you seek must satisfy specific requirements according to IRS regulations.

The course must:

-) Maintain or improve skills required by your present position at PSI or be expressly required as a condition to retaining your present position, and
-) Not permit you to satisfy the minimum education requirements of your present position, or specifically qualify you for a new salary, status or job.

Up to \$1000 per year and up to a maximum of \$1000 will be available for tuition reimbursement during your employment here.

You will be reimbursed for tuition, registration fees, books, supplies and other course materials upon completing the course at an accredited school or college as long as you attain at least a C grade or equivalent for undergraduate coursework, and at least a B grade or equivalent for graduate coursework.

Requesting Reimbursement

Complete the Educational Assistance Request Form, attach a course description, obtain approval from your manager and submit the form to PSI for approval at least two weeks before the course begins. Once this process is complete, your manager will advise you whether your request has been approved.



After completing an approved course, you must submit a receipt indicating proof of payment and a grade report along with a memorandum to PSI , which will process the payment request.

Tuition Reimbursement Request Forms are available from PSI . This reimbursement policy will be changed in accordance with IRS regulations as appropriate.

3.9. Employee Assistance Program

PSI has an Employee Assistance Program ("EAP") which is offered through EAP PROVIDER. You may seek help anonymously for such matters as alcohol or other chemical dependency, family and marital problems, personal and work-related stress situations and anxiety disorders. Contact PSI for additional information.

Employee Assistance Plans (EAPs) help employees recognize and deal with problems that effect their lives. EAPs are generally administered by professional companies in a confidential manner. The services offered by an EAP vary greatly and can be customized to meet the needs of the employer and its employees.

We encourage our employees to seek assistance, as needed, from qualified professionals. When personal problems and difficulties are identified and appropriately treated in their early stages, the likelihood of a successful outcome is improved. Our Employee Assistance Program (EAP) helps employees deal with problems in a confidential and safe environment.

Should you require assistance with any problem which is impacting your personal and/or professional life, we encourage you to call.

The confidential number is 1-800-XXX-XXXX.

These calls are not monitored and are manned by a privately owned counseling referral service. We, at PSI , will never be aware of your contact to this service, nor will any reports on your contact or treatment be forwarded to us.

All contact and sessions are strictly confidential. Should visits exceed 4 times per month consecutively in a 3 month period, the counselor may refer you to a private therapist or counselor which would be covered under your group benefits.

We cannot stress enough, that if you feel the need for counseling, we strongly encourage that you seek assistance.

3.10. Disability Insurance

Employees who have completed any mandatory Introductory Period may qualify for disability insurance coverage, which will be paid for in full by PSI . Please see the specific plan documents for further explanation of this benefit and its tax implications, or contact Human Resources.



3.11. Reimbursement for Parking and Taxis

PSI will reimburse employees for parking and taxi fare spent while working during the weekends.

3.12. Retirement Saving Plan

PSI provides a 401(k) retirement savings plan for fulltime employees who have completed any mandatory Introductory Period and otherwise qualify to participate. The plan includes a provision for employee tax deferred compensation contributions.

The plan trustee is [X]. You can request a full copy of the plan summary description from PSI .

3.13. Travel & Expenses

Employees will be reimbursed for all reasonable and necessary expenses they incur while traveling on PSI business. Use your discretion, but try to keep costs low.

When it's necessary to travel for PSI business, please contact [X]. This agency will be responsible for making all your travel arrangements.

You must record all travel and business activities on the Company's Expense Report Form and submit it to [X]. If business travel requires you to be out of the office for an extended period, your report must cover no less than one week and no more than one month of expenses.

All Expense Report Forms should be submitted to [X] no later than five business days after the last day of the month.



4. Timekeeping / Payroll

4.1. General Pay Information

The Company makes available certain voluntary deductions as part of the Company's benefits program. If an employee elects supplemental coverage under one of the Company's benefits plans, which requires employee contributions, the employee's share of the cost will be deducted from his or her check each pay period. If the employee is not receiving a payroll check due to illness, injury, or leave of absence, he or she will be required to pay the monthly cost directly to the Company.

4.2. Payroll

It's recommended to outline payroll processing options, such as direct deposit, as well as pay periods (weekly, bi-weekly, 24 or 26 pay periods per year). In some companies hourly employees are paid on a different cycle than salaried employees and this should be addressed in the handbook to minimize confusion.

-) PSI employees are paid bi-weekly.
-) Our payroll process includes: Direct Deposit

While an employee can certainly have his/her actual pay check delivered direct to their desk each pay period, PSI provides, and encourages, direct deposit of paychecks. This is a service which saves you time and provides added security.

With this option, each paycheck will be automatically deposited to your checking or savings account (or divided between the two). Each pay day, you still receive a pay stub for your records -- much like a voided check with all the same information which would appear on your regular check -- except the face of the check is voided. No trips to the bank are necessary because your salary appears in your bank account on payday, or in some cases, the night before.

Direct Deposit will be initiated one pay period following the receipt of the signed authorization form from the employee.

4.3. Payroll Deductions

As required by law, PSI will deduct Federal Social Security and Income Tax from your payroll check each pay period. Group Insurance premiums for eligible employee and dependent family members will be deducted from



4.4. Pay Schedule

Employees will be paid on FRIDAY. If the regular payday falls on a holiday, payday will be the last regular workday before the holiday.

The pay week starts at the beginning of your shift on Monday and includes all work you perform up to the close of business on Sunday.

A few additional facts about pay:

-) You will be paid your first week's wages at the end of the first workweek.
-) Any overtime earnings will be paid one week following the actual hours worked.
-) You can receive vacation pay in advance if you are taking five consecutive days, and that check will be distributed on the last payday preceding vacation. To be paid in advance you must notify your supervisor one week before your vacation begins so that a check can be prepared.
-) If a paycheck is lost or stolen, notify HR immediately.

4.5. Working Hours

The purpose of this policy is to inform all employees of the agreed working hours and to provide a mechanism for regulating working time. The minimum working hours applicable to all staff comprises [X.x] hours per week. To facilitate staff a flexible approach to working these hours is now in place:

PSI follows a work schedule of [X.x] hours per week. The normal workweek is Monday through Friday from 9.00 to 17.00. Your supervisor or manager may establish alternative hours.

For example:

Day	Start	Finish	Total
Monday	8.00am	17.00pm	9 hours
Tuesday	9.00am	18.00pm	9 hours
Wednesday	8.30am	17.30pm	9 hours
Thursday	8.15am	17.30pm	9.25 hours
Friday	9.00am	17.15pm	6.25 hours
Total			42.5 hours
Less Lunch 5 x 1 hr			5 hours



Total			37.5 hours
-------	--	--	------------

Please note that this is NOT the same as Flexi-Time.

With our flexible working hours' policy, all PSI staff must work the required [X.x] hours within the same week. Hours worked in excess of the minimum [X.x] hours cannot be carried as time in lieu into another week.

If a staff member works less than the required [X.x] hours per week without prior agreement from their Line Manager, the management reserves the right to reduce the employees annual leave allowance to compensate for the lost hours. Verbal and written notification of this decision will issue to the employee.

As per your contract of employment from time to time, business dictates the need for employees to work beyond their normal stated hours. In the event that employees are required to work extra hours, every effort will be made to ensure that they are given prior notice as soon as possible to enable them to work.

No employee must work more than an average of [X.x] hours per week per quarter. Every employee must take a complete day's rest once a week. Should it be necessary for an employee to work 7 consecutive days, this will be discussed with you by your manager and occasionally this may stretch to a minimum of two day's consecutive rest in two weeks.

To enable us to regulate your working hours, we require that every employee completes their timesheet on a monthly basis on the last Friday of each month.

4.6. Work Breaks

As stated in the working Hours Policy all employees are entitled to [X] hours lunch break this should be between the hours of [X] - [X] p.m. All employees should ensure that at least a lunch break of [X] minutes is taken each day.

4.7. Outside Employment

Because of PSI's obligations to its customers, the Company must be aware of any concurrent employment you may have to determine whether or not it presents a potential conflict.

Serving on any public or government board or commission qualifies as employment for purposes of this policy, regardless of whether such service is compensated.

Before beginning or continuing outside employment, employees are required to complete a questionnaire detailing the involvement with the other employer and to obtain the written approval of their managers and PSI. Failing to obtain prior approval as described may be cause for disciplinary action, up to and including termination. Employees who are on leave of absence,



including FMLA leave or Workers' Compensation leave are prohibited from having outside employment during their leave.

4.8. Overtime

General

Because of the nature of work, employees may be asked to work overtime on weekends or holidays or additional hours during the regular workday and are expected to comply with such requests.

Overtime compensation is paid to all nonexempt employees at one and one-half times their straight time rate for all hours worked in excess of 40 hours per week.

If you are nonexempt, you must receive authorization from your manager before working overtime. And after you have worked overtime, you must enter it on a timesheet by the day after it is accrued.

Overtime pay is based on actual hours worked. Time taken for lunch or dinner is not included as time worked for purposes of computing overtime. And time off on holidays, sick leave, vacation leave, personal leave, training seminars or any leave of absence will not be factored in as hours worked when calculating overtime.

State specific e.g. California, New York, Alaska etc

Because of the nature of work, employees may be asked to work overtime on weekends or holidays or additional hours during the regular workday and are expected to comply with such requests.

Overtime compensation is paid to all nonexempt employees at one and one-half times the straight time rate for all hours worked in excess of 8 per day and 40 hours per week and the first 8 hours worked on the seventh day of work in any one workweek.

Overtime compensation at two times an employee's straight time rate is paid for any work in excess of 12 hours in one day and for any work in excess of 8 hours on the seventh day of a workweek.

If you are nonexempt, you must receive authorization from your manager before working overtime. After you have worked overtime, you must enter it on a timesheet no later than the day after it is accrued.

Overtime pay is based on actual hours worked. Time taken for lunch or dinner is not included as time worked for purposes of computing overtime. And time off on holidays, sick leave, vacation leave, personal leave, training seminars or any leave of absence will not be factored in as hours worked when calculating overtime.



4.9. Performance Evaluations

Supervisors and employees are strongly encouraged to discuss job performance and goals informally any time.

Additional formal performance reviews will be conducted to provide both supervisors and employees with the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals. These formal reviews will be conducted MONTHLY.

For more information, please see *Chapter 2, Performance Reviews*.

4.10. Salary Increases

Wage reviews are conducted MONTHLY for each employee, and salary increases are based on those reviews, as well as our profitability. However, an employee receiving a performance appraisal will not necessarily receive a salary increase.

For more information, please see *Chapter 2, Performance Reviews*.

4.11. Time Records

All non-exempt employees must keep accurate time records by completing timesheets or punching a time clock when entering or leaving the building, including coming and going during lunch periods. Tampering with, falsifying or altering time cards or punching another employee's time card will result in disciplinary action, up to and including discharge. Failing to record work time may also result in disciplinary action.

For payroll purposes, time is rounded to the nearest HALF of an hour.

4.12. Time Clock and Time Cards

Where applicable, PSI employees must punch in before beginning their work shift and punch out at the end of their shift. All such employees are expected to work their entire shift. Any such employee punching [X] minutes late will be docked [X] minutes of pay, or punches out later than the time their scheduled shift ends, without prior authorization, will be paid for the scheduled time only. Any digression from the above requirements could result in a reprimand to the employee.

You are not allowed to punch the time clock of another employee. Should your time card be incorrectly punched, for any reason, your supervisor will note the correct start and/or end time, and initial the correction. All time cards must be approved by your supervisor.



For employees required to complete time cards, the cards must be filled out with all hours worked and turned into your supervisor every other Friday as designated by PSI , by [X] A.M. Vacations days, sick days, holidays, and absences such as jury duty, funeral leave or military training, must be specifically noted on the time cards for days on which they occur. Vacation and holidays should be counted as full work days. All time cards must be approved and signed by your supervisor prior to being sent to personnel.

4.13. Double Employment

This company is dedicated to the health safety and welfare of all its employees. The onus of responsibility lies with this company to ensure that all employees work within a [X]-hour working week together with receiving adequate daily and weekly rest.

However, the company appreciates that some employees work outside this employment. It is imperative that all employees understand that the onus of ensuring that the total aggregate of hours between both employments does not go outside the legal limitations.

4.14. Time in Lieu

This policy outlines how employees may receive time in lieu where excessive hours are worked on an ongoing basis. It is the responsibility of the employee's manager to monitor and discuss time worked and time in lieu with the employee concerned. The assumption is that the longer the time period during which extra hours are needed, the fewer hours per week it is acceptable for the employee to work without recompense. Once this limit is reached then hours over this should be given in lieu on approximately a one for one basis. Time in lieu will be given at the company's discretion.

Procedure

The department manager will discuss the work situation with the employee to ascertain that there is a real business need to work the additional hours.

Where there is a real business need, the manager should allocate the appropriate number of hours to time in lieu to the employee

Eligibility for time in lieu is as follows:

-) Where the employee works more than 8 hours extra in each of 4 consecutive weeks
-) The employee is not eligible for time in lieu if less than 8 hours is worked in any of the 4 weeks



-
- J) Where an employee is specifically asked to attend work over a weekend or bank holidays period, he/she should be compensated for time in lieu on an hour for hour basis. Weekend work should only be required in exceptional circumstances.

4.15. Salary Policy

Describe the company policy, for example:

“This policy outlines PSI ’s policy concerning the payment of wages.”

1. An employee basic gross salary shall be detailed in their contract, which will be signed before the employee starts. Details of bonuses and commissions will be contained in the contract.
2. Employee’s shall be paid on the [insert date] of every month.
3. It is PSI policy to pay employees by credit transfer.
4. Employees shall receive a pay slip on the day they receive their pay check; if the employee is paid by credit transfer, then on the day the transfer is made. The pay slip outlines additions to the basic pay such as overtime, allowances, and bonuses; deductions will also be detailed.
5. Advances in wages will only be given: if an employee commences employment during the week, then they will not receive any part pay during that week. However, their first salary will be paid the following pay period. In these circumstances, once employees have completed one week’s employment, they can seek an advance on their wages. The amount advanced will subsequently be deducted from their first pay packet.

If an employee takes vacation when a pay day falls, and therefore does not have access to their wages, they are entitled to holiday pay in advance provided they have accrued the vacation days.

The policy applies to all Company employees

Calculation of Salary

An employee will have his/her basic gross salary detailed in his/her employment contract that will be signed before the employee begins work.

Details of employee bonuses and commission (if applicable) will also be contained in the employment contract. All employees will be automatically paid on the last Friday of every month. .

Method of Payment



It will be Company policy to pay employees credit transfer. In the event of strikes or industrial action within the financial institutions, cash payments or other acceptable forms of payment will be given to employees.

Pay Slips

An employee will receive a pay slip on the day he/she receives his/her pay check or if the employee is paid by credit transfer, then on the day the transfer is made i.e. the last Friday of every month or as soon as possible thereafter. The written pay slip will detail all additions to the basic pay such as overtime, allowances, bonuses and commissions if applicable. Deductions will also be detailed on the employee's pay slip. Only Statutory deductions such as PRSI and PAYE and any deduction for which the employee has given his/her written consent will be deducted from the employee's pay. Should an employee believe that there has been a mistake in the calculation of the amount payable, he/she should immediately contact the person in charge of payroll.

Confidentiality

Employees are asked to respect the privacy of others and to keep their own wage matters private.

Advances in Wages

Advances in wages will only be given in the following instances:

If an employee commences employment with the Company during a pay week, he/she will not receive any pay during that week — his/her first salary will be paid the following pay period. In these circumstances, once employees have completed one week's employment, they can seek an advance on their wages. The amount advanced will subsequently be deducted from their first pay packet.

If an employee is taking holidays outside Ireland when a pay day falls, and therefore does not have access to his/her wages, he/she is entitled to his/her holiday pay in advance provided he/she has accrued the holiday days.

4.16. Expenses Policy

Describe the company policy, for example:

"To clarify how employees can claim expenses."

1. Travel arrangements including flights, train tickets and car hire should be arranged through [Office Manager].
2. Mileage is measured from the office to destination. The current rate is [\$] per mile / [€] per km.



-
3. Employees should book flights through [Office Manager] when possible.
 4. Employees should book train tickets through [Office Manager] when possible.
 5. Employees should accommodation through [Office Manager] when possible.
 6. When accommodation is not pre-booked, nightly allowance is [enter rate per night].
 7. Other Expenses: A meal allowance of [enter rate] exists per night.
 8. On the [date] of each month, each employee who has acquired expenses must submit a completed Expense Form signed by their manager to the Accounts Department. Enclose all receipts.

Procedure

Describe the procedure for submitting and claiming expenses, for example:

“On the [date] of each month each employee who has acquired expenses during the month must present a completed expense form, signed by their manager, to the Accounts Department. All receipts must accompany this completed form.

If the business trip / travel etc was not pre-booked, please include any travel receipts.

If the accommodation was not pre-booked, the Nightly Allowance of [\$] is acceptable. If the accommodation costs exceed the allowance, then receipts should be produced.”



5. Anti Discrimination and Harassment

5.1. Americans with Disabilities Act

It is PSI's policy that we will not discriminate against qualified individuals with disabilities with regard to any aspect of their employment. PSI is committed to complying with the American with Disabilities Act of 1990 and its related Section 504 of the Rehabilitation Act of 1973.

PSI recognizes that some individuals with disabilities may require accommodations at work.

If you are currently disabled or become disabled during your employment, you should contact your manager to discuss reasonable accommodations that may enable you to perform the essential functions of your job.

5.2. Equal Opportunity Policy

PSI provides equal opportunity in all of our employment practices to all qualified employees and applicants without regard to race, color, religion, gender, national origin, age, disability, marital status, military status or any other category protected by federal, state and local laws.

This policy applies to all aspects of the employment relationship, including recruitment, hiring, compensation, promotion, transfer, disciplinary action, layoff, return from layoff, training and social, and recreational programs. All such employment decisions will be made without unlawfully discriminating on any prohibited basis.

5.3. Policy Prohibiting Harassment and Discrimination

PSI strives to maintain an environment free from discrimination and harassment, where employees treat each other with respect, dignity and courtesy.

This policy applies to all phases of employment, including but not limited to recruiting, testing, hiring, promoting, demoting, transferring, laying off, terminating, paying, granting benefits and training.



5.4. Prohibited Behavior

PSI does not and will not tolerate any type of harassment of our employees, applicants for employment, or our customers. Discriminatory conduct or conduct characterized as harassment as defined below is prohibited.

The term harassment includes, but is not limited to, slurs, jokes, and other verbal or physical conduct relating to a person's gender, ethnicity, race, color, creed, religion, sexual orientation, national origin, age, disability, marital status, military status or any other protected classification that unreasonably interferes with a person's work performance or creates an intimidating, hostile work environment.

Sexually harassing behavior in particular includes unwelcome conduct such as: sexual advances, requests for sexual favors, offensive touching, or other verbal or physical conduct of a sexual nature. Such conduct may constitute sexual harassment when it:

1. Is made an explicit or implicit condition of employment
2. Is used as the basis for employment decisions
3. Unreasonably interferes with an individual's work performance, or
4. Creates an intimidating, hostile or offensive working environment.

The types of conduct covered by this policy include: demands or subtle pressure for sexual favors accompanied by a promise of favorable job treatment or a threat concerning employment.

Specifically, it includes sexual behavior such as:

1. Repeated sexual flirtations, advances or propositions
2. Continued and repeated verbal abuse of a sexual nature,
3. Sexually related comments and joking, graphic or
4. Degrading comments about an employee's appearance
5. Or displaying sexually suggestive objects or pictures
6. Including cartoons and vulgar email messages, and
7. Any uninvited physical contact or touching, such as patting, pinching or repeated brushing against another's body.

Such conduct may constitute sexual harassment regardless of whether the conduct is between members of management, between management and staff employees, between staff employees,



or directed at employees by nonemployees conducting business with the Company, regardless of gender or sexual orientation.

5.5. Harassment Policy

Describe the scope of the policy, for example:

“Bullying or harassment is defined as any form of repeated, unwelcome and unacceptable conduct that could be regarded as offensive, humiliating or intimidating.

PSI acknowledges the right of all employees to a workplace and environment free from any form of harassment or bullying. Every member of staff has an obligation to be aware of the affects of their own behavior on others.

Bullying or harassment will be dealt with in an effective manner. In cases where the behavior is proved to be repeated and causing stress and anxiety, this will be considered gross misconduct.

PSI reserves the right to use the disciplinary procedure up to and including dismissal.

Please consider the multi-cultural beliefs of all of your colleagues regarding your code of conduct, with particular reference to remarks, dress code, posters, emails and anything which may cause offence to a colleague’s gender, marital status, race, religion, family status, age, sexual orientation.”

Policy

Describe the company policy, for example:

“As part of our commitment to each employee, any form of bullying or harassment will not be tolerated by this company. The aim of this policy is to indicate what constitutes bullying and what action PSI will take if they need to deal with an offence of this nature.”

1. Make your initial complaint in writing to your line manager/supervisor/team leader.
2. Send a copy of your complaint to Human Resources.
3. If your line manager is involved in the incident, send the complaint to the next manager in succession.
4. Complaints will be treated in the strictest confidence.
5. Interviews will be held to establish a thorough understanding of the facts of the alleged complaint.
6. All material received will be treated with the highest level of sensitivity.



7. When the investigation has been completed, the facts will be summarized and, where possible, a decision made as to whether bullying or harassment has taken place.
8. An interview will be held with the perpetrator to establish what action is to be taken.
9. They will have details of the case read out to them.
10. They will have the right to have someone present in the room representing them.
11. They have the right to defend their case.
12. They have the right to appeal against their position.
13. In certain cases PSI may reserve the right to offer counseling to the perpetrator.
14. The perpetrator may face a disciplinary hearing to explore the allegations made against him/her.
15. The victim is formally informed of any action taken against the perpetrator.
16. PSI reserves the right to re-locate the victim or perpetrator, if it is necessary for the effective running of the organization.
17. In cases where it is discovered that the victim made a false accusation against an employer for bullying, the victim will face gross misconduct charges.

5.6. Sexual Harassment Policy

Describe the scope of the policy, for example:

PSI will not, under any circumstances, condone or tolerate conduct which may constitute sexual harassment on the part of its management, supervisors or non-management personnel. It is our policy that all employees have the right to work in an environment free from any type of illegal discrimination, including sexual harassment. Any employee found to have engaged in such conduct will be subject to immediate discipline up to and including discharge.

Any employee found to be engaged in the conduct of sexual harassment will be subject to immediate discipline up to and including discharge.

Sexual harassment is defined as:

1. Making submission to unwelcome sexual advances or requests for sexual favors a term or condition of employment;



-
2. Basing an employment decision on submission or rejection by an employee of unwelcome sexual advances, requests for sexual favors or verbal or physical contact of a sexual nature;
 3. Creating an intimidating, hostile or offensive working environment or atmosphere either by:
 - a) Verbal actions, including calling employees by terms of endearment; using vulgar, kidding or demeaning language; or
 - b) Physical conduct which interferes with an employee's work performance.

We, at PSI, do encourage healthy fraternization among its employees; however, employees, especially management and supervisory employees, must be sensitive to acts of conduct which may be considered offensive by fellow employees and must refrain from engaging in such conduct.

It is, also, expressly prohibited for an employee to retaliate against employees who bring sexual harassment charges or assist in investigating charges. Retaliation is a violation of this policy and may result in discipline, up to and including termination. No employee will be discriminated against, or discharged, because of bringing or assisting in the investigation of a complaint of sexual harassment.

Policy

Describe the company policy, for example:

"This PSI is committed to providing a work environment free from harassment of any kind and in particular, a work environment that does not tolerate sexual harassment."

1. Harassment is defined as any act or conduct that is unwelcome and unacceptable, and could be regarded as offensive, humiliating or intimidating.
2. Sexual harassment is defined as any act of a sexual nature, or with a sexual dimension that is unwelcome, unsolicited, unwanted or unacceptable.

Non-verbal — looks, gestures, whistling, and suggestive behavior

Verbal — advances, propositions, jokes, comments, innuendo

Physical — groping, kissing, fondling, unnecessary touching, assault or rape

Anyone engaging in improper behavior or sexual harassment while on company business will be subject to disciplinary action, up to and including dismissal.

1. If possible, a recipient or a witness to an incidence of harassment should approach the perpetrator and ask him/her to stop.



-
2. If the recipient or their witness is uncomfortable about approaching the perpetrator or if, having been approached, the perpetrator fails to stop, the victim's supervisor will be approached.
 3. If the recipient or witness feels that, for any reason, the victim's supervisor is not the appropriate person to approach, then any other member of management will be contacted.
 4. All complaints will be investigated and written records kept of all interviews and investigations.
 5. Parties to the issue will have the option to have a colleague or friend present at all interviews.
 6. Penalties may differ depending on the severity of the harassment but the perpetrator will be subject to disciplinary action up to and including summary dismissal.
 7. If it is appropriate that one of the parties be transferred, the complainant will not be transferred unless they specifically request such action.

5.7. Harassment by Non-employees

PSI will also endeavor to protect employees, to the extent possible, from reported harassment by nonemployees in the workplace, including customers, clients and suppliers.

5.8. Complaint Procedure and Investigation

Any employee who wishes to report a possible incident of sexual harassment or other unlawful harassment or discrimination should promptly report the matter to PSI . If that person is not available, or you believe it would be inappropriate to contact that person, contact PSI or PSI .

PSI will conduct a prompt investigation as confidentially as possible under the circumstances. Employees who raise concerns and make reports in good faith can do so without fear of reprisal; at the same time employees have an obligation to cooperate PSI in enforcing this policy and investigating and remedying complaints.

Any employee who becomes aware of possible sexual harassment or other illegal discrimination against others should promptly advise PSI or any other appropriate member of management.

Anyone found to have engaged in such wrongful behavior will be subject to appropriate discipline, which may include termination.



5.9. Retaliation

Any employee who files a complaint of sexual harassment or other discrimination in good faith will not be adversely affected in terms and conditions of employment and will not be retaliated against or discharged because of the complaint.

In addition, we will not tolerate retaliation against any employee who, in good faith, cooperates in the investigation of a complaint. Anyone who engages in such retaliatory behavior will be subject to appropriate discipline, up to and including termination.

5.10. Training

PSI will establish proper training for all employees concerning their rights to be free from sexual harassment and other discrimination and steps they can take to stop it.

5.11. Employment at Will

Unless expressly proscribed by statute or contract, your employment is "at will."

All PSI employees are at will, which means they may be terminated at any time and for any reason, with or without advance notice. Employees are also free to resign at any time. Any employment relationship other than at will must be set out in writing and signed by PSI's [HR Officer].



6. Work Conditions and Hours

6.1. Attendance & Punctuality

Every employee is expected to attend work regularly and report to work on time.

If you are unable to report to work on time for any reason, telephone your supervisor as far in advance as possible. If you do not call in an absence in advance, it will be considered unexcused.

Unsatisfactory attendance, including reporting late or quitting early, may be cause for disciplinary action, up to and including discharge.

6.2. Bonus Compensation

You may become eligible for a periodic bonus. This bonus is optional at the discretion of management and depends upon our profitability and individual performance and contribution.

6.3. Breaks

General

Employees are entitled to a [X] minute break for rest twice each day.

Employees are also entitled to a [X] minute unpaid break for meals during each work period.

Breaks may be scheduled at staggered times to allow department coverage.

State Specific e.g. California

Employees are entitled to a [X] minute break for rest twice each day, spaced approximately evenly throughout the work period.

Employees are also entitled to a [X] minute break for meals within five hours of starting work if the workday is six hours long or more.

Breaks may be scheduled at staggered times to allow department coverage.



6.4. Flexible Work Hours & Telecommuting

The company has established a flexible work arrangement program for employees whose departments and jobs are suited to it.

With a manager's approval, you may be allowed to begin and end your workday earlier or later than established hours or to arrange to telecommute. To maintain a flexible work arrangement, employees must ensure business needs are met and adhere to attendance and punctuality policies.

If you wish to set up a flexible work arrangement, see PSI . Such arrangements may be established, changed or discontinued at the Company's discretion.

6.5. Time Keeping

Federal and state laws require PSI to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked includes the total number of hours spent performing assigned duties.

Accurately recording time worked is the responsibility of every employee.

Non-exempt Time Reporting

Non-exempt employees should record the time they start and finish work, including split shifts or departures from work for personal reasons. This information should be entered on their timesheet for submission to Payroll.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

Non-exempt employees should report to work no more than [X] minutes prior to their scheduled starting time nor stay more than [X] minutes after their scheduled stop time without expressed, prior authorization from their Supervisor.

It is the employee's responsibility to sign time sheets to certify the accuracy of all time recorded. The supervisor will review and then initial the time sheet before submitting it for payroll processing. In addition, if corrections or modifications are made to the time sheet, the supervisor must verify the accuracy of the changes by initialing the time record.

Overtime work must always be approved by the supervisor before it is performed.

Exempt Employee Time Reporting



Exempt employees are required to keep accurate records of the number of hours worked as well as time used for vacation and illness. This information should be entered in the time sheets and submitted to Payroll by the deadlines set by the Payroll Department.

Submitting Timesheets

Submit timesheets to the Payroll Department no later than the [date/day] working day of the month.

Failure to comply with this policy can lead to disciplinary action, up to and including termination.

6.6. Tidy Desk Policy

Describe the company policy, for example:

“To protect the safety, health and welfare of employees, please ensure that your work area is kept tidy and free from rubbish.”

Ensure that your desk is cleared before leaving work.

Only essential materials and items should be left on your desk or work area.

Confidential materials or equipment must be returned to a secure environment.”

6.7. Dress Code

The requirement for a dress code will vary by company and from job-to-job within a company. Companies that require uniforms or special safety clothing will generally describe their requirements in such a policy. Companies with employees that are in contact with customers will generally set forth standards of dress, hygiene and attitude.

As an employee of PSI , we expect you to present a clean and professional appearance when you represent us, whether that is in, or outside of, the office. Management, sales personnel and those employees who come in contact with our public, are expected to dress in accepted corporate tradition. A specific list of suggested do's and definite don'ts, including a specific definition of business casual, is available from your personnel representative and will be posted in each work area.

It is just as essential that you act in a professional manner and extend the highest courtesy to co-workers, visitors, customers, vendors and clients.

Appropriate office attire is required. Suppliers and customers visit our office and we wish to put forth an image that will make us all proud to be PSI employees. Be guided by common sense and good taste. Specific standards may be required.



Business casual dress will be permitted on FRIDAYS and business days that fall just before a holiday.

A positive attitude is essential to our commitment to extraordinary customer service and impeccable quality.

6.8. Personal Property

Describe the company policy, for example:

-) Employees must report all losses, thefts, or damage to company or personal property.
-) Senior Management will determine any further steps to be taken including the involvement of the law enforcement.
-) PSI accepts no responsibility for employees' property. It is advisable not to bring personal valuables onto the premises.



7. Leave of Absence

7.1. Family and Medical Leave

It is the policy of PSI to provide family and medical leave to eligible employees in accordance with the federal Family and Medical Leave Act of 1993 (FMLA).

Eligibility

You are eligible for family and medical leave if you have worked for PSI for at least [X] months and have put in at least [X] hours during the [X] month period before the leave is to begin.

Permissible Uses of Family Care and Medical Leave

You are entitled to take up to [X] work weeks of unpaid leave:

-) To attend to the birth, adoption or foster care placement of your child
-) To attend to the serious health condition of your child, spouse or parent, or
-) To receive care for your own serious health condition.

A serious health condition means an illness, injury, impairment, or physical or mental condition during which you are incapable of working that involves either:

-) Treatment requiring inpatient care in a hospital, hospice or residential care facility, or
-) Continuing treatment by a health care provider for a condition that lasts more than three consecutive days, or for pregnancy or prenatal care or for a chronic health condition which continues over an extended period of time, requires periodic visits to a health care provider and may involve occasional episodes of incapacity, such as serious asthma or diabetes.

It also includes a permanent or long-term condition such as Alzheimer's, a severe stroke and terminal cancer. In addition, leave may be used to cover absences due to multiple treatments for restorative surgery or for a condition which would likely make you incapable of working for more than three days if not treated, such as chemotherapy or radiation treatments for cancer.

Examples of what is **not** a serious health condition are short-term conditions requiring only brief treatment and recovery. Barring serious complications, examples include:

-) Common cold
-) Flu, ear aches, upset stomach, minor ulcers
-) Headaches, other than migraines



-) Routine dental or orthodontia problems, and periodontal disease
-) Voluntary or cosmetic treatments (for acne or plastic surgery)

Substitution of Paid Leave for Family Care and Medical Leave

You must substitute accrued vacation or personal leave time for family and medical leave. And if the request for leave is due to your own serious health condition, you must first exhaust all accrued sick leave time. Any accrued vacation or personal leave time will then be used. Your total FMLA leave time, which may include paid vacation and sick time, may not exceed [X] weeks.

The Company has the right to designate such leaves as running concurrently with FMLA leave.

Types of Leave

Leave due to the birth or placement of a child in your home for adoption or foster care must be taken in one continuous [X]-week segment and must be taken within [X] months of the birth or placement of the child. You may take leave due to your own or a family member's serious health condition in:

-) 1 continuous [X] week segment
-) An intermittent schedule, such as one day off each week, or
-) A reduced schedule, such as beginning two hours late, twice a week.

Notice of Leave

If your need for leave is foreseeable, you must give [X] days prior notice if possible. If you do not give such notice, the leave may be delayed for up to [X] days.

If your need for leave is due to a planned medical treatment, make every attempt to schedule the treatment so as not to unduly disrupt the work of your department. If your need for leave is not foreseeable, you must request it as soon as practicable, no later than two business days after the need for leave arises.

Medical Certification

If leave is requested due to your own or a family member's serious health condition, you must provide medical certification from an appropriate health care provider. The medical certification must include the date on which the condition began and its probable duration. You may be denied leave if you do not provide satisfactory certification. PSI may also require a second opinion or third opinion regarding certification of a serious health condition, at our expense.

Outside Employment

You may not work for outside employers while on family and medical leave with PSI .



Returning to Work

If your leave is due to your own medical condition, you are required to provide medical certification that you are able to resume work before returning. Both you and your health care provider must complete a Return to Work Medical Certification.

Upon returning to work, you will ordinarily be entitled to be restored to your former position or to an equivalent position with the same employment benefits and pay if possible. If you do not return to work at the end of the leave and do not notify PSI of your status, you may be terminated.

Benefits During Leave

Taking family and medical leave will not cause you to lose any employment benefits accrued prior to the first day of leave. The leave period will be treated as continued service for purposes of determining vesting and eligibility to participate in any retirement plan in effect. However, employees on FMLA leave normally will not accrue any other additional benefits during the leave period, unless it is paid leave under which benefits would otherwise accrue.

PSI will maintain your insurance benefits while you are on leave, although you may be required to pay your portion of the premium. However, if you do not return to work after the leave, you may be asked to reimburse us for the cost of maintaining insurance coverage during the leave. This provision will not apply in cases where your inability to return is through no fault of your own -- for example, at the end of leave you remain physically unable to return due to your serious health condition.

Misrepresenting Reasons for Leave

If you intentionally misrepresent the reasons for requesting family and medical leave, you may be discharged.

Substituting Paid Leave

You must substitute accrued vacation or personal leave time for family and medical leave. And if the request for leave is due to your own serious health condition, you must first exhaust all accrued sick leave time. Any accrued vacation or personal leave time will then be used. Substituting paid leave time for unpaid leave time will not extend the [X]-week leave period.

7.2. Personal Leave

PSI provides leaves of absence without pay to eligible employees who wish to take time off from work duties to fulfill personal obligations. Full time regular employees are eligible to request personal leave as described in this policy.



Eligible employees may request personal leave only after having completed 1 year of full-time service. As soon as eligible employees become aware of the need for a personal leave of absence, they should request a leave from their supervisor.

Personal leave may be requested for a period of up to [X] calendar days every [X] years. With the supervisor's approval, an employee may take any available sick or vacation leave as part of the approved period of leave, provided the leave request meets vacation and/or sick policy guidelines.

Leave Requests

Requests for personal leave will be evaluated based on a number of factors, including anticipated workload requirements and staffing considerations during the proposed period of absence. All personal leaves must be approved by the division vice-president/provost or the President.

Benefits

Employees will be responsible for the full costs of their benefits if they wish coverage to continue. When the employee returns from personal leave, benefits will again be provided by PSI according to the applicable plans.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon return to active employment.

Expiration of Leave

When a personal leave ends, every reasonable effort will be made to return the employee to the same position, if it is available, or to a similar available position for which the employee is qualified. However, PSI cannot guarantee reinstatement in all cases.

If an employee fails to report to work promptly at the expiration of the approved leave period, PSI will assume the employee has resigned.

7.3. Parental Leave

Parents, guardians and custodial grandparents are entitled to up to 40 hours of unpaid leave per school year -- but not more than 8 hours per month -- to participate in the school activities of a child in grades K through 12. You must give your supervisor reasonable advance notice of the need for the leave.



7.4. Bereavement Leave

Full-time employees who have worked at PSI for at least 10 days are permitted up to 10 consecutive days with pay to attend the funeral of an immediate family member, which includes a spouse, child, brother, sister, parent or grandparent.

Eligible employees may be permitted 10 days with pay for the death of a relative who is not an immediate member-including an aunt, uncle, nephew, niece, brother-in-law, sister-in-law or parent-in-law.

Your supervisor must approve all bereavement time, and the Company may request verification of the facts surrounding the leave and grant or deny the leave as deemed appropriate. Bereavement leave will not be paid if it occurs when the employee is on vacation or leave of absence, absent due to illness or injury, or not working due to a paid holiday.

7.5. Time Off From Work In Connection With Court Cases

We recognize that an employee might be subpoenaed or otherwise required to serve as a witness in court cases or arbitrations. Employees called to testify will not be paid for the time they are away from work as a result of their participation in a court case or arbitration, but may use available vacation and personal days to cover their time away from work. Absence as a result of participation in a court case or arbitration will be treated the same as absence for any other reason and employees must comply with the company's policy regarding attendance. If you are called to serve as a witness, notify your manager as soon as possible.

7.6. Time Off To Vote

Employees who are eligible to vote but do not have sufficient time outside of regular working hours to vote in a statewide election, may request time off to do so. The time off will be with pay. Such time off will be granted at your supervisor's discretion.

7.7. Military Leave

Pursuant to the Uniformed Services Employment and Reemployment Rights Act (USERRA), PSI prohibits discrimination against persons because of their service in the Armed Forces, the Army National Guard and the Air Force National Guard when engaged in active duty for training, inactive duty training, or full-time National Guard duty, the commissioned corps of the Public Health Service, and any other category of persons designated by the President in time of war or emergency.

Employees who are members of the National Guard or U.S. reserves can take up to [X] days of paid leave and 180 days of unpaid leave per year when called for training or duty.



Contact Human Resources for more information or questions about military leave.

7.8. Jury Service Policy

PSI supports employees in fulfilling their civic responsibilities by serving jury duty when required and fully compensates them for up to 10 of time they are required to serve.

However, you must inform your supervisor as soon as possible after receiving a jury summons so that arrangements can be made to accommodate your absence. And you will be expected to report for work during your jury service whenever the court schedule permits.

Insurance benefits will ordinarily remain in effect and unchanged for the full term of your jury duty absence.

Describe the company policy, for example:

1. Employees who are called for jury duty are entitled to time off with pay for the required length of time.
2. An employee who is summoned to jury duty must inform their supervisor as soon as possible and produce the jury summons.
3. If an employee does not have to attend court, they are expected to report to work each day.
4. If an employee who works nights is required to attend court during the day, they must contact their supervisor so that arrangements can be made to facilitate the situation.

7.9. Pregnancy-Related Absences

PSI will not discriminate against any employee who requests an excused absence for medical disabilities associated with pregnancy. Such leave requests will be evaluated according to the medical leave policy provisions outlined in this handbook and all applicable federal and state laws.

Requests for time off associated with pregnancy and/or childbirth, such as bonding and child care, not related to medical disabilities for those conditions will be considered in the same manner as other requests for unpaid family or personal leave.

7.10. Maternity Leave Policy

Ante Natal and Post Natal Care



An employee is entitled to paid leave for ante-natal and post-natal care. An employee will receive paid leave for any ante-natal medical appointments before the birth and postnatal medical appointments for the first [X] weeks following the birth. An employee must give her supervisor [X] week's written notice of any appointment and must produce a certificate/record that the visit took place. If an employee needs urgent medical attention, she must give written notice of the appointment within [X] week of the appointment taking place.

Maternity Policy

An employee must notify her supervisor, in writing, of her intention to take maternity leave no later than [X] weeks before maternity leave begins. The employee must produce a medical certificate confirming the pregnancy and giving the expected date of confinement. A pregnant employee is entitled to [X] weeks' maternity leave. The employee must take at least [X] weeks leave before the expected birth of the baby and no less than 4 weeks after the birth of the baby. An employee may not take more than [X] weeks leave after the birth of the baby.

Returning to Work

An employee must notify PSI in writing of her intention to return to work and the intended date of return, not later than [X] weeks before her intended return. This notification requirement is essential and should be brought to the employee's attention.

Not Returning to Work

If the employee intends to resign after her maternity leave, the employee should give this notice before the maternity leave starts. Benefits will stop at the end of the [X] week's maternity leave.

Fathers Leave Policy

In the event of the death of the mother of an employee's child, the employee is entitled to paid leave. If the mother dies before the end of the [X] week after the birth of the child, the male employee is entitled to a period of leave up to the end of the [X] week and a further [X] weeks leave afterwards. If the mother dies between the end of the [X] week and the end of the [X] week following the birth of the child, the father will be entitled to a period of leave up to the end of the [X] week. An employee must notify his supervisor on the first day of the leave of his intention to take leave and the duration of the leave. An employee must also notify his supervisor of his intention to take additional leave no later than [X] weeks before the date on which he is expected to return to work.

Returning to Work

An employee will be entitled to return to his usual job, so far as it is reasonably practicable, when their leave ends. However, if this is not possible, the employee will be offered suitable alternative work.



7.11. Paternity Leave Policy

Describe the company policy, for example:

“PSI may permit an employee to take time off due to the birth of a baby. Paternity leave may be availed of with the approval of the employee’s manager.”

The employee is entitled to a maximum of [X] days paid paternity leave. The leave should be taken within one month of the birth of the child and should be agreed in advance with the manager.

Applying for Parental Leave

Requests for parental leave must go to the appropriate Line Manager and Human Resources Department [X] weeks prior to the proposed date of commencement. The request must specify the commencement date, duration and mechanism for taking the parental leave. A Birth Certificate for the child must be attached.

Salary

PSI reserves the right to discontinue the employee’s salary, pension and medical insurance contributions during the course of parental leave, however, employees may wish to continue making these contributions under separate cover.

7.12. Compassionate Leave Policy

Describe the company policy, for example:

“PSI understands that employees may require time off in the event of a personal/family crisis such as serious illnesses or bereavement. PSI will consider an employee’s request for reasonable periods of paid leave. An employee who requires compassionate leave should approach their supervisor and explain the circumstances.

-) For a spouse, parent, child, brother or sister, up to [X] days bereavement leave may be given
-) For grandparents, in-laws, up to [X] day’s bereavement leave may be given.
-) If extenuating circumstances prevail, the PSI may authorize to a further [X]s days.

7.13. Short-term Disability

Short term disability (STD) benefits provide income continuation during periods of serious illness resulting in total disability. You are "totally disabled" if you are unable to perform your job due to



major illness or accidental bodily injury. PSI employees bear no cost for this plan benefit which provides up to [X] days of short term disability benefits within a twelve-month period.

The employee's total disability period must exceed [X] consecutive working days to qualify for STD benefits; and all Sick Leave benefits must be exhausted before an employee can request STD benefits. Once the initial [X] day waiting period is met, STD benefits will be retroactive to the first unpaid day of absence (if sick leave benefits are exhausted).

Regular full-time and regular part-time employees of PSI are eligible for this benefit once they have completed [X] calendar days of service and work at least [X] days per week on a regular basis.

Under STD benefits, eligible employees are paid [X] % of their normal base salary. This means the employee will be paid based upon your regular rate of pay excluding overtime, bonus, vacation, and any other accrued paid leave or additional compensation. STD benefits may not exceed 80% of your base salary, unless augmented by available accrued vacation. If additional payments from worker's compensation or state disability, while you are on STD benefits, increase your overall benefits to exceed [X] %, your STD benefits will be reduced accordingly.

Group health benefits will continue on the same basis as prior to the onset of STD benefits. STD benefits will be subject to all payroll withholding elections of the employee which were in effect prior to the short term disability.

It is important that an employee provide their supervisor with the treating doctor's statement as soon as you know an illness or injury will result in an absence greater than [X] days. The doctor's statement must identify the nature of your disability and the date you are expected to be able to return to work. PSI may require a second medical opinion, at its own expense, and periodic recertification s. If there are discrepancies in the first and second opinions, we may require a third doctor to render a medical opinion. This third doctor will be selected jointly by PSI and the employee, and the third opinion will be binding both on us and the employee.

Upon returning to work, you must provide a release, or return to work form, from the doctor treating your illness or injury.

7.14. Continuation of Medical/COBRA

If you are terminated for any reason other than gross misconduct or otherwise leave PSI and have been continuously covered by the Company's group insurance plan before that, you and your dependents may have the right to continue or convert coverage as set forth in the rules of the plan. You should receive written notification of your right to continue coverage within two weeks of your last day on the job. Should you have questions about this coverage, contact PSI .

Companies with 20 or more employees are subject to COBRA laws, and must provide continuation of medical/health plans to eligible employees. The employee must pay the medical/health insurance premiums after separation from the company. In the employee handbook you should



make reference to COBRA, if it is applicable to your company. A complete description of this benefit is usually not provided to an employee until termination (as required by the law).

Upon termination from PSI for any reason other than gross misconduct, an employee may elect to continue group medical coverage at group rates as long as the employee pays the required monthly premium. It is also possible to convert other group plans to individual plans. Details on the conversion of any benefits will be discussed with you at the time of your termination by a personnel representative. You may, of course, request information on this subject at any time prior to actual termination.

7.15. Worker's Compensation

PSI provides insurance to compensate for any illness or injury an employee might suffer while working on company premises, traveling on official company business, or attending an activity officially sponsored by the Company. If you become ill or injured, please get medical attention at once.

You must also report the details to your supervisor immediately and complete a report for every injury, no matter how small, to keep the coverage in force and to get any benefits or other compensation to which you may be entitled.



8. Employee Conduct & Disciplinary Actions

8.1. Conduct Standards & Discipline

PSI expects every employee to adhere to the highest standards of job performance and of personal conduct, including individual involvement with company personnel and outside business contacts.

The Company reserves the right to discipline or discharge any employee for violating any company policy, practice or rule of conduct. The following list is intended to give you notice of our expectations and standards. However, it does not include every type of unacceptable behavior that can or will result in disciplinary action. Be aware that PSI retains the discretion to determine the nature and extent of any discipline based upon the circumstances of each individual case.

Employees may be disciplined or terminated for poor job performance, including, but not limited to the following:

-) Unsatisfactory quality or quantity of work
-) Repeated unexcused absences or lateness
-) Failing to follow instructions or company procedures, or
-) Failing to follow established safety regulations.

Employees may also be disciplined or terminated for misconduct, including, but not limited to the following:

-) Falsifying an employment application or any other company records or documents
-) Failing to record working time accurately or recording a co-worker's timesheet
-) Insubordination or other refusal to perform
-) Using vulgar, profane or obscene language, including any communication or action that violates our policy against harassment and other unlawful forms of discrimination
-) Disorderly conduct, fighting or other acts of violence
-) Misusing, destroying or stealing company property or another person's property
-) Possessing, entering with or using weapons on company property
-) Possessing, selling, using or reporting to work with alcohol, controlled substances or illegal drugs present in the employee's system, on company property or on company time
-) Violating conflict of interest rules
-) Disclosing or using confidential or proprietary information without authorization



-
-) Violating the company's computer or software use policies, and
 -) Being convicted of a crime that indicates unfitness for a job or presents a threat to the company or its employees in any way.

8.2. Gross Misconduct Policy

Describe the objective of this policy. The following offences are examples of Gross Misconduct.

These examples are not exhaustive or exclusive and offences of a similar nature will be dealt with under this procedure. Gross misconduct may result in immediate dismissal without notice or pay in lieu of notice.

-) Conviction of a criminal offence which may render the employee unsuitable for employment
-) Defrauding or attempting to defraud PSI , customers, suppliers or employees
-) Divulging or misusing confidential information
-) Falsification of reports, accounts, expenses, claims
-) Gambling or money lending on site
-) Having illegal drugs in their possession
-) Intoxication from alcohol or drugs
-) Misuse of telephone and email
-) Refusal to carry out duties
-) Sexual harassment of a fellow employee
-) Theft of property
-) Timekeeping offences
-) Unauthorized use of company resources
-) Violent, dangerous or intimidating conduct

8.3. Fraudulent Activities

Describe the company policy, for example:

“The PSI shall identify and investigate any possibility of dishonest or fraudulent activities in the handling of PSI money, documents, and equipment. Employees are responsible for reporting dishonest or fraudulent activity.”



Dishonest or fraudulent activities include the following:

1. Forgery of documents (checks, time sheets, contracts, purchase orders, budgets, etc.).
2. Misrepresentation of information on documents.
3. Misappropriation of funds, supplies, or other assets.
4. Improprieties handling or reporting of financial transactions.
5. Authorizing/receiving payments for goods not received or services not performed.
6. Violation of Federal, State, or local laws.

8.4. Reporting Misconduct Policy

Describe the company policy, for example:

“The PSI of encourages all PSI employees to report misconduct. The PSI is committed to protecting employees who report suspected misconduct. The term "employee" includes all staff, independent contractors and volunteers.”

Confidentiality

The PSI will try to prevent disclosure of the identity of the employee reporting alleged misconduct. However, the identity of an employee may become obvious to others due to the nature of the information. The employee's identity will be disclosed:

-) To the law enforcement PSI investigating the matter.
-) To PSI employees assigned to investigate the matter.

Misconduct

Misconduct is an activity performed by an employee that violates state and/or federal laws or regulations, local ordinances, or PSI policy. Misconduct includes, but is not limited to, the examples listed below.

-) Alcohol or drug use
-) Bribery
-) Corruption
-) Discrimination
-) Endangerment of health or safety of others



-
-) Falsification of reports
 -) Misuse, mismanagement, or misappropriation of funds, property, facilities or any other PSI assets.
 -) Personal use of PSI materials or assets
 -) Release of confidential data
 -) Sexual harassment
 -) Theft of PSI property
 -) Willful failure to perform duties

Reporting Alleged Misconduct

Employees who are aware of misconduct should report the conduct, either verbally or in writing, to the PSI . Reports of misconduct should include the following information:

-) Name of employee submitting the report
-) Employee's address and telephone number
-) Description of the alleged misconduct including the name(s) and department(s) of all those believed to be involved
-) Date(s) of alleged misconduct
-) Any supporting evidence

8.5. Disciplinary Policy

Describe the company policy, for example:

“When an employee faces disciplinary procedures they are entitled to be accompanied by a friend, colleague or representative. This representative is an employee's colleague or an authorized trade union representative but not any other person or body unconnected with the organization.

Standards of Work - these are the levels of performance that are expected from each employee whether working individually or in groups.

Unacceptable Standards of Work - This occurs when performance falls below an acceptable level and if it is continued, it may result in dismissal due to incompetence, incapacity or lack of qualifications.

Standards of Behavior - All employees are expected to act, behave and conduct themselves in an acceptable manner when carrying out their work, when on Company premises and when in any area that could directly influence the reputation of PSI .



Rules and Regulations - These regulations apply to procedures, handling of equipment safety measures or appearance.

Misconduct - misconduct refers to the failure to adhere to acceptable and appropriate levels of conduct.

Gross Misconduct may result in a summary dismissal. It refers to when there is a deliberate and serious failure to adhere to rules and regulations and when an employee deliberately carries out an action or conducts him/herself in a manner that is entirely unacceptable.

PSI policy is as follows:

-) Employees must uphold rules, regulations, and standards of work at all times.
-) All employees will be made aware of Company standards, rules and regulations, which are expected of them. If you have any questions, please approach a member of the management team.
-) When work falls below an acceptable standard, help will be given to the employee to improve. If standards of work continue to fall and there is a necessity for action, it will automatically begin with a pre-disciplinary informal discussion. When an employee's behavior is inappropriate and unacceptable, this is officially deemed misconduct and will mean the initiation of a pre-disciplinary informal discussion.
-) Breaches of rules and regulations are also officially referred to as misconduct.
-) Gross misconduct comprises a gross breach of rules or regulations or a gross breach of standards of behavior.

An employee's natural rights will be upheld at all times.

-) The employee will have the right to know the case against him/her
-) The employee will have the right to reply
-) The employee will have the right to due consideration
-) The employee will have the right to representation
-) The employee will have the right to appeal

Stage 1 Verbal Warning

If the standard of work continues to deteriorate, or if there is a breach of regulations, the formal disciplinary procedure begins.

-) A full investigation is held.
-) The employee is informed that the continuation of the breach is unacceptable.
-) The employee will be made aware of the option to have a friend, colleague, or representative present at the interview.



-) An action plan and date for reappraisal will be set.
-) A record of this verbal warning will be retained on the personnel file and a copy given to the employee.
-) The verbal warning will be active on the personnel file of the employee for 6 months unless there is repetition within the agreed review period.
-) If there is no improvement in the situation, then there will be a re-evaluation and a progression to stage 2.

Stage 2 First Written Warning

A full investigation is held.

-) Employee will be made aware of the option to have a friend, colleague, or representative present at the interview.
-) A meeting will be held to establish what improvements occurred and the time scale of the achievement.
-) A date for reappraisal and an action plan will be set.
-) The employee will receive a written warning that will be active on the personnel file for 1 year unless there is repetition within the agreed review period.
-) If there is still no improvement in the situation, there will be a progression to stage 3.

Stage 3 Final Written Warning

-) A full investigation is held.
-) Employees will be made aware of the option to have a friend, colleague, or representative present at the interview.
-) A meeting will be arranged for discussion and planning and a date will be set to reappraise the expected improved level of conduct or performance.
-) The employee will receive a final written warning that will be active on their personnel file for 1 year unless there is repetition within the agreed review period.
-) The employee at this stage will be warned that unless improvement occurs, there is a possibility that they could be dismissed.
-) If there is still no improvement in the situation, there will be a progression to stage 4.

Stage 4 Suspension

-) A record of a suspension will be retained on an employee's personnel file for 1 year unless there is repetition within the agreed review period.
-) Depending on the situation, there are different forms of suspension available.



-
- J Suspension with pay - An employee may be suspended with pay to facilitate an investigation. In certain instances, an employee will go directly to this stage, i.e., for instances of gross misconduct or gross breaches of regulations. This form of suspension is known as a precautionary suspension and should be distinguished from a “suspension without pay” which follows at the end of an investigation which finds that the employee has a case to answer.
 - J Suspension without pay. This is a form of disciplinary action which, as a matter of good employment practice, should be expressly provided for in the disciplinary procedures and only arises at the end of an investigation which concludes with a finding that the employee has been guilty of a breach of their employment contract amounting to misconduct.

Stage 5 Dismissal

- J There will be two options available at stage 5. The option taken will depend on the situation.
- J Before the dismissal, a meeting will be held and employees will be made aware of the option to have a friend, colleague, or representative present. A full investigation will be held and the employee will then have received all possible support and opportunity to improve.
- J Option 1 - An employee will be dismissed if they have failed to improve during the previous stages.
- J Option 2 - An employee will be dismissed without going through the previous stages of procedure in an instance of gross misconduct.

8.6. Misconduct Policy

Describe the company policy, for example:

The following are examples of misconduct:

- J Minor damage to company property
- J Minor breach of company rules
- J Minor failure to observe company policies or procedures
- J Regular and/or unexplained absences

8.7. Drug and Alcohol Policy

PSI strives to maintain a workplace free of drugs and alcohol and to discourage drug and alcohol abuse by its employees. Misuse of alcohol or drugs by employees can impair the ability of



employees to perform their duties, as well as adversely affect our customers' and customers' confidence in our company.

Alcohol

Employees are prohibited from using or being under the influence of alcohol while performing company business for PSI, while operating a motor vehicle in the course of business or for any job-related purpose, or while on company premises or a worksite.

Illegal Drugs

PSI employees are prohibited from using or being under the influence of illegal drugs while performing company business or while on a company facility or worksite. You may not use, manufacture, distribute, purchase, transfer or possess an illegal drug while in PSI facilities, while operating a motor vehicle for any job-related purpose or while on the job, or while performing company business. This policy does not prohibit the proper use of medication under the direction of a physician; however, misuse of such medications is prohibited.

Disciplinary Action

Employees who violate this policy may be disciplined or terminated, even for a first offense. Violations include refusal to consent to and comply with testing and search procedures as described.

Searches

PSI may conduct searches for illegal drugs or alcohol on company facilities or worksites without prior notice to employees. Such searches may be conducted at any time. Employees are expected to cooperate fully.

Searches of employees and their personal property may be conducted when there is reasonable suspicion to believe that the employee has violated this policy or when circumstances or workplace conditions justify such a search. Personal property may include, but is not limited to, purses, boxes, briefcases, as well as any PSI property that is provided for employees' personal use, such as desks, lockers, and files.

An employee's consent to a search is required as a condition of employment and the employee's refusal to consent may result in disciplinary action, including termination.

8.8. Anti-Substance Abuse

Drug or alcohol abuse can be a problem in the workplace. State your policy, requirements for testing and disciplinary process that will be followed. Due to the medical and legal issues involved,



this policy may be quite lengthy and technical. Accordingly, as in the following example you may want to outline the policy and then refer to the complete document for further information.

PSI is committed to provide a substance abuse-free workplace for its employees. This policy applies to all employees of PSI , without exception, including part-time and temporary employees.

No employee is allowed to consume, possess, sell or purchase any alcoholic beverage on any property owned by or leased on behalf of PSI , or in any vehicle owned or leased on behalf of PSI .

No employee may use, possess, sell, transfer or purchase any drug or other controlled substance which may alter an individuals- dual's mental or physical capacity. The exceptions are aspirin or ibuprofen based products and legal drugs which have been prescribed to that employee, which are being used in the manner prescribed.

PSI will not tolerate employees who report for duty while impaired by use of alcoholic beverages or drugs.

All employees should report evidence of alcohol or drug abuse to a supervisor or a personnel representative immediately. In cases where the uses of alcohol or drugs pose an imminent threat to the safety of persons or property, an employee must report the violation. Failure to do so could result in disciplinary action for the non-reporting employee.

Employees who violate the Anti-Substance Abuse Policy will be subject to disciplinary action, including termination. It is our policy at PSI to assist employees and family members who suffer from drug or alcohol abuse. You may be eligible for a medical leave of absence, and we encourage any employee with a problem to contact your personnel representative for details.

As a part of our policy to ensure a substance abuse free workplace, PSI employees may be asked to submit to a medical examination and/or clinically tested for the presence of alcohol and/or drugs. Within the limits of federal and state laws, we reserve the right, at our discretion, to examine and test for drugs and alcohol. Some such situations may include, but not be limited, to the following:

1. All employees who are offered employment with PSI ;
2. Where there are reasonable grounds for believing an employee is under the influence of alcohol or drugs;
3. As part of an investigation of any accident in the workplace in which there are reasonable grounds to suspect alcohol and/or drugs contributed to the accident;
4. On a random basis, where allowed by statute;
5. As a follow-up to a rehabilitation program, where allowed by statute;
6. As necessary for the safety of employees, customers, clients or the public at large, where allowed by statute; and



-
7. When an employee returns to duty after an absence other than from accrued time off such as vacation or sick leave.

This is only a summary of PSI 's Anti-Substance Abuse Policy. The full policy includes definitions, testing methods, consequences of testing refusal, confidentiality, rights of employees, notice of applicable statutes, voluntary assistance, etc.

It is YOUR responsibility to obtain a copy from your personnel representative if one has not been provided to you. You will be required to sign a consent form agreeing to PSI 's Anti-Substance Abuse Policy in full.

It is a condition of your continued employment with PSI that you comply with the Anti-Substance Abuse Policy.

8.9. Drug Testing

PSI is committed to providing a safe, efficient, and productive work environment for all employees. Using or being under the influence of drugs or alcohol on the job may pose serious safety and health risks. To help ensure a safe and healthful working environment, certain job applicants may be asked to provide body substance samples (such as urine and/or blood) to determine the illicit or illegal use of drugs and alcohol.

Applicants for positions in Public Safety, Student Health and Counseling Services and other positions deemed to be essential to campus safety and public health and applicants who will be operating school owned vehicles and machinery may be required to demonstrate that they are drug and alcohol free.

Current employees that are involved in work related accidents that involve vehicles may also be subject to drug or alcohol tests.

8.10. Company Equipment and Vehicles

When using PSI property, including computer equipment or hardware, exercise care, perform required maintenance and follow all operating instructions, safety standards and guidelines.

Notify your supervisor if any equipment or machines appear to be damaged, defective or in need of repair. This prompt reporting could prevent the equipment's deterioration and could also help prevent injury to you or others. Should you have questions about the maintenance and care of any workplace equipment, ask your supervisor.

If you use or operate equipment improperly, carelessly, negligently or unsafely, you may be disciplined or even discharged. In addition, you may be held financially responsible for any loss to PSI because of such mistreatment.



8.11. Company Property

Please keep your work area neat and clean and use normal care in handling company property. Report any broken or damaged equipment to your manager at once so that proper repairs can be made.

You may not use any company property for personal purposes or remove any company property from the premises without prior written permission from PSI .

8.12. Dating in the Workplace

Supervisors and employees under their supervision are strongly discouraged from forming romantic or sexual relationships. Such relationships can create the impression of impropriety in terms and conditions of employment and can interfere with productivity and the overall work environment.

If you are unsure of the appropriateness of an interaction with another employee of the Company, contact PSI for guidance. If you are encouraged or pressured to become involved with a customer or employee in a way that makes you feel uncomfortable and is unwelcome, you should also notify PSI immediately.

No customer or employee of this company has the right to subject any employee to sexual or other unlawful harassment, including requests for sexual favors, sexual advances, offensive touching, and any other unwanted verbal, graphic, conduct or communications of a sexual nature.

You should also be aware of, and are expected to comply with, PSI 's policy against sexual and other forms of illegal harassment in the workplace.

Appropriate action, which may include a transfer or reassignment, leave of absence, suspension or termination, will be taken against those who violate this policy.

8.13. Ethical and Legal Business Practices

PSI expects the highest standard of ethical conduct and fair dealing from each employee, officer, director, volunteer and all others associated with the Company. Our reputation is a valuable asset, and we must continually earn the trust, confidence and respect of our suppliers, our members, our customers and our community.

This policy provides general guidance on the ethical principles that we all must follow, but no guideline can anticipate all situations. You should also be guided by basic honesty and good judgment, and be sensitive to others' perceptions and interpretations.

If you have any questions about this policy, consult your supervisor or manager. Exceptions to this policy may be made only by PSI .



You are expected to promptly disclose to the management of the company anything that may violate this policy. We will not tolerate retaliation or retribution against anyone who brings violations to management's attention.

Complying With Laws and Regulations

All our activities are to be conducted in compliance with the letter and spirit of all laws and regulations. You are charged with the responsibility of understanding the applicable laws, recognizing potential dangers and knowing when to seek legal advice.

Giving and Receiving Gifts

You may not give or receive money or any gift to or from a supplier, government official or other organization. Exceptions may be made for gifts that are customary and lawful, are of nominal value and are authorized in advance.

You may accept meals and refreshments if they are infrequent, are of nominal value and are in connection with business discussions.

If you do receive a gift or other benefit of more than nominal value, report it promptly to a member of management. It will be returned or donated to a suitable charity.

Employee Privacy and Other Confidential Information

PSI collects only personal information about employees that relates to their employment. Only people with a business-related need to know are given access to this information, and PSI must authorize any release of the information to others. Personal information, other than that required to verify employment or to satisfy legitimate investigatory or legal requirements, will be released outside the company only with employee approval.

If you have access to any confidential information, including private employee information, you are responsible for acting with integrity. Unauthorized disclosure or inappropriate use of confidential information will not be tolerated.

Accounting and Financial Reports

PSI's financial statements and all books and records on which they are based must accurately reflect the Company's transactions. All disbursements and receipts must be properly authorized and recorded.

You must record and report financial information accurately. Reimbursable business expenses must be reasonable, accurately reported and supported by receipts.



Those responsible for handling or disbursing funds must assure that all transactions are executed as authorized and recorded to permit financial statements in accord with Generally Accepted Accounting Principles.

Account and Customer Information

Employees are prohibited from distributing account, client, and/or customer information to anyone, in any form, except the named account holder, client or customer.

Compliance

Employees who fail to comply with this policy will be disciplined, which may include a demand for reimbursement of any losses or damages, termination of employment and referral for criminal prosecution. Action appropriate to the circumstances will also be taken against supervisors or others who fail to report a violation or withhold relevant information concerning a violation of this policy.

8.14. Grievances

Employees are encouraged to bring concerns, problems and grievances to management's attention. You are also obligated to report any wrongdoing of which you become aware to your manager or, if the situation warrants, to any PSI officer.

8.15. Insider Trading

In addition to our general obligation to observe the law, one of the most important responsibilities of all PSI employees is to protect the company's reputation for ethical and honest dealing. Our reputation could be irreparably damaged if inside information is inappropriately disclosed such that it affects the stock price of our company or that of a client or any other company with whom we have a relationship. Bearing this in mind, you are forbidden from sharing or disclosing company information in any way that could be deemed insider trading or give the appearance of such conduct.

8.16. Progressive Discipline

PSI retains the discretion to discipline its employees. Oral and written warnings and progressive discipline up to and including discharge may be administered as appropriate under the circumstances.

Please note that PSI reserves the right to terminate any employee whose conduct merits immediate dismissal without resorting to any aspect of the progressive discipline process.



8.17. Solicitation

To promote a professional and collegial workplace, prevent disruptions in business or interference with work, and avoid personal inconvenience, PSI has adopted rules about soliciting for any cause and distributing literature of any kind in the workplace.

Employees may not solicit on PSI property or use company facilities, such as e-mail, voicemail or bulletin boards during working time for solicitation. This policy applies to collecting funds, requesting contributions, selling merchandise, gathering employee signatures and promoting membership in clubs or organizations.

Working time means time during which employees are expected to be actively engaged in their assigned work; it does not include scheduled meal or break periods.

You may solicit another employee only if both you and the other employee are not on working time, and you may distribute literature only in nonworking areas and while not on working time to other employees who are not on working time.

Nonemployees may not make solicitations or distribute literature at any time.

PSI may grant limited exemptions from these rules for charitable purposes at its discretion.

8.18. Workplace Violence

PSI has a zero-tolerance policy concerning threats, intimidation and violence of any kind in the workplace either committed by or directed to our employees. Employees who engage in such conduct will be disciplined, up to and including immediate termination of employment.

Employees are not permitted to bring weapons of any kind onto company premises or to company functions. Any employee who is suspected of possessing a weapon will be subject to a search at the company's discretion. Such searches may include, but not be limited to, the employee's personal effects, desk and workspace.

If an employee feels he or she has been subjected to threats or threatening conduct by a coworker, vendor or customer, the employee should notify his or her supervisor or another member of management immediately. Employees will not be penalized for reporting such concerns.



9. IT Policies

Describe the company’s IT policy, for example:

“The purpose of this policy is to provide staff with guidance on the use of the IT resources, including, but not limited to the internet, email, and networks.

To encourage the appropriate use of IT resources, please adhere to the following policies:

Step	Action
1.	Line managers shall provide all staff with a written copy of these manual. All employees shall sign a statement indicating they have read this manual.
2.	Each employee’s signed statement shall be kept on file for [X] years and while the employee is employed or provides services with PSI .
3.	IT resources includes, but is not limited to, all current and future internet services, intranets, file transfer protocol (FTP), email, and other services.
4.	PSI shall undertake reasonable measures to secure Internet communications and the data transmitted by these systems and services.
5.	PSI shall install software and/or hardware to monitor and record all IT usage, including email and website visits. PSI retains the right to record or inspect any and all files stored on its systems.
6.	PSI IT resources shall be used solely for business purposes.
7.	Disciplinary action, including termination of employment, may result from prohibited activity obtained through monitoring and/or inspection of emails, files, or electronic storage devices. Illegal activities may be referred to the appropriate authorities for prosecution.

9.1. Computer Usage Policy

Access to modern information technology is essential to PSI ’s mission of providing customer service of highest quality. The pursuit and achievement of PSI ’s mission requires that the privilege of the use of computing systems and software, internal and external data networks, as well as access to the World Wide Web, be made available to employees. The preservation of that privilege for the full community requires that each authorized user comply with institutional and external standards for appropriate use.



To assist and ensure such compliance, PSI establishes the following policy.

General Principles

1. Authorized use of PSI -owned or operated computing and network resources shall be consistent with the mission of PSI and consistent with this policy.
2. Authorized users of PSI computing and network resources include those authorized by management.
3. This policy applies to all PSI computing and network resources, including host computer systems, PSI -sponsored computers and workstations, software, data sets, and communications networks controlled, administered, or accessed directly or indirectly by PSI computer resources or services, employees, or students.
4. The PSI reserves the right, upon reasonable cause for suspicion, to access all aspects of its computing systems and networks, including individual login sessions to determine if a user is violating this policy or state or federal laws.

User Responsibilities

Privacy: No user should view, copy, alter or destroy another's personal electronic files without permission (unless authorized or required to do so by law or regulation).

Copyright: Written permission from the copyright holder is required to duplicate any copyrighted material. This includes duplication of audio tapes, videotapes, photographs,

illustrations, computer software, and all other information for any purpose. Most software that resides on PSI computing network(s) is owned by PSI, or third parties, and is protected by copyright and other laws, together with licenses and other contractual agreements. Users are required to respect and abide by the terms and conditions of software use and redistribution licenses. Such restrictions may include prohibitions against copying programs or data for use on PSI computing network(s) or for distribution outside the company; against the resale of data or programs, or the use of them for financial gain; and against public disclosure of information about programs (e.g., source code) without the owner's authorization.

Harassment, Libel and Slander: No user may, under any circumstances, use PSI computers or networks to libel, slander, or harass any other person.

Access to Computing Resources:

Sharing of access: Computer accounts, passwords, and other types of authorization are assigned to individual users and should not be shared with others. You are responsible for any use of your account. If an account is shared or the password divulged, the holder of the



account will lose all account privileges and be held personally responsible for any actions that arise from the misuse of the account.

Permitting unauthorized access: You may not run or otherwise configure software or hardware to intentionally allow access by unauthorized users.

Termination of access: When you cease being an employee of PSI or if you are assigned a new position and/or responsibilities, your access authorization must be reviewed. You must not use facilities, accounts, access codes, privileges or information for which you are not authorized in your new circumstances.

Circumventing Security: Users are prohibited from attempting to circumvent or subvert any system's security measures. Users are prohibited from using any computer program or device to intercept or decode passwords or similar access control information.

Breaching Security: Deliberate attempts to degrade the performance of a computer system or network or to deprive authorized personnel of resources or access to any PSI computer or network is prohibited. Breach of security includes, but is not limited to, the following: Creating or propagating viruses, Hacking, Password grabbing, and Disk scavenging.

Abuse of Computer Resources: Abuse of PSI computer resources is prohibited and includes, but is not limited to:

Game Playing: Computing and network services are not to be used for recreational game playing.

Chain Letters: The propagation of chain letters is considered an unacceptable practice by PSI and is prohibited.

Unauthorized Monitoring: A user may not use computing resources for unauthorized monitoring of electronic communications.

Flooding: Posting a message to multiple list servers or news groups with the intention of reaching as many users as possible is prohibited.

Private Commercial Purposes: The computing resources of PSI shall not be used for personal or private commercial purposes or for financial gain.

Political Advertising or Campaigning: The use of PSI computers and networks shall not be used for political purposes

Limitations on Users' Rights

1. The issuance of a password or other means of access is to assure appropriate confidentiality of PSI files and information and does not guarantee privacy for personal or improper use of university equipment or facilities.



2. PSI provides reasonable security against intrusion and damage to files stored on the central facilities. PSI also provides some facilities for archiving and retrieving files specified by users, and for recovering files after accidental loss of data. However, PSI is not responsible for unauthorized access by other users or for loss due to power failure, fire, floods, etc. PSI makes no warranties with respect to Internet services, and it specifically assumes no responsibilities for the content of any advice or information received by a user through the use of [campus'] computer network.

3. Users should be aware that PSI computer systems and networks may be subject to unauthorized access or tampering. In addition, computer records, including e-mail, are considered "records" which may be accessible to the public under the law.

Sanctions

Violators of this policy will be subject to the existing student or employee disciplinary procedures of PSI. Sanctions may include the loss of computing privileges. Illegal acts involving PSI computing resources may also subject users to prosecution by state and federal authorities.

Policy

Describe the company policy, for example:

"This policy is applicable to all PSI employees and refers to all IT resources. This policy applies to all computer facilities owned, leased, operated, or contracted by PSI including MS Office software, personal computers, workstations, and peripherals.

Step	Action
1.	Violation
1.1	Employees shall not violate any software license agreement, including copying or redistributing copyrighted software, data, or reports without authorization.
1.2	Employees shall not copy software except as stipulated by the owner of the copyright. Employees shall not copy software into, from, or by any system, except by license.
2	Interference
2.1	Employees shall not destroy, alter, dismantle, or prevent access to computer-based information and/or information resources. Employees shall not modify or remove computer equipment, software, or peripherals without proper authorization.
2.1	Employees shall not encroach on others use of the IT resources, including, but not limited to, sending excessive emails; printing excess number of documents, files, or data; modify operating systems; damaging or vandalizing facilities, equipment,



	software, or computer files.
2.2.1	Employees shall not use programs which interfere with other computer users or which modify normally protected system or user accounts. Employees shall not use networks for personal use.
2.2.1	PSI reserves the right to limit, restrict, or extend computing privileges and access to its information resources.
3	Unauthorized access
3.1	Employees shall not seek to gain unauthorized access to information resources or enables unauthorized access; access computers, computer software, computer data, or networks without authorization; intentionally allow others to do so, regardless of whether the computer, software, data is owned by the PSI .
3.2	Employees shall report defects discovered in systems to the System Administrator so steps can be taken to resolve the problem.
3.3	Employees shall be subject to civil and criminal liability if they disclose passwords or make IT systems available to others without permission.
4	Invasion of Privacy
4.1	Employees shall be subject to civil and criminal liability if they invade the privacy of individuals or entities without authorization.
4.2	Employees shall not use electronic communication facilities to send fraudulent, harassing, obscene, threatening, or other unlawful messages are prohibited.
4.3	Employees shall not provide information on, obtain copies of, or modify data, programs, or passwords belonging to other users.
4.5	Employees shall not attempt to gain unauthorized access to systems or private information. System Administrators may access staff files at any time for maintenance purposes and report suspected unlawful or improper activities.

9.2. Misuse of Computing Privileges Policy

Policy

Describe the company policy, for example:

“Employees are expected to cooperate with System Administrators when investigating system abuse. Failure to cooperate may result in cancellation of access privileges.”



System Administrators shall pursue any or all of the following steps to protect company resources:

Step	Action
1	Notify the Line Manager of the investigation.
2	Suspend the employee's computing privileges during the investigation.
3	Inspect the employee's files and/or other storage media.
4	Refer the matter to the appropriate PSI manager.
5	Unless authorized, employees shall not copy files that contain another employee's data.

9.3. Email Policy

Describe the company policy, for example:

"Email is intended to be used primarily for business purposes. Any personal use must be of an incidental nature, and not interfere with business activities, involve solicitation, commercial activities, and potentially embarrass PSI .

1. Employees shall use email to send documents to other staff connected to PSI email system.
2. Employees shall check mail at least twice a day and respond to messages promptly.
3. Employees shall use email for official business only.

9.4. Prohibited Internet Usage Policy

Describe the company policy, for example:

"PSI resources shall not be used for any activity other than business activities unless specifically requested by your Line Manager.

1.	Employees shall not transfer company data, software or other licensed software shall out of the PSI 's control without permission.
1.2	Employees shall not disclose confidential or sensitive information, client data, or information covered by existing privacy or confidentiality laws, regulations, rules, policies, procedures, or contract terms.



1.3	Employees shall respect copyrights, software, licensing rules, property rights, privacy for the duration of their employment.
1.4	Employees shall not download executable software, including freeware and shareware, unless it is required to complete their job responsibilities.
1.5	Employees shall not use IT resources to download or distribute pirated software or data, such as music or video files.
1.6	Employees shall not use IT resources to propagate malicious code.
1.7	Employees shall not use IT resources to disable or overload computer systems or networks,
1.8	Employees shall not use unauthorized dial-up access to the internet from any device that is attached to any part of the PSI 's network.
1.9	Employees shall not access, store, display, distribute, edit, or record sexually explicit or extremist material using IT resources. Spam email shall not constitute a violation, provided it is promptly deleted and neither stored nor forwarded to others.
1.10	Employees shall not access or attempt to IT resources for which they do not have authorization, passwords, file permissions or legitimate access.
1.11	Employees shall not use IT resources to compromise the security of the PSI or other organizations.
1.12	Employees shall not use IT resources for illegal activity, gambling, or violate the laws of [Country], state or local jurisdiction.

9.5. Remote Access Policy

Describe the company policy, for example:

“The purpose of this policy is to ensure that remote access to all IT systems does not result in an unacceptable level of risk to the security of those systems.”

1. Describe the types of remote access that is used by the PSI as well as employees, partners, and other individuals who may be authorized for remote access. Determine the level of access that remote users will have.



-
2. Identify and mitigate risks associated with the transfer of confidential and/or sensitive data to an unsecured device or location. Describe the business needs and IT systems and/or data to which the PSI will grant remote access.
 3. Describe how users are responsible for safeguarding password access and other individually assigned passwords necessary for the secure access of information.
 4. Describe the actions for users to take when securing remote access sessions, for example, maintain anti-virus software and personal firewall software on any remote access device.
 5. Describe the PSI's procedures for requesting and/or providing remote access for employees, partners and system administrator.
 6. Prior to obtaining remote access, users must sign an agreement detailing their responsibilities and obligations regarding the use of remote access and data, systems and applications which they are authorized to access through remote access.
 7. Describe the PSI's remote access review process. The PSI must engage in ongoing remote access security reviews, as well as an annual remote access security review to verify the identities of current remote access users and their continuing need for such access.

9.6. Bulletin Boards

Check all the bulletin boards regularly to obtain important information about company events and policies. Only PSI employees should use company bulletin boards. Management must approve all postings. See PSI to obtain approval for a bulletin board posting.

9.7. Communication with Press or Media

Media inquiries in relation to PSI must be handled in accordance with the following guidelines:

Inquiries regarding a specific transaction should be referred to the individual or individuals in charge of the matter; if they are not available, then to PSI or to PSI .

All other inquiries should be referred to PSI I, who will respond directly or designate another spokesperson and who will also help draft or direct an appropriate response if necessary.

This policy covers all forms of responses to the media, including off-the-record and anonymous statements.



9.8. Software Policy

PSI regulates employees' use of its computer software.

You may not duplicate any licensed software or related documentation for use, either on Company premises or elsewhere, unless expressly authorized to do so by written agreement with the licensor. And you may not provide licensed software to anyone outside the Company. Employees should be aware that the illegal duplication of software may result in the filing of criminal copyright charges by the owners of the copyrights and can subject both the employee and the company to liability.

All software that PSI acquires must be purchased by MS. Upon delivery, all software must be registered properly by MS and installed by MS. You may not load personal software on PSI computers.

9.9. Use of Company Communication Systems

As PSI reserves the right to access any personal communication without prior notice, employees should not use company systems to transmit any messages or to access any information that they would not want a third party to hear or see.

Although incidental and occasional personal use of the company's systems is permitted, any such personal use will be treated the same as all other communications under this policy. However, employees are at all times prohibited from accessing or downloading information from the Internet for personal use.

Telephone Usage

The telephone system (including voicemail) at PSI is the property of the company and is provided for business purposes. PSI may periodically monitor the usage of the telephone systems to ensure compliance with this policy. Therefore, employees should not consider their conversations on the company's telephone system to be private.

Personal Mail

All mail delivered to the company is presumed to be related to company business. Mail sent to you at the company will be opened by the office and routed to your department. If you do not wish to have your correspondence handled in this manner, please have it delivered to your home.

9.10. Data Protection Policy

Describe the company policy, for example:



“The purpose of the policy is to protect employees whose personal data is held on company files.”

1. PSI policy is to adhere to data protection principles.
2. PSI will only allow authorized individuals access to personal data. Unauthorized alteration, disclosure, destruction or damage to data will lead to disciplinary action.
3. Employees have a right to confirm the existence of personal data.
4. On receiving a written request for the confirmation of the existence of personal data, the employee will be supplied with a description of such personal data and the purpose for which it is being kept.
5. Employees have a right to access personal data. On receiving a written request from an employee for a copy of personal data, the employee will be provided with a copy of such data as it appears in the computer files and manual files.
6. Employees have a right to have inaccurate personal data rectified or erased within [X] days of making a request. It is the PSI policy to rectify such errors immediately.
7. PSI will check data periodically, to ensure that it is accurate, retained no longer than necessary and not excessive in relation to its purpose.



10. Health and Safety

PSI provides a clean, hazard-free, healthy, safe environment in which to work in accordance with the Occupational Safety and Health Act of 1970.

As an employee, you are expected to take an active part in maintaining this environment. You should observe all posted safety rules, adhere to all safety instructions provided by your supervisor and use safety equipment where required. Your work place should be kept neat, clean and orderly.

It is your responsibility to learn the location of all safety and emergency equipment, as well as the appropriate safety contact phone numbers. A copy of the Emergency Procedures will be kept in each work area on top of the supervisor's desk.

All safety equipment will be provided by PSI , and employees will be responsible for the reasonable upkeep of this equipment. Any problems with or defects in, equipment should be reported immediately to management.

As an employee, you have a duty to comply with the safety rules of PSI , assist in maintaining the hazard free environment, to report any accidents or injuries - including any breaches of safety - and to report any unsafe equipment, working condition, process or procedure, at once to a supervisor.

Employees may report safety violations or injuries anonymously to the Safety Committee, if they are not the injured or violating party. **NO EMPLOYEE WILL BE PUNISHED OR REPRIMANDED FOR REPORTING SAFETY VIOLATIONS OR HAZARDS.** However, any deliberate or ongoing safety violation, or creation of hazard, by an employee will be dealt with through disciplinary action by PSI , up to and including termination.

All work related accidents are covered by Worker's Compensation Insurance pursuant to the laws of the various states in which we operate.

Policy

Describe the company policy, for example:

Safety Declaration

-) PSI acknowledges its role in protecting the safety, health and welfare of all people employed in the organization and affected by the workplace. PSI is committed to implementing, controlling and maintaining a program that ensures, where possible, that all risks and hazards are eliminated or otherwise controlled to an acceptable level.
-) PSI will implement safe work systems and methods to ensure the safety, health and welfare of all.
-) PSI understands its legal obligations and its commitment to comply with the Safety, Health and Welfare legislation as required under national laws.



Identification of Hazards in the Workplace

-) PSI has appointed [person] to identify hazards in all areas of the workplace.
-) Assessment take place twice yearly and at any other time, should the need arise.
-) Assessor(s) will have access to all areas of PSI 's premises, all offices owned or controlled by PSI .
-) Assessor/s will receive full co-operation from all employees should they/they require it.

Assess Risks arising from the Hazards

The Assessor, will, following identification of hazards, assess the risks.

-) Co-operation will be expected from Company staff.
-) A written copy of the assessment will be kept on file.
-) Should anyone consider that a hazard or important issue has not been dealt with or dealt with appropriately, please highlight the issue/hazard to the attention of the appropriate supervisor.

Specify Manner in which Safety, Health and Welfare are to be Secured

-) Where possible all risks will be eliminated.
-) Where it is not possible, then the risks will be limited or controlled at an acceptable level.
-) Control and protection procedures will include safe systems of work, personal protective clothing and equipment and any other control necessary.

Employees Co-operation

To have an effective Health and Safety policy, the co-operation of individuals in matters relating to Safety, Health and Welfare is vital. PSI expects every employee, contractor and visitor to:

-) Co-operate with each other so that PSI or any such other person will be enabled to comply with any of the relevant statutory provisions.
-) Ensure that no employee shall intentionally or recklessly interfere with or misuse an appliance, protective clothing, convenience, equipment or other means or thing provided for securing the Safety, Health and Welfare of persons arising out of work activities.
-) Ensure that they are aware of the identity of all persons responsible for securing the Safety, Health and Welfare of persons working on the premises.
-) Report to a manager any defects in equipment, place of work, or system of work, which they consider might endanger other individual's Safety, Health and Welfare.
-) Take reasonable care of their own safety, health and welfare and that of any other person who may be affected by their acts or omissions while at work.



-
- J Use suitable protective equipment. Personal Protective Equipment includes appliances, protective clothing, conveniences, equipment or other means or things provided for securing the safety, health and welfare while at work.

10.1. Safety

PSI is committed to maintaining a safe and healthy environment for all employees. Report all accidents, injuries, potential safety hazards, safety suggestions and health and safety related issues immediately to your manager.

If you or another employee is injured, contact your supervisor or manager immediately. Seek help from outside emergency response agencies, if needed. Contact information is posted HR.

You must complete an Employee's Claim for Worker's Compensation Benefits Form if you have an injury that requires medical attention. If your inquiry does not require medical attention, you must still complete a Supervisor and Employee Report of Accident Form in case medical treatment is later needed and to ensure that any existing safety hazards are corrected. You can obtain the required forms from PSI .

A federal law, the Occupational Safety and Health Act, requires that we keep records of all illnesses and accidents that occur on the job. OSHA also provides for your right to know about any health hazards which might be present on the job.

In addition, the state Workers' Compensation Act also requires that you report any illness or injury caused by the workplace, no matter how slight. If you do not report an injury, you may jeopardize your right to collect workers' compensation payments as well as health benefits.

You can get the required reporting paperwork from PSI .

10.2. Fire Evacuation Procedure

Describe the objective of this policy:

"In the event of a fire or situation where it is necessary to evacuate the building, break the Break Glass Unit to sound the alarm. BREAK GLASS UNITS are situated at all exits.

1. Choose the nearest and most appropriate fire extinguisher if you are close to the fire and it is possible to use a fire extinguisher. Otherwise, leave the building immediately.
2. Department Heads will check that all role call lists are maintained.
3. Department Heads will have a deputy to cover this role in their absence.
4. Department Heads will identify to the Fire Marshall any missing employees, contractors or visitors.



-
5. DO NOT RE-ENTER THE BUILDING UNTIL YOU HAVE PERMISSION FROM THE FIRE OFFICER.
 6. Do NOT return to collect personal belongings.
 7. Do NOT telephone the fire brigade as the fire alarm system is connected to the fire services.
 8. Evacuate the building using the nearest fire exit.
 9. Form groups according to department, to ensure that any missing personnel can be quickly identified.
 10. NEVER ATTEMPT TO TACKLE A FIRE THAT PUTS YOU AT RISK.
 11. Once you have left the building, go to the assembly points and report to your Department Head.
 12. Use the staircase to leave the building. Do NOT use the elevator as it may be compromised by the fire.

10.3. Fire Safety

Every employee is responsible for recognizing potential fire dangers and taking an active role in preventing fires.

Employees are required to observe all OSHA safety requirements and regulations. Flammable materials are to be stored in covered metal containers. Employees should not block any fire doors, fire exits, fire extinguishers, windows or doorways. Review the fire escape routes posted in each work area.

10.4. Security

PSI is committed to ensuring employees' security. Our premises are equipped with both security alarms that are active outside working hours and a fire alarm system. If you have a security concern or need more information about operating these systems, contact PSI .

All employees are given identification cards when they join the Company. Wear your ID at all times while on Company business, whether you are on or off Company premises. If you leave PSI , you must surrender your ID and any company keys you have been issued.

10.5. Emergency Measures (Inclement Weather)

We realize that bad weather or hazardous commuting conditions may occasionally make it impossible for employees to report to work on time.



However, you are expected to make a diligent effort to report to work when conditions have improved. If you determine that you are unable to report to work because of the conditions, inform your supervisor as soon as possible. Your absence will be charged to personal or vacation time.

If it becomes necessary to shut down the office due to weather or other emergency, every effort will be made to notify employees. If there is a question as to whether the office will be open, call your place of work. If there is no answer within one hour after the normal start time, assume the office is closed.

10.6. First Aid Policy

Describe the company policy, for example:

-) Contact a member of the First Aid team immediately.
-) Do NOT attempt to move any employee unless it is necessary to remove them from immediate danger.
-) Every employee should report any accident or incident experienced or witnessed to the HR Manager.
-) HR will keep a copy of all these written accounts.
-) The First Aid Team will call on the emergency services when required.
-) The First Aid team will control all first aid equipment, including first aid boxes;
-) The First Aid Team will inform employees where equipment is located in case they are unavailable.
-) The First Aid Team will prepare a written account of any incident.

10.7. Smoking

Smoking is prohibited inside PSI facilities.

All employees, clients and other visitors are expected to comply with this policy, and employees who violate it may be disciplined. Should you have a question, complaint or dispute about smoking in the workplace, contact PSI .

PSI endeavors to provide a healthy environment, therefore prohibits any form of tobacco consumed in company buildings. Additionally, no smoking is allowed within 10 feet of exterior entranceways.

Smoking is a hazard and health risk. Employees are only allowed to smoke in designated areas.

-) Smokers are asked to respect the right of non-smokers to a smoke free environment.



-) Smokers are asked, if smoking indoors, to open windows where possible and to make certain that cigarettes are extinguished correctly.
-) Visitors to the premises must be made aware of the smoking policy by their host.



10.8. Hygiene Policy

Describe the company policy, for example:

“A high standard of hygiene and cleanliness is expected at PSI . This is to ensure that working conditions are pleasant for all employees and to protect the safety, health and welfare of other individuals.”

Employees are expected to help maintain these standards throughout PSI .



11. Miscellaneous Policies

In addition to the policies covered above, there are a wide range of policies that you may want to consider for your company. Many of these have developed as a result of litigation and lawsuits, which raise new issues continuously. You may want to discuss these policies with your attorney to ensure that you are compliant.

11.1. Visitors Policy

Describe the company policy, for example:

“The following procedures must be upheld to ensure the safety of visitors to the premises.”

-) Reception must be aware of all visitors to the premises.
-) Visitors are requested to observe the Fire Policy and to conduct themselves in a safe manner.
-) Visitors should be accompanied while on the premises. While this is not always possible, employees should follow this guideline as closely as is practicable.
-) The Visitor's host is responsible for the safety of the visitor and ensuring that the visitor is aware of PSI 's Health & Safety policies.

11.2. Welfare Policy

Describe the company policy, for example:

“PSI is concerned about the welfare of all employees including physical and mental health issues. Such issues raised by employees will be dealt with confidentially.”

-) If you feel mentally or physically unwell, whether or not the cause is a work issue, you are encouraged to inform your supervisor and to see the PSI doctor.
-) For work related injury, the PSI doctor is obliged to inform PSI of any details relating to your ability to perform your job and their likely progress/ return to work.
-) Information regarding your general well-being and issues unrelated to work will remain in strict confidence.



11.3. Open Door Policy

Describe the company policy, for example:

“The Open Door Policy allows reasonable access to all managers, without the fear that such action will penalize an individual. Employees who have discussed an issue with their Line Manager, and then with HR, and have not had a resolution, should discuss the problem with the General Manager.”

11.4. Housekeeping Facilities Policy

Describe the company policy, for example: “PSI will ensure that all facilities are adequate and maintained in accordance with legislation. “

Facilities include heating, lighting, ventilation and sanitary facilities. If you feel that facilities are not adequate, or are not being maintained correctly, please inform your supervisor.

11.5. Company Training Policy

Describe the company policy, for example:

“Training is necessary to enable employees to participate in and contribute to the success of PSI . Training promotes personal development and narrows the training gap. The training gap refers to shortfalls between current knowledge and skills etc.

1. PSI commits to allowing a certain amount of time for training and employee development.
2. **Information for Employees** - The operations manager will maintain a log of subjects covered by external and internal training courses. If someone requires information on a given area for the purpose of project work or research it will be possible to source this through operations
3. **Record Keeping** - All training will be recorded by the HR manager. When a formal training course has been completed, the participant must complete a training course evaluation sheet. The HR manager maintains training records.
4. **Training Plan** - The Training Manager identifies training needs and creates an annual Training Plan.
5. **Identification of Training Needs** - Training needs analysis should be carried out at three levels:



Needs are identified for groups of employees at a strategic level.

Needs are identified at an individual level by reviewing performance against set objectives.

Training is identified as a result of 'critical incidents' i.e. new projects, work place accidents.

11.6. Other Benefits

We have covered numerous subjects, some of which may not be useful for your organization. In addition to what is outlined above, other subjects which may be covered in detail or as little informational blurbs are:

Employee Referral Programs

Cash awards may be given to employees for recruiting new employees. The company decides on amount of award and service time new employees must put in prior to referring employee collecting on award.

Idea Incentive Awards

Encourages employees to submit ideas which could save your company or increase efficiency. Your company would provide a scale on which the employee would be paid upon implementation of the idea, if it is projected to save money over the long run; or in a lump sum if it is a one time economizer. Or whatever calculation, or combination thereof, works for your organization.

Service Commendations

Employees are awarded an appropriate gift at fifth anniversary and every five years thereafter in appreciation for their service in helping your company achieve its goals. Gifts range from writing instruments and watches to luggage and diamonds.

Employee Purchases

Outline your policy for employees purchasing any goods manufactured by your company as well as any equipment or supplies which your company is disposing of.

Annual Physical Examinations

With a mind toward healthy employees being productive employees, some companies encourage yearly physical exams by reimbursing up to \$200 of the necessary expense charged by a licensed general medicine physician to perform the exam. You will need to decide the eligibility requirements



and the service time threshold for eligibility, as well as the type of paperwork and personnel to be involved.

There may be other benefits or plans which your company offers your employees. Your decision on how detailed to get on each topic will depend upon the weight each carries. Just try to be as clear as possible, making certain to refer the employees to more appropriate, detailed documents where necessary. It is probably better to err on the side of covering many topics briefly, while making certain that compensation and benefits are covered in detail, than to leave something out. Your employees want to - and should - know these things. Many times, they would prefer to review it for themselves rather than asking or before inquiring further.



12. Appendix A – Reference Documents

Identify any documents references in this guide:

List the document number and the title separated by a comma.

X.xx, Referenced Guide

X.xx, Referenced Guide

Use the following formats for external documents:

Author "Title of the Report: Including Subtitles," (Publisher, City, State, Year of publication).

Use the following formats for Journal articles:

Author's last name followed by initials; Second author, "Full Title of Article: Including Subtitles," in Title of Journal, Vol. ##, No. ##, pp. xx–xx.



13. Appendix B – Glossary of Terms

Explain the meaning of all terms used in this document.

Term	Meaning
PSI	Department, board, office, council, or other entity.
Access	Ability to read, change, or enter data using a computer or an information system.
Business Partner	Contracted business partners and statutory business partners.
Employees	(1) the PSI 's employees or (2) individuals under contract with the PSI to provide services and paid directly by the PSI whose work is controlled and directed by the PSI .
Freeware / shareware	Software that is available free of charge and available for download from the internet
Hardware	Computers and any physical equipment used in connection with it, such as a keyboards, printers, etc.
IT resources	Computer hardware, software, databases, email, communication equipment, networks and any information that is used to support programs or operations.
Malicious code	Code intended to damage, destroy, or delete a system, network, file, or data.
Remote Access	Means of access by an individual or entity located outside the company's computer systems to those systems.
User	Any person authorized to access IT resources, including an employee, officer or contractor.