



Employee Handbook

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Section 1 - Welcome

Section 1.1 - History, goals, culture

Welcome to Rocket Lister, a place to work hard and have fun while doing it! We are so happy to have you be a part of the team, and we look forward to everything we accomplish together. Rocket Lister has been in business since April 2014 where we started in the owner Armando Ramirez's home. Since then we have become one of the largest real estate photography companies in Arizona! Our goal is to be the largest in not only AZ, but the entire US and we believe that with your help we can get there. Our culture at Rocket Lister is simple, we want to empower our employees to be successful not only for our business, but for life as a whole. That means we will not only provide you with the appropriate tools and support to be successful at Rocket Lister, but we want you to succeed on a personal level as well.

Section 1.2 - Purpose of this handbook

This handbook is to inform new employees of the policies and procedures at Rocket Lister and to establish expectations between employer and employee. It is not at all meant to be a book of rules, but rather a resource for you to succeed, and if you have any questions don't hesitate to ask. This handbook may change over time and we will make sure to inform you of any changes that are made.

Section 1.3 - At-will employment

Employment at Rocket Lister is at-will, meaning our employment relationship can be terminated at any time, with or without reason or notice by either the employer or the employee. Although it is highly recommended to give your employer your two week notice resignation letter to have a higher chance of them being a positive reference.

Section 2 - Workplace Commitments

Section 2.1 - Equal opportunity employment

This company is an equal opportunity employer and does not unlawfully discriminate against employees or applicants for employment on the basis of an individual's race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status or any other status protected by applicable law. This policy applies to all terms, conditions and privileges of employment, including recruitment, hiring, placement, compensation, promotion, discipline and termination.

Whenever possible, the company makes reasonable accommodations for qualified individuals with disabilities to the extent required by law. Employees who would like to request a reasonable accommodation should contact their supervisor.

Section 2.2 Non-harassment / Non-discrimination policy

This company prohibits discrimination or harassment based on race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status or any other status protected by applicable law. Each individual has the right to work in a

professional atmosphere that promotes equal employment opportunities and is free from discriminatory practices, including without limitation harassment. Consistent with its workplace policy of equal employment opportunity, the company prohibits and will not tolerate harassment on the basis of race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status or any other status protected by applicable law. Violations of this policy will not be tolerated.

Discrimination includes, but is not limited to: making any employment decision or employment related action on the basis of race, color, religion, creed, age, sex, disability, national origin, marital or veteran status, or any other status protected by applicable law. Harassment is generally defined as unwelcome verbal or non-verbal conduct, based upon a person's protected characteristic, that denigrates or shows hostility or aversion toward the person because of the characteristic, and which affects the person's employment opportunities or benefits, has the purpose or effect of unreasonably interfering with the person's work performance, or has the purpose or effect of creating an intimidating, hostile or offensive working environment. Harassing conduct includes, but is not limited to: epithets; slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group based on their protected characteristic.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal, visual or physical conduct of a sexual nature, when:

1. submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
2. submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
3. such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Examples of sexual harassment include: unwelcome or unsolicited sexual advances; displaying sexually suggestive material; unwelcome sexual flirtations, advances or propositions; suggestive comments; verbal abuse of a sexual nature; sexually oriented jokes; crude or vulgar language or gestures; graphic or verbal commentaries about an individual's body; display or distribution of obscene materials; physical contact such as patting, pinching or brushing against someone's body; or physical assault of a sexual Nature.

Reporting:

Any company employee who feels that he or she has been harassed or discriminated against, or has witnessed or become aware of discrimination or harassment in violation of these policies, should bring the matter to the immediate attention of his or her supervisor. The company will promptly investigate all allegations of discrimination and harassment, and take action as appropriate based on the outcome of the investigation.

An investigation and its results will be treated as confidential to the extent feasible, and the company will take appropriate action based on the outcome of the investigation.

No employee will be retaliated against for making a complaint in good faith regarding a violation of these policies, or for participating in good faith in an investigation pursuant to these policies. If an employee feels he/she has been retaliated against, the employee should file a complaint using the procedures set forth above.

Section 2.3. - Drug-free / Alcohol-free environment

Employees are prohibited from unlawfully consuming, distributing, possessing, selling, or using controlled substances while on duty. In addition, employees may not be under the influence of any controlled substance, such as drugs or alcohol, while at work, on company premises or engaged in company business. Prescription drugs or over-the-counter medications, taken as prescribed, are an exception to this policy.

Anyone violating this policy may be subject to disciplinary action, up to and including termination.

Section 2.4. - Open door policy

Here at Rocket Lister we care about our employees and we have an open door policy where we take employee concerns and problems very seriously. We value each employee and strive to provide a positive work experience. Employees are encouraged to bring any workplace concerns or problems they might have or know about to their supervisor or some other member of management.

Section 3 - Company Policies and Procedures

Section 3.1. - Professional conduct

Rocket Lister expects its employees to adhere to a standard of professional conduct and integrity. This ensures that the work environment is safe, comfortable and productive. Employees should be respectful, courteous, and mindful of others' feelings and needs. General cooperation between coworkers and supervisors is expected. Individuals who act in an unprofessional manner may be subject to disciplinary action.

Section 3.2. - Dress code

An employee's personal appearance and hygiene is a reflection on our character. Employees are expected to dress appropriately for their individual work responsibilities and position.

Office staff

We allow you to dress casual in the office, but please use your best judgement when coming into work. If you have any questions just ask your supervisor.

Photographers

Photographers will be provided 5 t-shirts with our company logo on them. You will be required to wear them at all times while on your shift. The cost of each shirt is \$15 x 5 = \$75. This amount will be deducted over the course of 5 pay periods.

Section 3.3. - Payday

Payday is every other Friday, and the pay period is the two weeks prior to the week of payday. (Ex. If payday is April 29th 2016 then the pay period will be Monday April 11th - Sunday April 24th)

Section 3.4. - Company property & usage

Company property, such as equipment, vehicles, telephones, computers, and software, is not for private use. These devices are to be used strictly for company business, and are not permitted off grounds or after work hours unless authorized. Company property must be used in the manner for which it was intended, and not for personal use. Upon termination, employees are required to surrender any company property they possess.

Section 3.5. - Privacy

Employees and employers share a relationship based on trust and mutual respect. However, the company retains the right to access all company property including computers, desks, file cabinets, storage facilities, and files and folders, electronic or otherwise, at any time. Employees should not entertain any expectations of privacy when on company grounds or while using company property.

All documents, files, voice-mails and electronic information, including e-mails and other communications, created, received or maintained on or through company property are the property of the company, not the employee. Therefore employees should have no expectation of privacy over those files or documents.

Section 3.6. - Personal files

The company maintains a personnel file on each employee. These files are kept confidential to the extent possible. Employees may review their personnel file upon Request. It is important that personnel files accurately reflect each employee's personal information. Employees are expected to inform the company of any change in name, address, home phone number, home address, marital status, number of dependents or emergency contact information.

Section 3.7. - Cell phone policy

Employees are not allowed to use their cellphones while at work. If you need to make a personal call please let your supervisor know and step outside to do so briefly. If your job responsibility requires driving please make sure to always put safety first. If you need to text, call, or email we highly advise the employee to pull over to the side of the road and do so. If an employee must make a phone call while driving, they must do so using a hands-free option such as a headset or a hands-free device connected to the audio system of the vehicle.

Section 4 - Attendance policies

Section 4.1. - General attendance

It is very important that all employees show up to work at their scheduled time and stay until their scheduled time. This means not leaving before they're scheduled, even a few minutes prior is unacceptable. The company also does not tolerate absenteeism without excuse. Employees who will be late to or absent from work should notify a supervisor in advance, or as soon as practicable in the event of an emergency. Chronic absenteeism may result in disciplinary action. Employees who need to leave early, for illness or otherwise, should inform a supervisor before departure. Unauthorized departures may result in disciplinary action.

Section 4.2. - Tardiness

Employees are expected to arrive on time and ready for work. An employee who arrives any time after their scheduled arrival time is considered tardy. The company recognizes that situations arise which hinder punctuality; regardless, excessive tardiness is prohibited, and may be subject to disciplinary action

Section 4.3. - Breaks

Each employee is entitled to a 30 minute break every day they work. These breaks are unpaid and can be used at the employee's discretion, although an employee may not use their 30 minute break close to their departure time and leave earlier than their scheduled time. *Please let your supervisor know when you are going to lunch*

Section 5 - Work Performance

Section 5.1. - Expectations

The company expects every employee to act in a professional manner. Satisfactory performance of job duties and responsibilities is key to this expectation. Employees should attempt to achieve their job objectives, and act with diligence and consideration at all times. Poor job performance can result in disciplinary action, up to and including termination.

Section 5.2. - Reviews

The company may periodically evaluate an employee's performance. The goal of a performance review is to identify areas where an employee excels and areas that need improvement. The company uses performance reviews as a tool to determine pay increases, promotions and/or terminations. All performance reviews are based on merit, achievement and other factors may include but are not limited to:

- Quality of work
- Attitude
- Knowledge of work
- Job skills
- Attendance and punctuality
- Teamwork and cooperation
- Compliance with company policy
- Past performance reviews

- Improvement
- Acceptance of responsibility and constructive feedback

Employees should note that a performance review does not guarantee a pay increase or promotion. Written performance evaluations may be made at any time to advise employees of unacceptable performance. Evaluations or any subsequent change in employment status, position or pay does not alter the employee's at will-relationship with the company.

Section 5.3. - Insubordination

Supervisors and employees should interact with mutual respect and common courtesy. Employees are expected to take instruction from supervisors or other persons of authority. Failure to comply with instructions or unreasonably delaying compliance is considered insubordination. Acts of insubordination are subject to disciplinary action, up to and including termination. If an employee disagrees with a supervisor, the employee should first try to mediate the situation by explaining their position. If possible, a compromise might be met and accusations of insubordination avoided.

Section 6 - Discipline policy

Section 6.1. - Grounds for disciplinary action

The company reserves the right to discipline and/or terminate any employee who violates company policies, practices or rules of conduct. Poor performance and misconduct are also grounds for discipline or termination.

The following actions are unacceptable and considered grounds for disciplinary action. This list is not comprehensive; rather, it is meant merely as an example of the types of conduct that this company does not tolerate. These actions include, but are not limited to:

- Engaging in acts of discrimination or harassment in the workplace;
- Possessing, distributing or being under the influence of illicit controlled substances;
- Being under the influence of a controlled substance or alcohol at work, on company premises, or while engaged in company business;
- Unauthorized use of company property, equipment, devices or assets;
- Damage, destruction or theft of company property, equipment, devices or assets;
- Removing company property without prior authorization or disseminating company information without authorization;
- Falsification, misrepresentation or omission of information, documents or records;
- Lying;
- Insubordination or refusal to comply with directives;
- Failing to adequately perform job responsibilities;
- Excessive or unexcused absenteeism or tardiness;
- Disclosing confidential or proprietary company information without permission;
- Illegal or violent activity;

- Falsifying injury reports or reasons for leave;
- Possessing unauthorized weapons on premises;
- Disregard for safety and security procedures;
- Disparaging or disrespecting supervisors and/or co-workers; and
- Any other action or conduct that is inconsistent with company policies, procedures, standards or expectations.

This list exhibits the types of actions or events that are subject to disciplinary action. It is not intended to indicate every act that could lead to disciplinary action. The company reserves the right to determine the severity and extent of any disciplinary action based on the circumstances of each case.

Section 6.2. - Procedures

The procedure for disciplinary action is as follows:

1. **Verbal caution** - An employee will be given a verbal caution when he or she engages in problematic behavior. As the first step in the progressive discipline policy, a verbal caution is meant to alert the employee that a problem may exist or that one has been identified, which must be addressed.
2. **Verbal warning** - A verbal warning is more serious than a verbal caution. An employee will be given a verbal warning when a problem is identified that justifies a verbal warning or the employee engages in unacceptable behavior during the period a verbal caution is in effect. Verbal warnings are documented and placed in the employee's personnel file and will remain in effect for 90 days.
3. **Written warning** - A written warning is more serious than a verbal warning. A written warning will be given when an employee engages in conduct that justifies a written warning or the employee engages in unacceptable behavior during the period that a verbal warning is in effect. Written warnings are maintained in an employee's personnel file and remains in effect for 90 days.
4. **Suspension** - A suspension without pay is more serious than a written warning. An employee will be suspended when he or she engages in conduct that justifies a suspension or the employee engages in unacceptable behavior during the period that a written warning is in effect. An employee's suspension will be documented and, regardless of the length of the suspension issued, will remain in effect for 90 days.
5. **Decision Making Leave** - Generally following a suspension, an employee will be reprimanded then sent home for the day on decision making leave. This is intended to help the employee decide whether they should continue employment with the company. If the employee returns, they will be expected to work harder than before to follow the Company guidelines and continue their employment without interruption. The other option with this leave is the employee may choose to resign because employment with the Company is not a match.

6. **Termination** - An employee will be terminated when he or she engages in conduct that justifies termination or does not correct the matter that resulted in less severe discipline.

Section 6.3. - Termination

Employment with the company is on an at-will basis and may be terminated voluntarily or involuntarily at any time.

Upon termination, an employee is required:

- to continue to work until the last scheduled day of employment;
- to turn in all reports and paperwork required to be completed by the employee when due and no later than the last day of work;
- to return all files, documents, equipment, keys, access cards, software or other property belonging to the company that are in the employee's possession, custody or control, and turn in all passwords to his/her supervisor;
- to participate in an exit interview as requested by supervisor.

Section 7 - Health and safety

Section 7.1. - Workplace safety

The company takes every reasonable precaution to ensure that employees have a safe working environment. Safety measures and rules are in place for the protection of all employees. Ultimately, it is the responsibility of each employee to help prevent accidents. To ensure the continuation of a safe workplace, all employees should review and understand all provisions of the company's workplace safety policy. Employees should use all safety and protective equipment provided to them, and maintain work areas in a safe and orderly manner, free from hazardous conditions. Employees who observe an unsafe practice or condition should report it to a supervisor immediately. Employees are prohibited from making threats against anyone in connection with his/her work or engaging in violent activities while in the employment of the company. Any questions regarding safety and safe practices should be directed to your supervisor

In the event of an accident, employees must notify a supervisor immediately. Report every injury, regardless of how minor, to a supervisor immediately. Physical discomfort caused by repetitive tasks must also be reported. For more information about on the job injuries, refer to the worker's compensation section of this handbook.

Employees should recognize any potential fire hazards and be aware of fire escape routes and fire drills. Do not block fire exits, tamper with fire extinguishers or otherwise create fire hazards.

Section 7.2. - Workplace security

Employees must be alert and aware of any potential dangers to themselves or their

coworkers. Take every precaution to ensure that your surroundings are safe and secure.

Guard personal belongings and company property. Visitors should be escorted at all times. Report any suspicious activity to a supervisor immediately.

Section 7.3. - Emergency procedures

In the event of an emergency, dial 911 immediately. If you hear a fire alarm or other emergency alert system, proceed quickly and calmly to the nearest exit. Once the building has been evacuated, only a supervisor may authorize employees to re-enter.

Section 8.1. - Holidays

Rocket Lister will be closed in observance of the following holidays:

- New years
- Memorial day
- Independence day
- Labor day
- Thanksgiving
- Christmas

*Acknowledgement of Receipt for Employee Handbook
(Employee Copy – Keep with handbook)*

I acknowledge that I have received a copy of the Employee Handbook. I understand that I am responsible for reading the information contained in the Handbook.

I understand that the handbook is intended to provide me with a general overview of the company's policies and procedures. I acknowledge that nothing in this handbook is to be interpreted as a contract, expressed or implied, or an inducement for employment, nor does it guarantee my employment for any period of time.

I understand and accept that my employment with the company is at-will. I have the right to resign at any time with or without cause, just as the company may terminate my employment at any time with or without cause or notice, subject to applicable laws. I understand that nothing in the handbook or in any oral or written statement alters the at-will relationship, except by written agreement signed by a supervisor.

I acknowledge that the company may revise, suspend, revoke, terminate, change or remove, prospectively or retroactively, any of the policies or procedures outlined in this handbook or elsewhere, in whole or in part, with or without notice at any time, at the company's sole discretion.

(Signature of Employee)

(Date)

(Company Representative)

*Acknowledgement of Receipt for Employee Handbook
(Employer Copy – Detach and retain for records)*

I acknowledge that I have received a copy of the Employee Handbook. I understand that I am responsible for reading the information contained in the Handbook.

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(Signature of Employee)

(Date)

(Company Representative)