



Caribbean Collectibles Creations reserve the right to update, change or revise all policies and procedures at any time without notice when such action is deemed necessary by Caribbean Collectibles Creations. Please consult with the Human Resources Department if you have questions about your handbook.

The purpose of this handbook is to provide employees with general information regarding Caribbean Collectibles Creations' policies and procedures. Due to the nature of Caribbean Collectibles Creations' operations and variations necessary to accommodate individual situations, the guidelines set out in this handbook may not apply to every employee or in every situation.

All employees of Caribbean Collectibles Creations are employed for an indefinite term and employment may be terminated with or without cause, at any time, at the will of either the employee or Caribbean Collectibles Creations. This status can be altered only by a written contract of employment which is specific as to all material terms and is signed by both the employee and authorized management individuals of Caribbean Collectibles Creations.

*We are truly grateful for your respect, integrity, professionalism.*

Management, Caribbean Collectibles Creations.



## Table of Contents

About Your Handbook	Medical Examination
Aids Policy	Minors, Employment of
Application for Employment	Orientation
Attendance/Hours of Work	Outside Employment
Background Checks	Overtime
Benefits Plans Information	Parking
Birthday Recognition	Pay Period
Breaks	Payroll Deductions
Bulletin Boards	Performance Review
Change in Status	Personnel Files
Classification of Employees	Privacy in the Workplace Policy
Code of Conduct/Ethics	Problem Solving Procedure
Dispute Resolution	Promotions/Transfers
Disaster Plan	Public Relations / Information
Disciplinary Action	Re-Employment
Doctor's Excuses	Relatives, Hiring of
Dress Code	Return of corporation Property
Drug Free Workplace	Safety Policy
Education - In Service	Smoking & Use of Tobacco Products
Electronic Communications	Solicitation
Employee Assistance Program (EAP)	Suggestion Box
Equal Employment Opportunity/Harassment	Telephone Calls, Personal
Equipment / Vehicles / Property - Use of	Termination
Harassment Policy	Theft
Holidays (Non-PTO)	Time Records
Immigration Law Compliance	Training Programs
Inspection of Parcels and Vehicles	Tuition Reimbursement
Job Posting	Vacation
Jury Duty	Violence / Terroristic Acts in the Workplace
Leaves of Absence	Voting Time
Licensure and Registration	Weather Emergency
Meal Periods	Work Related Injuries
Mediation	Worker's Compensation
	<b>Handbook Acknowledgment Card</b>



## **AIDS - Policy on**

### *Introduction*

The following outlines Caribbean Collectibles Creations' policy and procedures for interacting with employees who have been medically diagnosed with or who are suspected of having the AIDS (Acquired Immune Deficiency Syndrome) virus.

### *Purpose*

The purpose of the AIDS policy is to reassure employees that AIDS is not spread through casual contact during normal work practices and to reduce unrealistic fears about contracting an AIDS virus-related condition. This policy also protects the legal right to work of employees who are diagnosed with an AIDS virus-related condition and provides guidelines for situations where infection with the AIDS virus is suspected. Our policy is to encourage sensitivity to and understanding for employees affected with the AIDS virus.

### *General policy*

Employees who are diagnosed with an AIDS virus-related condition may continue to work if they are deemed medically able to work and can meet acceptable performance standards. We will provide reasonable performance standards and reasonable accommodation if necessary to enable these employees to continue working. We provide AIDS education for all employees to help them understand how the AIDS virus is spread and to reduce unrealistic fears of contracting an AIDS virus-related condition.

### *Medical overview*

Medical experts on AIDS virus-related conditions have informed us that there is no known risk of AIDS transmission between an affected employee and other employees through either casual or close contact that occurs during normal work activities. The virus is very fragile and has been found to be transmitted only through intimate exchange of bodily fluids (for example, blood or blood-contaminated tissue fluids such as semen or vaginal fluid).

## **Application for Employment**

Caribbean Collectibles Creations relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment relationship. Any misrepresentations, falsifications or material omissions in any of this information or data may result in termination of employment.

## **Attendance/Hours of Work**

Your timely attendance at work is crucial to making Caribbean Collectibles Creations business run smoothly. We must meet production requirements to satisfy our customer's demands. You need to do your part in achieving this goal, and one way is to maintain a good attendance record. Any absence or tardiness becomes a part of your employment record.

Expectation is that you are at your desk ready to work at the start of your shift. You have a 30-minute grace period from your scheduled shift start time to arrive at work.

- Punches one (1) minute past the scheduled start time (excluding the 30-minute grace period) are considered tardy and equals to one tardy.
- Two (2) tardiest equal one attendance occurrence.



- If an employee works less than four (4) hours the occurrence will be considered one (1) tardy.
- Four (4) missed punches equal one attendance occurrence.
- Two (2) attendance occurrences in a rolling three (3) month period will initiate a verbal warning.
- Three (3) attendance occurrences in a rolling three (3) month period will initiate a written counseling.
- Four (4) attendance occurrences in a rolling three (3) month period will initiate a 30 day Performance Improvement Plan or a final written counseling.

### **Attendance - Unscheduled Absences**

An unscheduled absence is any absence from work without proper notification as defined in the employee handbook.

If an employee is absent due to illness (self or family member) and provides a doctor's note on the day they return to work, the absence will not count as an occurrence. If an employee is absent due to an auto accident and provides a copy of the accident report within three (3) weeks of the accident, the absence will not count as an occurrence.

One (1) unscheduled absence equals one (1) attendance occurrence.

Four (4) unscheduled attendance occurrences in a rolling 6 month period will result in a verbal counseling.

Five (5) unscheduled attendance occurrences in a rolling 6 month period will result in a written counseling.

Six (6) unscheduled attendance occurrences in a rolling 6 month period will result in a final written, counseling and a 30 day performance improvement plan.

The seventh unscheduled attendance occurrence following the issuance of a final written counseling and performance improvement plan will be cause for termination.

*\*Note — Counseling guidelines are outlined by Human Resources*

### **Attendance - Scheduled Work Shifts**

Hours of operation are established based on operational necessity. Management reserves the right to change operating hours at any time according to operational needs. Each employee is required to comply with his/her scheduled work hours as determined by management. From time to time it may be necessary for management to change the starting and completion time of a work shift to accommodate the needs of Caribbean Collectibles Creations. Employees will be required to work the hours assigned.

### **Attendance - Reduced Schedule**

Operational necessity may require that employees' normal scheduled work hours be reduced in periods of low volume. In such instance, an employee may take accrued, but unused paid time off (PTO) or the employee may elect to take time off without pay. If the employee elects to take unpaid time; it should be noted on the employee's time record, so that PTO time is not automatically paid.



## **Attendance - Overtime**

During high volume periods or emergency situations, employees may be asked to work extra shifts or work past normal scheduled work hours. Caribbean Collectibles Creations maintains the right to expect all employees to conform to such requests on a reasonable number of occasions. Overtime should be authorized by the respective supervisor.

## **Background Checks**

In keeping with this corporation's Ethics and Compliance Program, background checks are required for all new employees at the time of hire. All applicants being made an offer of employment must authorize a background check or an offer may not be extended. **Any job offer made prior to the successful completion of the background check is conditional.** If any area of concern appears on the check, Human Resources, in conjunction with the manager, will make the determination as to whether employment may be granted. Employees who transfer from one of Caribbean Collectibles Creations' department to another will undergo a background check at the time the transfer position is offered.

## **Benefit Plans Information**

Employees at Caribbean Collectibles Creations may be eligible for coverage under a variety of benefit plans. Complete information about coverage and eligibility is available in the Human Resources Department.

## **Birthday Recognition.**

Employees that celebrate/recognize birthdays can work only half his/her work shift and will receive pay for his/her full schedule work shift. The employee is responsible for notifying their immediate supervisor, manager or director via written notification by 10:00 A.M. three business before his/her birthday. Failure to notify supervisor before this deadline, will result in a loss of birthday pay. When the employee's birthday falls on a Weekend or Holiday the employee will receive pay for half of his/her full schedule work day shift.

## **Breaks**

The privilege of a 15 minute break for each four (4) hour period worked is observed by Caribbean Collectibles Creations. Breaks are considered work time and should be limited to fifteen minutes in duration. Breaks should be arranged through the immediate supervisor or designee and should not interfere with Caribbean Collectibles Creations' operations. Breaks may not be combined or used to extend meal periods. Breaks not taken by an employee are lost and may not be taken during a later work period. Employees on break should not leave the work premises nor interfere with or distract other employees who are working. Breaks cannot be taken within an hour of arriving at or leaving work.

## **Bulletin Boards**

Caribbean Collectibles Creations' bulletin boards are located in strategic areas throughout the building. In addition, bulletin boards are maintained in each department for government guidelines and departmental information. Employees should review bulletin boards daily for pertinent Local, State and Federal working guidelines or departmental information. Bulletin boards are for official communications. Personal items or notices may not be posted.



## **Change in Status**

It is important that Caribbean Collectibles Creations keep an accurate record of each employee's personal status. It is the employee's responsibility to promptly report any changes. *For example:* address, telephone number, marital status, dependent, licensure, or level of education to the Human Resources Department.

## **Classification of Employees**

*Regular Full-Time Employees:* A regular full-time employee is an individual who is so classified, whose employment is for no definite term and who is scheduled to work no less than 40 hours per week on a regularly scheduled basis.

*Regular Part-Time Employees:* A regular part-time employee is an individual, who is so classified, whose employment is for no definite term and who is scheduled to work 20 hours per week on a regularly scheduled basis.

*Temporary Employees:* A temporary employee is an individual who is so classified and whose work assignment is expected to be of limited duration. A temporary employee is not, however, guaranteed employment for the duration of his/her work assignment; his/her employment is for an indefinite term, not to exceed the duration of the work assignment or assignments.

*PRN or Casual Employees:* A PRN or casual employee is an individual who is so classified, whose employment is for no definite term, and who is scheduled to work on an "as needed" basis.

## **Code of Conduct/Ethics**

As part of our commitment to providing quality customer care to all of our clients and affiliates, we must demonstrate consistently that we act with absolute integrity in the way we do our work and the way we live our lives. Each employee will receive a copy of the Code of Conduct, sign an acknowledgment card and receive Code of Conduct orientation training within 30 days of beginning employment with Caribbean Collectibles Creations. The acknowledgment card will be kept in your official personnel folder. Your orientation training will include information about the Corporate Integrity Agreement (CIA) Caribbean Collectibles Creations entered into with the Department of Health and Human Services essentially requires us to maintain an ethics and compliance program and an independent review organization to assess the program regularly.

The Code of Conduct entitled at tradition of caring and articulates our mission and values, our commitment to stakeholders and standards of conduct that underlie our actions. The Code is supplemented by a comprehensive set of ethics and compliance policies and procedures which each employee will receive during orientation training within 30 days of beginning employment with Caribbean Collectibles Creations.

## **Dispute Resolution**

The Dispute Resolution Service staff can discuss your particular issues and assist you in determining the appropriateness of mediation. If mediation is appropriate, the Dispute Resolution Service staff will assign a mediator from its pool of certified mediators. (see mediation)



## **Disaster Plan**

One of the major responsibilities of Caribbean Collectibles Creations in serving the community is to provide emergency services needed in case of a disaster. All employees are expected to be available if and when needed, should a disaster occur. In addition, each employee should be familiar with Caribbean Collectibles Creations' Disaster Plan. Your Director or Manager authorizes the activation of the Disaster Plan. All employees will receive a copy of the Disaster Plan during orientation.

## **Disciplinary Action**

### *Immediate*

Caribbean Collectibles Creations believes that engaging in certain types of misconduct should subject an employee to immediate termination, rather than allowing opportunity for correction of behavior through progressive discipline steps. The following is a list of conduct, but is not limited to, for which immediate termination is warranted:

1. Imperiling the safety of other employees,
2. Gambling on company property,
3. Possession of narcotics, or consuming narcotics on company property,
4. Prostitution,
5. Reporting for work in an intoxicated condition,
6. Fighting or instigating a fight on company property,
7. Dishonesty or removal of another employee's property or company property without permission,
8. Willful destruction of company property,
9. Misrepresentation of facts on employee's application by the employee in seeking employment,
10. Possession of firearms, fireworks or explosives on company property,
11. Breaking any Local, State or Federal laws.

## **Disciplinary Steps**

Should there be a problem regarding the employee's adherence to Caribbean Collectibles Creations' rules, the employee can be given three opportunities to change the unwanted behavior, depending on the rule that was broken.

**1<sup>ST</sup> STEP:** A Verbal Warning of the errant behavior, including a reiteration of what Caribbean Collectibles Creations' rule regarding that behavior is. In addition, the employee will be advised of the consequences of further infractions of the rule in question. If no further problems occur with regard to the issue raised at the verbal warning stage, no further disciplinary action will be taken.

**2<sup>ND</sup> STEP:** If the problem persists, the employee will be given a Written Warning and Improvement Plan of the errant behavior, including a reiteration of what Caribbean Collectibles Creations' rule regarding that behavior is. In addition, the employee will be advised that continuation of the problem will lead to suspension without pay for a stated period of time. As before, the employee will be given an opportunity to change the unwanted behavior and, if the behavior does not recur, no further disciplinary action will be taken.

**3<sup>RD</sup> STEP:** If verbal warning and Written Warning with Improvement Plan fails to bring about a change in the undesired conduct, the employee will be terminated.





**Disciplinary Action** - Offenses include, but are not limited to:

1. Knowingly filling out time sheet of another employee
2. Having one's sheet filled out by another employee, or unauthorized altering of a time sheet
3. Being tardy 3 times within a pay period without reasonable cause and/or documentation
4. Being absent 3 times within 2 pay periods without notification and/or documentation
5. Absence for two consecutive working days without notification to the company or without documentation
6. Leaving your job or your regular working place during working hours for any reason without authorization from your supervisor, except for lunch, rest periods and going to the restrooms
7. Disorderly conduct on company property
8. Immoral conduct or indecency on company property
9. Leaving work before end of shift or not being ready to go to work at the start of shift
10. Interfering with the work of other employees
11. Inefficiency or lack of application of effort on the job
12. Contributing to unsanitary conditions or poor housekeeping
13. Imperiling the safety of other employees
14. Malicious gossip and/or the spreading of rumors
15. Gambling on company property
16. Possession of narcotics, or consuming narcotics on company property
17. Reporting for work in an intoxicated condition
18. Fighting or instigating a fight on company property
19. Dishonesty or removal of another employee's property or company property without permission: petty thievery
20. Willful destruction of company property
21. Insubordination (Refusal to perform service noted in the job description given by an employee's supervisor or by management)
22. Misrepresentation of facts on employee's application in seeking employment refusal to perform work assigned to an employee
23. Possession of firearms, fireworks or explosives on company property without permission from management
24. Violations of company policies outlined in sections of this EMPLOYEE HANDBOOK

**Disciplinary Action** - Probation.

You may be placed on probation and/or suspended without pay in connection with the written warning for a period of time determined by Caribbean Collectibles Creations. Wage increases, vacations and transfers will not be given during this period, but all other benefits will continue.

**Disciplinary Action** - Investigative Suspension.

An investigative suspension is a period, not to exceed three (3) working days, during which time an employee is relieved of his or her job because of alleged serious misconduct. An employee may be placed on investigative suspension when it is necessary to make a full investigation to determine the facts of the case, as in a fighting, insubordination or theft incident. If after the investigation discharge is warranted, the employee shall not be paid for the period of investigative suspension—the discharge shall be effective on the date of the termination interview. If misconduct is determined, but not of a sufficiently serious nature to warrant discharge, the employee shall receive a warning notice and forfeit pay lost as a result of





the investigative suspension and may be placed on disciplinary suspension. If no misconduct is determined, the employee shall return to work within the prescribed period and be paid for the time lost as a result of the investigative suspension.

### **Disciplinary Action - Discharge**

When the employee is discharged as a result of a serious offense, or as the final step in an accumulation of infractions for which a warning notice or notices have been written, the employee will be discharged for cause instead of being given the option to resign, be laid off, or retire. Caribbean Collectibles Creations reserves the right to bypass the disciplinary steps and base its disciplinary action on the severity, frequency or combination of infractions when circumstances warrant immediate action.

### **Doctor's Excuses**

There are several occasions when your supervisor may require you to provide a doctor's statement, such as when you request or use family leave or when you return from a period of disability. If you have established a pattern for excessive or abusive use of your leave, you may be required to provide a doctor's excuse at any time. *Example:* excessive use or abusive use is considered to be a pattern of recurring, short-term use. Your supervisor may also require you to provide a doctor's excuse if you have been placed on written notice that you have not followed proper procedures for requesting leave, or for inappropriate attendance or excessive leave.

If you fail to provide an appropriate doctor's statement that meets Caribbean Collectibles Creations' approval, your request for sick leave may be denied. For this reason, you should ensure that you provide an original document (instead of a photo copy) with a legible signature of your doctor (instead of initials or a stamped signature). The doctor's statement should include at a minimum the appropriate medical reasons for your absence, when the illness or disability began and when you can be expected to return to work.

### **Dress Code**

Clothing must be neat, clean, and appropriate for professional work and the image that Caribbean Collectibles Creations must project to its clients, visitors and the public. Hair styles, clothing, and jewelry, and personal hygiene should conform to the best business and professional standards. Some employees of Caribbean Collectibles Creations are expected to wear uniforms and are responsible for providing and maintaining them. To ensure that employees of the organization maintain a professional appearance and a clean, healthy, and positive work environment for all employees. Business casual clothing is generally acceptable attire for all employees.

Meetings with visitors, vendors, customers, and others who are not employees may warrant a more professional appearance for the day of the meeting. On those days employees will be notified in advance, and professional appearance is expected.

**Dress Code** - Employees should dress with the workplace in mind.

- Hairstyles and color, make-up and jewelry should be conservative and discreet.
- Maximum of 2 earrings allowed to be worn per ear.
- Piercing of other body parts should not be visible, to allow for a continued professional environment.
- Nails should be of a reasonable length, as not to interfere with work performance.
- Nail color is to be conservative.



- Tattoos should not be visible and must be covered by clothing dark hosiery, slacks/pants, or long dress/skirt, to allow for a continued professional environment.
- Name badge are to be worn by all employees during work hours.
- Perfume or scented lotion is to be worn in moderation and be of light scent, to allow for a continued professional environment.

**Dress Code - Monday – Thursday Attire** (samples: include, but are not limited to the below list)

- Clothing should be neat, clean, and in good repair.
- Shirts that are designed to be tucked in should be worn tucked in (i.e., tail-cut shirts).
- Length of dress, skirt, split should be no shorter than 2 inches above the knee.
- Hosiery is required when wearing a dress or skirt that falls above the knees.
- Appropriate undergarments must be worn, (invisible to the public eye), to allow for a continued professional environment.
- Pants/slacks must be ankle length.
- Shoes should be appropriate to the nature and scope of position. Dress sandals and dress open-toed shoes can be worn.

**Dress Code - Friday Attire-** casual (samples: include, but are not limited to the below list)

- Clothing should be neat, clean, and in good repair
- Denim/ Jeans are acceptable, but must be in good condition, no-fringes, and a mono-tone, no lettering,
- glitter appliqués, etc.
- Tennis shoes and sneakers that are clean and in good condition are allowed
- T-shirt without any decoration/pictures or lettering.
- Athletic wear (including sweat pants, sweat shirts — including decorated).
- Hats without any decoration/pictures or lettering
- Sports Related T-shirts and Sweatshirts

**Dress Code - Inappropriate attire at all times**

- Short Skorts/Skirts/Pants.
- Tank tops, halter-tops, t-strap blouse.
- Low cut with midriff exposed or baggy attire is inappropriate.
- Leggings, spandex, and other tight fitting apparel.
- Backless dress or blouse or shirts.
- See-through clothing of any kind

**Dress Code Procedure:**

Managers are expected to inform their employees of this policy and to counsel any employee whose appearance is inappropriate to the workplace. Failure to adhere to the dress code policy could result in disciplinary action, up to and including termination.

**Drug Free Workplace**

It is the intent of Caribbean Collectibles Creations to provide a working environment free from the use of non-prescribed or illegal drugs and alcohol. The sale, manufacture, distribution, purchase, use,



possession, reporting to work, or working while impaired by intoxicants, non-prescribed narcotics, hallucinogenic drugs, marijuana or other non-prescribed controlled substances is prohibited while on Caribbean Collectibles Creations property or during working hours. The distribution, sale, purchase, use or possession of equipment, products and materials which are used, intended for use, or designed for use with non-prescribed controlled substances also is prohibited while on Caribbean Collectibles Creations property or during working hours.

Reporting to or being at work with a measurable quantity of non-prescribed narcotics, hallucinogenic drugs, marijuana or any other non-prescribed controlled substances in the blood or urine is prohibited. Reporting to or being at work with an illegally measurable quantity of prescribed substances in the blood or urine is also prohibited even if the substance was obtained legally.

An applicant or employee may be requested to undergo a blood test, urinalysis, “breathalyzer” test or other diagnostic test under any of the following circumstances: Following the acceptance of a job offer conditioned upon the passing of a drug test; and/or Where there is reason to believe that an employee is impaired by intoxicants, drugs or narcotics while on Caribbean Collectibles Creations property or during working hours.

Where there is reason to believe that an employee is impaired by intoxicants, drugs or narcotics, or is in possession of any intoxicants, drugs, narcotics or equipment, intended for use or designed for use with non-prescribed controlled substances, the Caribbean Collectibles Creations management may search any Caribbean Collectibles Creations property and/or an employee’s personal property that has been brought onto Caribbean Collectibles Creations property (including but not limited to vehicles, handbags, briefcases, etc.), and the employee may be requested to submit to a search by Caribbean Collectibles Creations representative(s) of his/her person and/or property.

Caribbean Collectibles Creations property covered by this policy includes property of any nature owned, controlled or used by Caribbean Collectibles Creations, including but not limited to parking lots, offices, desks, file cabinets, lockers and vehicles.

An employee’s refusal to submit immediately to a requested search of his/her person or property or to a blood test, urinalysis, “breathalyzer” test or other diagnostic test or a positive result on such test(s) indicating impairment or prior use of intoxicants, non-prescribed narcotics, hallucinogenic drugs, marijuana or other non-prescribed controlled substances may result in disciplinary action, up to and including immediate discharge.

### ***Drug Free Workplace - Adverse Employment Action***

If there is reason to suspect that the employee is working while under the influence of an illegal drug or alcohol, the employee will be suspended [with or without] pay until the results of a drug and alcohol test are made available to Caribbean Collectibles Creations by the testing laboratory. Where drug or alcohol testing is part of a routine physical or random screening, there will be no adverse employment action taken until the test results are in.

### ***Drug Free Workplace - Confidentiality***

Caribbean Collectibles Creations will make every effort to keep the results of drug and alcohol tests confidential. Only persons with a need to know the results will have access to them. The employee will be



asked for the employee's consent before test results are released to anyone else. Be advised, however, that test results may be used in arbitration, administrative hearings and court cases arising as a result of the employee's drug testing. Also, results will be sent to federal agencies as required by federal law. If the employee is to be referred to a treatment Caribbean Collectibles Creations for evaluation, the employee's test results will also be made available to the employee's counselor. The results of drug testing in the workplace will not be used against the employee in any criminal prosecution.

### **Drug Free Workplace - *Costs***

Caribbean Collectibles Creations will pay the cost of any drug and alcohol testing that it requires or requests employees submit to, including retesting of confirmed positive results. Any additional tests that the employee requests will be paid for by the employee.

### **Drug Free Workplace - *Licensed Laboratories***

Any drug and/or alcohol testing required or requested by Caribbean Collectibles Creations will be conducted by a laboratory licensed by the state. The employee may obtain the name and location of the laboratory that will analyze the employee's test sample by calling 24 hours before the employee is scheduled to be tested.

### **Drug Free Workplace - *Notice of Results***

If the employee is asked to submit to a drug or alcohol test, Caribbean Collectibles Creations will notify the employee of the results within "one week" after it receives them from the laboratory. To preserve the confidentiality Caribbean Collectibles Creations strives to maintain, the employee will be notified by the human resources department whether the test was negative or confirmed positive and, if confirmed positive, what the next step is.

### **Drug Free Workplace - *Positive Test Results***

If the employee receives notice that the employee's test results were confirmed positive, the employee will be given the opportunity to explain the positive result following the employee's receipt of the test result. In addition, the employee may have the same sample retested at a laboratory of the employee's choice.

### **Drug Free Workplace - *Written Notice***

Before being asked to submit to a drug and/or alcohol test, the employee will receive written notice of the request or requirements.

### **Education - *In-Service***

Caribbean Collectibles Creations is dedicated to providing superior service to clients through continuous improvement of techniques and procedures for health services. An important element in maintaining this atmosphere of learning is in-service educational training that is offered to employees. All employees may be given the opportunity to participate in job-related training programs during the scheduled work hours and are encouraged to participate.



In order to promote a productive working environment, we encourage employees to enroll in all courses to learn more about working with each other. Courses covering communication, problem solving, building effective working relationships, stress management, and related or similar course topics are offered by our training department and, where appropriate, supported for attendance at outside seminars.

### **Electronic Communications**

This policy applies to all users (employees and non-employees) of Caribbean Collectibles Creations e-mail and electronic communication systems. Unless otherwise indicated, this policy applies to both internal Caribbean Collectibles Creations e-mail and e-mail sent over the Internet. The policy applies to all of Caribbean Collectibles Creations' e-mail systems and other electronic communication systems and methods, including: E-mail systems, World Wide Web; Internet-based discussion groups, chat services, and mailing lists; and Electronic bulletin board systems and online services to which the Caribbean Collectibles Creations subscribes.

The Internet and e-mail are to be used to facilitate Caribbean Collectibles Creations business and only highly limited reasonable personal use is permitted during breaks and lunches with the approval of the immediate supervisor.

*Internet access and e-mail systems* may NEVER be used in any of the following ways:

- To break ant Local, State, or Federal Laws.
- To communicate client identifiable information;
- To communicate Caribbean Collectibles Creations' confidential information to those outside of the Caribbean Collectibles Creations;
- To communicate Caribbean Collectibles Creations' official position on any matter, unless specifically authorized to make such statements on behalf of the Caribbean Collectibles Creations;
- To harass, intimidate, or threaten another person;
- To access or distribute obscene, abusive, libelous, or defamatory material;
- To distribute copyrighted materials that are not authorized for reproduction/distribution;
- To impersonate another user or mislead a recipient about your identity;
- To access another person's e-mail, if not specifically authorized to do so;
- To bypass the systems' security mechanisms;
- To distribute chain letters or as a form of entertainment;
- To participate in political or religious debate;
- For any purpose which is illegal, against Caribbean Collectibles Creations policy, or contrary to the Caribbean Collectibles Creations' best interests;
- To conduct or solicit non-Caribbean Collectibles Creations business; or for personal gain.

### **Employee Assistance Program (EAP)**

Caribbean Collectibles Creations recognizes that employees and their families may experience personal problems that can adversely affect job performance. As a result, your Caribbean Collectibles Creations may provide a voluntary, confidential, no cost Employee Assistance Program to employ and their families regardless of their participation in Caribbean Collectibles Creations-sponsored health plans. EAP services are provided by an outside vendor specializing in this kind of service. Services provided by the outside vendor include professional problem assessment, counseling and referral to appropriate outside resources. EAP participation will not adversely affect an employee's job security or advancement opportunities.



You are encouraged to use the EAP whenever you feel the need for guidance in coping with life's difficulties. *Example:* If you have difficulty handling drugs or alcohol, the EAP can provide information on treatment. The EAP is a confidential service to be used when you need help.

### **Equal Employment**

Equal employment opportunities are provided to all employees and applicants for employment without regard to race, color, religion, gender, national origin, age, disability, sexual orientation, or status as a veteran in accordance with applicable federal, state and local laws. This policy applies to all terms and conditions of employment, including, but not limited to hiring, placement, promotion, termination, layoff, transfer, leaves of absence, compensation and training.

### **Equipment / Vehicles / Property - Use Of**

All Caribbean Collectibles Creations property, including but not limited to lockers (whether secured by employees' locks or otherwise), desks, file cabinets and vehicles used by Caribbean Collectibles Creations employees, is subject to being searched and the contents held by Caribbean Collectibles Creations personnel at any time.

Caribbean Collectibles Creations' vehicles shall be used for official business only and shall be operated within the limits of traffic law and safety regulations. Each employee who drives a corporation vehicle must possess a valid state driver's license or chauffeur's license, as appropriate. Employees will be personally responsible for any fines incurred as a result of driving or parking violations while operating a corporation's vehicle. The improper, careless, negligent, destructive or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, may result in disciplinary action, up to and including termination of employment.

### **Harassment Policy**

With respect to harassment in the workplace, this policy expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, national origin, age, disability or status in any group protected by state or local law. Improper interference with the ability of employees to perform their expected job duties is not tolerated.

### **Harassment Policy - Sexual**

Caribbean Collectibles Creations believes that you should be afforded the opportunity to work in an environment free of sexual harassment. Sexual harassment is a form of misconduct that undermines the employment relationship. No employee, either male or female, should be subjected verbally or physically to unsolicited and unwelcomed sexual overtures or conduct.

Caribbean Collectibles Creations has adopted a policy that is based on, the definition of sexual harassment set forth by the Equal Employment Opportunity Commission (EEOC). The EEOC defines sexual harassment as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when: submission to such conduct is made either explicitly or implicitly a term or condition of your employment; submission to or rejection of such conduct by you is used as the basis for employment decisions affecting you such conduct has the purpose or effect of unreasonably interfering with your work performance or creating an intimidating, hostile or offensive working





environment. Behavior that amounts to sexual harassment may result in disciplinary action, up to and including dismissal.

## **Holidays**

Because Caribbean Collectibles Creations may remain open seven (7) days a week year-round, some employees may be required to work on holidays. When that occurs, non-exempt employees required to work on the actual holiday will receive time and one-half for all hours worked. Employees not scheduled to work on the holiday or designated date of observance should be paid according to the Paid Time off (PTO) policy. Holidays/date of observance will be determined by Caribbean Collectibles Creations management.

### **Holidays - Annual**

Caribbean Collectibles Creations observes the following holidays:

- New Year's Day
- Martin Luther King Holiday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Eve\* or the Friday or Monday before
- Christmas Day\* or the Friday or Monday before

### **Holidays- Floating**

In addition to the named holidays for which eligible employees will receive paid time off, Caribbean Collectibles Creations will schedule two floating holidays each year. Floating holidays will be scheduled so as to provide eligible employees with extended weekends by combining them with named holidays.

At the beginning of each calendar year, the employee will receive a complete schedule of paid holidays, including paid floating holidays.

### **Holidays - Paid**

All full-time employees will receive holiday pay of eight straight time hours at their regular rate, provided the following conditions are satisfied.

Work a full shift on the employee's last scheduled work shift prior to the paid holiday. Work a full shift on the employee's first scheduled work shift following the holiday. Should the employee be unable to work either of these two days because of illness, proof of illness will be required in order to qualify for the paid holiday.

If a holiday occurs during the employee's vacation, the employee's vacation will be extended by the number of holidays falling during the vacation period or an equal number of vacation days will be carried forward for future use.





If any scheduled paid holiday falls on a Saturday, the holiday will usually be observed on the preceding Friday. If the holiday falls on a Sunday, the following Monday will usually be observed as the holiday.

*Holiday pay will not be paid if:*

- The employee has been on the payroll for less than 90 days.
- The employee is on lay-off status.
- The employee is a temporary or seasonal employee.
- The employee is on leave of absence when the holiday occurs.
- The employee is requested to work during a paid holiday and the employee refuse to do so.

Employees who are requested to work during a paid holiday will receive holiday pay plus regular pay.

### **Holidays - Religious**

Caribbean Collectibles Creations recognizes that there may be religious holidays (other than those already designated at holidays) that employees would like to observe. It may be possible to arrange these holidays as scheduled days off, authorized absences without pay or personal time off. Requests for time off to observe religious holidays must be approved.

### **Immigration Law Compliance**

Caribbean Collectibles Creations is committed to employing only United States citizens and aliens authorized to work in the United States and do not unlawfully discriminate on the basis of citizenship and national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Form 1-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an 1-9 with the corporation within the past three years, or if their previous 1-9 is no longer retained or valid. Employees are required to file a new 1-9 in the event of a name change. Contact Human Resources for more information.

### **Inspection of Parcels and Vehicles**

Employees are discouraged from bringing personal items to work. The corporation reserves the right to search and/or require employees to allow searches of parcels, bags (including hand bags and briefcases) and/or other personal items, and/or personal vehicles brought onto the corporation's property when reasonable suspicion of a violation of the corporation policy exists.

### **Job Posting**

It is the policy of the corporation that positions available within the organization will be filled by the promotion or transfer of current qualified employees whenever possible. In most cases, the corporation will inform employees about the existence of such positions through job posting.

Employees should be in their present position for a minimum of six months to be eligible to apply for a posted position. If an employee is currently engaged in a performance improvement plan or in the suspension stage within the previous 12 months, he/she is not eligible to apply for a posted position.



## **Jury Duty**

Regular full-time non-exempt employees will be paid their base hourly rates for time off because of required jury duty. Regular full-time exempt employees will receive their regular salaries during weeks in which they have required jury duty.

### *Advance Notice*

Employees must give advance notice of the need for time off for jury duty. A copy of the summons should accompany the request.

### *Return to Work*

If the employee is dismissed from jury duty before the end of the workday, they must report to work for instructions on whether to return for work for the rest of the workday.

## **LEAVE OF ABSENCES**

### *Time and Leave Policy*

The summaries contained in this site are not intended to be all inclusive. They are intended to summarize the major provisions of Caribbean Collectibles Creations' rules governing leave, but do not cover all the nuances of each provision. Annual leave is available for planned vacations or for occasional time off to take care of personal business. You should request annual leave time as early as possible so that your supervisor can coordinate your request with other absences as well as plan for the least disruption in work as possible. Be sure to follow the corporation's procedures and policies for requesting and using annual leave.

### *Employee Benefit Participation While On Leave*

An employee on an approved leave of absence may continue group insurance coverage during the leave (not to exceed 366 continuous days). In order to ensure that benefits are continued through an unpaid Leave of Absence, the employee and manager should submit a Leave Request Form indicating the date the unpaid leave will begin. The employee will be notified regarding premium payments.

*A special note:* If you're on approved annual leave and become ill for three days or longer, you may request that the AL be changed to SL. But you must provide your department with satisfactory written evidence that you were ill. The request must be made within 2 weeks after returning to work.

### **Leave Policy - Bereavement/Funeral**

In the event of a death in a regular full-time and regular part-time employee's immediate family, he/she will be allowed time off with pay of up to 3 days. For purposes of this policy, the immediate family is defined as Father, Stepfather, Father-in-law, Husband, Mother, Stepmother, Mother-in-law, Wife, Significant Other, Sister, Stepsister, Brother, Stepbrother, Child, Stepchild, Fosterchild, or Common Law Spouse/Partner. Any misrepresentation of an immediate family can result in termination.

An employee who is not eligible for paid bereavement leave may use available PTO time or be given time off without pay for a death in the family on a case-by-case basis.



### **Leave Policy - Contingent Leave Without Pay**

A contingent leave of absence without pay for up to 12 months is available with approval. Any request for contingent leave should be made in writing. Your ability to return to your former job is not guaranteed. If your leave is approved, you will be notified of the approval in writing and the notice will contain the terms and conditions of the approval.

### **Leave Policy – Conversion of accrued time**

At the end of each calendar year, between November 30 and December 31, you have the opportunity to convert some of your sick leave to personal leave. If you have over 120 hours of sick leave, you can convert up to 24 hours in excess of 120 to personal leave. Once you convert sick leave to personal leave, it cannot be reversed.

Your personal leave then becomes available to use during the following calendar year. If you don't use it, you lose it. Personal leave can be used for any reason you wish. Although you must get approval to use personal leave, your supervisor will make every reasonable effort to accommodate your request to use it. Normally, you should request the use of personal leave at least three business days in advance of needing the leave.

### **Leave Policy - Educational Leave**

Consideration will be given an employee requesting a leave of absence to continue his/her education if the employee has expressed full intention of returning to Caribbean Collectibles Creations' employment.

*Eligibility* - Full-time regular employees with at least one year of continuous service who seek to enroll as full-time students in a course of study that would otherwise conflict with their normal work schedule. Enrollment in part-time, night or weekend courses will not support eligibility, unless it is part of a regular schedule.

*Approval* - A written request for educational leave should be submitted by the employee to the supervisor on the appropriate Leave of Absence Request form, setting forth the dates of the leave requested, the course of study and the educational institution at which the study will take place. Approval for an educational leave is based on the needs of the corporation and the appropriateness of the course of study to Caribbean Collectibles Creations' operations.

*Duration* - The leave should not exceed 366 continuous days.

### **Leave Policy- Family Leave**

After you have been employed with Caribbean Collectibles Creations for 12 months, you become eligible for Family Leave, provided you have actually worked 2080 hours-fulltime employees and 1040 hours-part-time employees during the 12 months immediately preceding the start of the leave.

Family leave can be used for the following reasons: The birth of a child; The placement of a child for adoption or foster care; Caring for your child, parent, or spouse who has a serious health condition; A personal health condition; The length of family leave is determined by the medical facts for which the leave is needed.



Family leave is leave without pay. But if you have paid leave available (sick leave, annual leave, personal leave, compensatory time), you can use your paid leave to cover your income during the absence. Caribbean Collectibles Creations may also require that you use your paid leave while out for family leave. If you anticipate needing family leave, it's important to give at least 30 days' notice to your department. Emergency needs would be an exception.

#### **Leave Policy - Medical Leave - general**

A medical leave of absence may be granted to a full-time employee with at least one year of continuous service. Any accrued paid benefit time should run concurrently with the leave of absence. There is no minimum service requirement for eligibility for a leave of absence occasioned by a pregnancy-related disability or for a disability arising out of an on-the-job injury or illness.

*Approval* - A written request for this leave should be submitted by the employee to the supervisor on the appropriate Leave of Absence Request form. A physician's certification will be required. The department head may approve a medical leave of absence based on the circumstances of the request.

*Duration* - Medical leaves, if granted, are granted for the duration of the period of disability, stated by the law.

#### **Leave Policy - Military Leave**

Employees who must be absent for active or inactive military duty (e.g., Reserves or National Guard summer camps, annual cruises, weekend drills, attendance at military schools) will be granted, upon request, a leave of absence without pay. An employee may use PTO for annual military training duty obligations upon written request.

*Eligibility* - All employees who engage in active or inactive military duty in the armed forces of the United States (including the National Guard).

*Duration* - Leave will be granted for the period of the duty.

#### **Leave Policy - Personal Leave**

A personal leave of absence without pay may be granted an employee at the discretion of the company. A personal leave of absence is defined as an absence of two weeks or longer. It is not our general policy to grant personal leaves of absence and such leaves will be granted only under unusual circumstances. A personal leave of absence is not available instead of medical leave.

Granting of such a leave depends on the review of the merits of each case, including the effect the employee's absence will have on the workload of the other employees. Probationary employees are not generally eligible for leaves of absence. An employee must have one year of continuous employment before such a leave will be considered.

Salary and benefits are not payable to an employee while the employee is on a personal leave of absence, with the exception of company-paid term life insurance that is continued for eligible employees for one year of a leave of absence. Health insurance may be continued if the employee pays the full premium at



the group rate. Although employees do not accrue benefits while on leave, those benefits accrued up to the time the employee started the leave will be retained.

The employee's exact position, tour of duty, or work area may not be guaranteed upon return from a personal leave of absence; however, all efforts will be made to place the employee in the first available similar job with similar pay. The employee's date of initial employment will be adjusted to reflect the time spent on personal leave.

It is the employee's responsibility to return to work on the date the leave of absence expires. Should the employee fail to return and fail to notify the Human Resources Department of a request for an extension, we will assume that the employee does not intend to rejoin the company and will consider the employee to have resigned from employment. A request for extension of a leave of absence must be in writing and must be received at least five working days prior to the expiration of a leave.

A personal leave of absence without pay may be approved for a variety of reasons. A department head may allow an employee personal leave for situations that in management's view require it.

*Eligibility* - An approved personal leave of absence may be granted to regular full-time employees with at least one year of continuous service.

*Approval* - A written request for a personal leave of absence should be submitted on the appropriate Leave of Absence Request form by the employee to the supervisor prior to the commencement of the leave. Approval will be granted by the department head based on the circumstances surrounding the request.

*Duration* - The leave may not exceed 366 continuous days.

### **Leave Policy - Sick**

Illness pay will be based on a regular eight-hour day at straight time and at the employee's base rate. Illness absence of less than three hours in a day will not be considered for payment. Saturdays, Sundays, daily overtime hours, paid holidays, and paid vacation time are excluded as time for which payment will be made under this program.

Weekly insurance benefits will continue to be paid commencing with the first day of certified disability due to accidents and the fourth day due to illness. Thus, in accident and illness cases, the insurance benefit will be paid rather than the paid illness allowance, and any unused illness allowance will be available for use later in the year as needed.

In addition to illness, sick leave may also be granted for medical, dental, or optical examinations or when a member of your household requires your personal care and attention due to illness.

Permanent part-time employees are entitled to sick leave as earned on a pro rata basis. No sick leave shall accumulate to seasonal or temporary employees. All sick leave payments are to be approved by your immediate supervisor. Thus, any employee who is ill is responsible for reporting his or her absence to the appropriate person within one hour after his or her designated time for reporting to work.



While the company pays you for authorized sick days, we expect you to be honest with us in taking days off only when you are actually ill. Any abuse of this benefit will be taken into account in evaluations of your performance. The company reserves the right to require a statement from your doctor if you are ill for 3 or more consecutive days.

**Leave Policy** *Termination of employment.*

When termination of employment occurs, no payment for sick leave will be made.

**Leave Policy - Pregnancy/Maternity**

To be eligible for a pregnancy leave of absence, the employee must be a non-temporary, full-time employee. The maximum length of pregnancy leave allowed is six month after the birth of the child/children. If the employee needs a longer leave due to medical complications, the employee should notify Caribbean Collectibles Creations as soon as possible. The additional leave will be treated the same as any other medical or disability leave.

**Leave Policy - Pregnancy/Maternity - Written Requests**

A written request for pregnancy leave must be submitted within a reasonable time. The employee must submit a written doctor's statement, indicating the anticipated delivery date. The employee should inform Caribbean Collectibles Creations of the expected duration of her pregnancy leave so that Caribbean Collectibles Creations may plan around the absence efficiently until her return.

**Leave Policy - Pregnancy/Maternity Transfers**

An employee requesting pregnancy leave may also ask for a transfer to another less strenuous or less hazardous position if so desired. The request must be in writing and must state the reason for the transfer.

**Leave Policy - Pregnancy/Maternity - Medical Incapacity**

At her option, the employee may continue to work up to the delivery date, depending upon the employee's medical circumstances and the nature of the employee's job. In the event the employee is physically incapable of performing her regular job duties at any time during her pregnancy, the employee may request that the employee be placed on pregnancy leave. An advance notice of a minimum of one (1) week should be given, accompanied by a statement from the employee's physician attesting to the employee's incapacitation.

**Leave Policy - Regular Leave Without Pay**

A regular leave of absence without pay for up to 12 months is available with approval. You must request this type of leave in writing. If approved, you can return to your former position, or a position of equal grade and pay (provided you return within the terms of the leave) if such a position is available within Caribbean Collectibles Creations. If your leave is approved, you will be notified of the approval in writing and the notice will contain the terms and conditions of the approval.

*\*For more information about your Leave Policy, contact the Human Resources.*



## **Licensure and Registration**

All employees who perform work that requires licensure, registration or credentialing by any regulatory agency are held responsible for presenting those credentials during the pre-placement process and for maintaining those credentials after being hired. Failure to maintain credentials, falsification or misrepresentation of credentials may result in a change of position or termination. It is the responsibility of the employee to provide proof of licensure/registration to appropriate corporation personnel when received and/or reviewed.

## **Meal Periods**

Non-exempt employees should not work more than six hours without taking a thirty-minute meal period. The meal period is the employee's time and is not compensable. Non-exempt employees should clock in and out when leaving the premises. Meals are to be eaten in non-work areas provided for that purpose. State laws which may be in conflict with the above will supersede when the benefit to the employee is greater.

## **Mediation**

Mediation is an informal process. Mediation is quick, inexpensive, and confidential; settlement is voluntary, non-adversarial and focuses on resolution so both parties can move into the future.

### *When to use*

Few issues cannot be addressed through mediation. Any conflict which arises as a natural result of people working together can be resolved with mediation.

### *Problem Solving Procedure*

Step One - The employee should discuss the problem with his/her immediate supervisor.

Step Two - If resolution does not occur within a reasonable time, the problem should be submitted in writing to the employee's the corporation Director or Manager. The employee should identify why he/she feels the action taken was inappropriate and what action he/she feels should be taken. The Human Resources Director is available to assist employees in expressing their concerns in writing.

Step Three - If resolution is not initiated in Step Two within a reasonable time, the problem should be present d in writing to the Regional Director who will consult with the Senior Management of the corporation to take appropriate action.

### *Grievance Hearing*

A grievance hearing provides a forum for an employee (grievant) and supervisor (respondent), or their representatives, to fully explain their positions in a grievance. A Certified Grievance Hearing Officer conducts the hearing, prepares a written report with recommendations to assist the agency in rendering a final decision. Below is a guide to the grievant and respondent (the parties) to help them prepare for the grievance hearing. The Hearing Officer presides over the hearing and has the authority to make the following determinations: The admissibility and relevancy of testimony and evidence (documents/exhibits).The need to recall witnesses. Whether information/testimony becomes cumulative or repetitious. The Hearing Officer is authorized to tape record the hearing. No other taping is authorized. Both the grievant and the respondent must be present at the grievance hearing. However, you may also





elect to have another employee, who has been approved by the department/agency, represent your position at the hearing (see personnel office or grievance policy for specific procedures). The hearing is limited to the grievant, respondent, representatives (if any), witnesses only when testifying, and others that the hearing officer may deem relevant. Spectators are not permitted. Generally, you are allowed 2½ hours each for the presentation of testimony, documents, and witnesses. The Hearing Officer may modify this time frame as deemed appropriate.

*Opening Statements:* You should prepare a brief opening statement that summarizes what you will show through your evidence and your witnesses' testimony. It may be helpful to prepare a written statement that you can read.

*Witnesses:* Prepare a list of your witnesses in the order you plan to call them. The parties are expected to exchange their lists prior to the hearing. The list should include the witness's name, job title, and a brief statement of what they have to say about the grievance issue(s). You are responsible for notifying your witnesses of the date, time, and location of the grievance hearing and for assuring that they are available when called.

*Questioning of Witnesses:* Testimony from witnesses is given by answering specific questions from the parties. You should prepare, in advance, a list of questions to ask your witnesses in order to present your case. It's a good idea to first lay a foundation by asking a series of questions about the witness.

*Affidavits:* Opposing parties cannot question (cross examine) an affidavit. For this reason, affidavits do not carry the same weight as personal testimony. The hearing officer will determine whether to allow affidavits to be submitted, and if they are allowed, will determine how much weight to give them when preparing the report/recommendation. Affidavits should be dated, signed, witnessed, and notarized.

*Exhibits:* Documents that are introduced (i.e., a written reprimand; a time sheet, a policy, a letter, a memo, a note, a job description, etc.) are referred to as exhibits. You should prepare in advance a list of exhibits; in the order they will be presented. The parties are also expected to exchange the lists prior to the hearing. The actual documents/exhibits will be exchanged during the hearing. The following is an example of how these lists should be prepared.

## **Medical Examination**

New employees may be required to undergo a medical examination. Caribbean Collectibles Creations will arrange for the examination and will schedule an appointment. Caribbean Collectibles Creations retains the option to require medical examination (including drug and alcohol screening procedures) of an employee as required by state or local law or as deemed appropriate by the corporation.

## **Minors: Employment Of**

Normally, candidates for regular full-time employment must have reached their eighteenth birthday. However, persons who have reached their sixteenth birthday may be considered for employment within the limits of state and federal law.

## **Orientation**

All new employees, regardless of shift, are required to complete a general orientation before starting on-the-job training and/or orientation in their assigned department. If a group orientation is not available, a self-orientation must be completed with the assistance of the supervisor.



## **Outside Employment**

Employees may hold an outside job as long as the performance standards of his/her job with Caribbean Collectibles Creations are met. All employees will be held to the same performance standards and will be subject to Caribbean Collectibles Creations' scheduling demands, regardless of any existing outside work commitments.

If the corporation concludes that outside work interferes with performance or the employee's ability to meet the requirements of the corporation as they are modified from time to time, the employee may be asked to terminate the outside employment.

Outside employment that constitutes a conflict of interest is strictly prohibited. An employee may not receive any income or material gain from individuals outside the corporation for material produced or services rendered while performing their job in the corporation.

Any employee who holds a management position must disclose any other employment, including consulting arrangements, and obtain prior approval from senior management.

## **Overtime**

In order for its employees to have sufficient relief and rest, the corporation discourages work in excess of an employee's regular schedule. It may be necessary for employees to work some hours in excess of their regular schedule, although overtime must be approved by your immediate supervisor. Non-exempt, hourly employees will be paid overtime premium in accordance with applicable state or federal laws.

## **Parking**

Employees may be restricted to park only in designated areas as required by the corporation. Employees are not allowed to park in the areas for physically challenged individuals or visitors.

## **Pay Period**

The 14 day pay period begins on Sunday at 12:00 am and ends at midnight on the 14th day (Saturday). Payday schedules for the corporation are available in Human Resources.

## **Payroll Deductions**

The Payroll Department will deduct from employee earnings only those deductions required by law (social security, withholding tax, etc.) plus employee authorized contributions such as United Way, premium for insurance benefits, 401K, and Employee Stock Purchase Plan. Other voluntary deductions are prohibited unless specifically authorized by the employee and allowed by state and local law.

## **Performance Review**

It is the policy of the corporation to evaluate employee performance on a continuing basis and to do so more formally at periodic intervals. The first such evaluation may occur during the first 90 days of employment with annual reviews thereafter. The purpose of these more formal evaluations is to allow supervisors and employees to communicate concerning the employee's performance and job related behaviors compared to behaviors that are desired and expected.



## **Personnel Files**

Personnel files are business records and the property of the corporation. Upon request from a current employee, the Human Resources Director or designee may review the contents of the employee's file with the employee.

## **Privacy in the Workplace Policy**

### *Monitoring*

The employee's work output, whether it be paperwork, computer files, products, customer calls or customer interaction, belongs to Caribbean Collectibles Creations. As such, that work output is always subject to review by Caribbean Collectibles Creations, whether it is stored electronically, on paper or in any other form. In addition, business equipment, including computers, desks and lockers belong to Caribbean Collectibles Creations and are subject to search or investigation.

### *E-Mail and Computers*

E-mail and other computer files provided by Caribbean Collectibles Creations are to be used for business purposes only. Use of Caribbean Collectibles Creations computer equipment for personal reasons is strictly prohibited and all computer pass codes must be available to Caribbean Collectibles Creations at all times. Caribbean Collectibles Creations reserves the right to enter, search and monitor the computer files or e-mail of any employee, without advance notice, for business purposes, such as investigating theft, disclosure of confidential business or proprietary information, personal abuse of the system or monitoring workflow or productivity.

## **Promotions/Transfers**

The corporation believes in transferring and promoting qualified employees to positions of increased responsibility whenever that action is most appropriate. Transfer and promotion decisions are based on long-term business goals, employee performance, and the employee's potential for success in the new position. An employee may obtain information (position requirements, salary range, reporting relationships, etc.) pertaining to a posting by contacting Human Resources or directly from the hiring manager. Inter- corporation Transfers require an employee to be in his/her current position twelve (12) months. Intra-Facility Transfers require an employee to be in his/her current position six (6) months.

## **Public Information**

The Public Relations Department employees are the only individuals authorized to release information about Caribbean Collectibles Creations. Inquiries from newspapers, radio and television stations and other sources of public information are to be referred to the Public Relations Department.

## **Re-Employment**

All former employees may be considered for re-employment based on previous work performance, supervisory recommendation, conditions of separation from Caribbean Collectibles Creations, subsequent work record and other job-related factors. When a former employee is re-hired within 90 days of the termination date, the employee will not experience a break in service. Therefore, his/her insurance will be reinstated the first of the following month (as applicable). The employee will be reinstated to prior



balance; PTO accrual will be based on original hire date; there is no disruption in retirement vesting. If more than 90 days has expired since the employee's separation, he/she will follow the same time schedule for benefit eligibility and accrual rates as a new hire. The employee's continuous service date will reflect the most recent hire date.

### **Relatives: Hiring Of**

Employment of immediate family members with Caribbean Collectibles Creations is reviewed on a case-by-case basis. Immediate family is as Father, Stepfather, Father-in-law, Husband, Mother, Stepmother, Mother-in-law, Wife, Significant Other, Sister, Stepsister, Brother, Stepbrother, Child, Stepchild, Foster-child, or Common Law Spouse/Partner, Aunt, Uncle, Cousin and Grandparent. Prior written approval must be obtained from a senior manager one level above the hiring manager and may only be approved after determining that such employment will not create the appearance of a conflict of interest or have other adverse consequences to business operations.

Members of an immediate family or individuals residing in the same household shall not supervise one another directly or indirectly without prior written approval from a senior manager at least one level above the hiring manager. If marriage occurs between two employees, or promotion or other action creates spouses to work together, one of the related employees must either resign or transfer in order to resolve the situation within one calendar month.

### **Return of Caribbean Collectibles Creations Property**

Employees are responsible for all corporation property, materials or written information issued to them or in their possession or control. Employees must return all corporation property in satisfactory condition immediately upon request or upon voluntary or involuntary termination of employment. Where permitted by law, the corporation may withhold (from current or FINAL pay check) the cost of any items that are not returned when required. The corporation may also take all action deemed appropriate to recover or protect its property.

### **SAFETY - *Emergency Instructions***

Emergency plan: This Company has a responsibility for minimizing the danger to life, property, and job security arising from the effects of fire, riots, civil commotion, and natural and man-made disasters. To accomplish this purpose, a Quick Reaction Team in each department has been developed to respond to emergencies. This is to inform you that Caribbean Collectibles Creations is complying with the OSHA Hazard Communication Standard, Title 20 Code of Federal Regulations 1910.1200, by compiling a hazardous chemicals list, by using Material Safety Data Sheets, by ensuring that containers are labeled, and by providing you with training. Safety training will be completed during orientation. A safety manual will be given to you during orientation and one is kept in each department.

*\*For more information about the safety program, contact Human Resources.*

### **Smoking & Use of Tobacco Products**

The employee will receive a copy of this policy in the employee's orientation packet. In addition, copies of the policy are posted in various locations on the corporation's bulletin boards. Additional copies are available upon request.



### **Smoking/No-Smoking Signs**

To support its policy of not allowing smoking in other than designated smoking areas, "Smoking" signs have been posted in the appropriate areas. Each sign posted in an area where smoking is prohibited carries the internationally recognized symbol for no smoking; a red circle containing a lit cigarette with a line drawn diagonally through the circle. Please observe these signs at all times.

### **Solicitation**

To avoid disruption of operations or disturbances the following rules apply to solicitation and distribution of literature on Caribbean Collectibles Creations property. Persons not employed by Caribbean Collectibles Creations may not solicit or distribute literature on the corporation's property at any time for any purpose. Employees of the corporation may not solicit during working time for any purpose.

### **Suggestion Box**

A suggestion box may be provided for all employees to submit beneficial suggestions as needs arise or ideas occur. Suggestions need not be signed.

### **Telephone Calls: Personal**

Personal telephone calls must be limited to calls of an urgent or emergency nature only. Personal calls of a non-emergency nature are to be made from personal phones during break times.

### **Termination**

Since employment at Caribbean Collectibles Creations is based upon continuing mutual consent, either the employee or the employer may terminate employment at any time with or without cause or notice. It is important for the employee's record that termination is brought about properly.

*There are four main types of termination procedures.*

*Resignation* - An employee who terminates service with the corporation is requested to give the appropriate written notice to the immediate supervisor - two weeks for a non-exempt employee, four weeks for an exempt employee. This will allow the department head to arrange for a replacement. An employee who resigns with the requested notice may be favorably considered for re-employment.

*Resignation without notice* - This is the term applied when an employee leaves without notice or with less than the requested notice. Employees who fail to give adequate notice of resignation may be ineligible for re-hire.

*Staff Reduction* - This term refers to a termination of employment by the corporation because of lack of work or reorganization.

*Discharge* - An involuntary termination initiated by the corporation. When employment is terminated, regardless of the circumstances, the employee will be paid for all earned and unused PTO if employed 90 days or longer. Medical and dental coverage will remain in effect through the end of the month in which employment was terminated. LTD coverage ends at midnight on date of termination. Life insurance may be converted, but the employee must contact the Administrator for details.



## **Theft**

Employees are urged to be alert to the entry of unauthorized persons in any area. Inquiries should be made of anyone who does not appear to be an employee (person without visible employee badge) or even an employee who might be outside his/her regular working area. Assistance should be offered in directing the person to the appropriate destination or alerting security.

The cooperation of all employees is essential if the problem of theft is to be minimized. Be sure supplies and equipment are stored in approved areas and that maximum security measures are observed. Employees should not bring excessive amounts of money or valuables with them to work. The corporation cannot be responsible for loss or theft of personal items. Caribbean Collectibles Creations property may not be removed from the premises except by written authorization in advance from the office of the corporation COO or his/her designee.

## **Time Records**

The following guidelines are not to be considered all inclusive. Each employee is expected to punch his/her own time card or complete his/her own time sheet. He/she may never punch another employee's card or allow another employee to punch his/her card. Each employee is expected to follow his/her work schedule. Employees should not report to work earlier than is normally needed to reach their work stations in a timely manner after clocking-in. At the conclusion of the work shift, employees must leave work and clock out in the same reasonable time frame. Any deviation should be specifically approved by the department head or supervisor.

An employee should not leave the general work area except for meal periods, which are thirty minutes in duration, and 15 minute breaks, which may be taken if workload permits. If an employee expects to be gone more than forty-five minutes, the supervisor or department head must specifically approve the time clock entry.

## **Training programs**

As part of its commitment to preventing workplace violence, the company has established training programs for all employees. Training will be included as part of your orientation. Thereafter, you will be scheduled for annual refresher training during the month that you initially joined the business.

Please be advised that training is mandatory and attendance will be taken. If you fail to attend training or make-up sessions, you will be subject to suspension without pay until training is completed.

## **Tuition Reimbursement**

A tuition reimbursement plan is available to all full-time and part-time benefits eligible employees who have completed one year of service and who wish to obtain additional, formal job-related education during their period of employment. Employees who have been suspended in the previous six months may not participate in the Tuition Reimbursement Program. Reimbursement will include tuition expenses only for accredited programs and does not include workshops, seminars, books and other fees. Participants must be employed at the time of payment in order to receive reimbursement.



## **Vacation**

At the end of the employee's first year as a full-time employee with Caribbean Collectibles Creations, an employee is entitled to paid vacation. The employee's vacation days increase after years of continuous employment with Caribbean Collectibles Creations.

- 1-5 years of service: an employee earns 10 day per year.
- 6-10 years of service: an employee earns 15 days per year.
- 10+ years of service: an employee earns 20 days per year.

### **Vacation - Accrual for New Employees**

Vacation accrual based on years of service does not address new employees who are hired after the beginning of the year. One way provides vacation to new employees during the year of hire is assigning a schedule of vacation days based on month of hire. The schedule could be set up as follows:

#### Month of Employment Vacation Days

- January 10 days
- February 9 days
- March 7 days
- April 5 days
- May 4 days
- June 3 days
- July 2 days
- August 1 day
- September-December 0 days

### **Vacation - Holiday or Illness During**

When a holiday occurs during the employee's vacation time, the employee will still receive pay for the holiday in addition to the employee's vacation pay or the employee may select another day off.

If the employee is hospitalized while on vacation, the time from the date of the employee's hospitalization until the employee's doctor releases the employee may, at the employee's option, be charged against the employee's short term disability benefits, rather than the employee's vacation time. If this happens, the employee must notify Caribbean Collectibles Creations. If the employee becomes ill while on vacation, but the employee is not hospitalized, the employee's absence is charged against vacation time.

### **Vacation - Part-Time Accrual**

Part-time employees may be eligible for vacation accrual on a pro-rata basis based upon their regular workweek. Thus, under the accrual schedule above, a regular part-time employee who regularly works 20 hours per week could earn.

- 1-5 years of service: an employee earns 5 day per year.
- 6-10 years of service: an employee earns 7.5 days per year.
- 10+ years of service: an employee earns 10 days per year.

Vacation must be taken during the calendar year at times convenient to you and your supervisor.





### **Vacation - Pay**

Vacation pay is the employee's regular rate of pay, excluding overtime or holiday premiums. If the employee's regular rate of pay varies from week to week, the employee's vacation pay will equal the employee's average weekly hours or scheduled hours in the previous calendar quarter not to exceed 40 hours. Pay will not be granted in lieu of vacation time not taken.

### **Vacation - Termination and Vacation Pay**

When employment ends for any reason, vacation time earned but not taken by the employee will be included in the employee's final paycheck. At the same time, vacation time taken in advance will be deducted from the final paycheck.

### **Violence/Terroristic acts in the Workplace Prevention Policy**

#### *Zero tolerance*

This company has a policy of zero tolerance for violence. If you engage in any violence in the workplace, or threaten violence in the workplace, your employment will be terminated immediately for cause. No talk of violence or joking about violence will be tolerated.

“Violence” includes physically harming another, shoving, pushing, harassing, intimidating, coercing, brandishing weapons, and threatening or talking of engaging in those activities. It is the intent of this policy to ensure that everyone associated with this business, including employees and customers, never feels threatened by any employee’s actions or conduct.

#### *Inspections*

Desks, telephones, and computers are the property of the business. We reserve the right to enter or inspect your work area including, but not limited to, desks and computer storage disks, with or without notice. The fax, copier, and mail systems, including e-mail, are intended for business use. Personal business should not be conducted through these systems. Under conditions approved by management, telephone conversations may be monitored and voice mail messages may be retrieved in the process of monitoring customer service. Any private conversations overheard during such monitoring, or private messages retrieved, that constitute threats against other individuals can and will be used as the basis for termination for cause.

#### *Reporting violence*

It is everyone's business to prevent violence in the workplace. You can help by reporting what you see in the workplace that could indicate that a co-worker is in trouble. You are in a better position than management to know what is happening with those you work with. You are encouraged to report any incident that may involve a violation of any of the company’s policies that are designed to provide a comfortable workplace environment. Concerns may be presented to your supervisor. All reports will be investigated and information will be kept confidential.

#### *Violence prevention team*

We have created a violence prevention team to create and implement our workplace violence prevention program. The team will also handle the consequences of any incidents of violence that we experience, providing assistance to employees and information to the media. The team will take the steps necessary to



continue or resume business. We believe that a multidisciplinary approach is best suited to handle workplace violence problems. If you have suggestions for ways to improve the safety and security at work, please pass them along to a team member or leave a suggestion in any one of their mail boxes.

#### *Incident management*

In the event of a major workplace incident that affects, or has the potential to affect, the mental health of our workforce, we will provide initial counseling and support services to you and your immediate family members.

As the crisis passes and support systems are put into place for individuals affected by the incident, the company will make every effort to return to normal business operations. A reasonable effort will be made to notify employees, customers, stockholders, and others who need to know of the status of business operations directly whenever possible. In cases where direct contact is not possible or practical, an effort will be made to communicate through the news media and other available resources.

### **Workplace Security Measures**

In an effort to fulfill this commitment to a safe work environment for employees, customers, and visitors, a few simple rules have been created. These are: Access to the company's property is limited to those with a legitimate business interest. All employees and employee vehicles entering the property must display company identification. All visitors and visitor vehicles must register and display identification while on the property.

### **Weapons Banned- ALL**

The company specifically prohibits the possession of weapons by any employee while on company property. This ban includes keeping or transporting a weapon in a vehicle in a parking area, whether public or private. Employees are also prohibited from carrying a weapon while performing services off the company's business premises. Weapons include guns, knives, explosives, and other items with the potential to inflict harm. Appropriate disciplinary action, up to and including termination, will be taken against any employee who violates this policy.

### **Voting Time**

Employees are encouraged to fulfill their civic responsibilities by voting in elections. Generally, employees can find time to vote either before or after work. If you are not able to vote due to your work schedule, your supervisor may grant up to 2 hours of paid time off to vote. You should request time off from your supervisor as soon as possible before Election Day. Advance notice is required so that the time off can be scheduled at the beginning or end of the work shift, whichever is least disruptive to the work schedule.

#### *Covered Elections*

This time off to vote policy applies to [types of elections—e.g., federal, state, local] elections.

### **Weather Emergencies**

Caribbean Collectibles Creations must continue to operate during periods of bad weather. Thus, the need for employees to be on the job during such emergencies is of paramount importance. You are expected to



make every safe effort to report for work. If you do not report for work when scheduled during a weather emergency, you will be considered absent.

*What happens if severe weather conditions or other emergencies prevent you from getting to work?*

Keep in mind that weather conditions or natural disasters (such as snow and ice, floods) can affect some areas while not affecting others. Therefore, if you are directly affected by severe weather conditions or other emergencies, Caribbean Collectibles Creations may choose any of the following options:

- Allow you to make up the time lost provided that you make it up within 15 workdays after the absence.
- Allow you to charge the absence to accrued compensatory time, personal leave, or annual leave.
- Place you on leave without pay if neither of the previous options is available.

If your manager or department head believes that conditions warrant closing your office or Caribbean Collectibles Creations, he/she may excuse those employees directly affected by the conditions for whatever time may be necessary. This excused time is without loss of pay or leave. If you worked additional time because of an office or the corporation closing, you would be compensated through compensatory time as it applies.

## **Work-Related Injuries**

### *Injuries/Disabilities Incurred In the Line of Duty*

This type of leave is available to full-time employees who are injured or disabled by a willful act of violence committed by a person other than a coworker. Instead of using your sick or annual leave, you can receive this paid leave for up to 180 working days for any single incident.

## **Workers' Compensation**

Employees are covered against loss of earnings due to injuries on the job by a Worker's Compensation insurance policy or Employee Health and Safety Program. In all instances, the employees must report any injury, no matter how slight, that occurs while on the job to the immediate supervisor and to the Human Resources Department (and the Emergency Department of Caribbean Collectibles Creations if it is of a serious nature). Failure to do so may jeopardize eligibility for Worker's Compensation or coverage under Employee Health and Safety

For injuries or diseases covered by Workers' Compensation, if you wish, you can be covered by your sick and annual leave instead of receiving workers' compensation benefits (which are approximately 60% of your pay). But you must elect to do so in writing.

*\*See the Human Resources department for additional information.*



**ACKNOWLEDGEMENT:** Employee Handbook

I (print first & last name) \_\_\_\_\_ acknowledge that I have received the Employee Hand Book on (date)\_\_\_\_\_. I understand the contents of the Employee Hand Book. At the time of employment with Caribbean Collectibles Creations, I will be held responsible if I do not comply with Caribbean Collectibles Creations’ Code of Conduct, Policies and Procedures. Disciplinary actions can be brought against me up to and including termination.

If any Local, State or Federal laws are broken by the employee at the time of employment with Caribbean Collectibles Creations, the Local, State or Federal authorities have jurisdiction over such matters and Caribbean Collectibles Creations will comply with the laws of the Local, State or Federal authorities and give all information to assist the Local, State or Federal authorities to prosecute any violations.

Caribbean Collectibles Creations reserves the right to rescind, modify or deviate from this Employee Handbook or any other policies, practices or guidelines as it considers appropriate in its sole discretion, either in individual or Caribbean Collectibles Creations wide situations with or without notice.

**The contents of this Handbook or any related policies, practices or guidelines are not an employment contract, or any other type of contract.**

\_\_\_\_\_  
Employee’s Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness’ Signature

\_\_\_\_\_  
Date