



Employee Handbook



2019-2020



Our Company



Welcome to **PET**peeve! My name is Jennifer Garcia and I am the Vice President of Human Resources. It is my pleasure to welcome you to what is our prosperous company. I am delighted for you to join our company as many of our employees grow and flourish. In this handbook you will find everything you need to know about the rules of this company. Although you may have everything you need in this handbook, please don't hesitate to contact me. Once again, welcome to **PET**peeve! I hope this handbook can be the solution to all your pet peeves!



Jennifer Garcia

Vice President of Human Resources



Table of Contents

Section 1: About PETpeeve!

1.0 Company Overview	3
1.1 Company's Mission	3
1.2 Human Resource Mission	3
1.3 Company Vision	3
1.4 PETpeeve's History	3
1.5 Management Philosophy	3
1.6 Induction	3

Section 2: Employee Policies

2.0 Office Expectations and Attendance Hours	4
2.1.1 Employee's Attendance	
2.1.2 Absences	
2.1 Electronic Devices and Phone Usage	4
2.2 Internet Use	4
2.3 Placement and Work Area	4
2.4 Eating, Tidiness and Respecting others in Office	4
2.5 Noise level in the Office	4
2.6 Breaks and Lunch	5
2.7 Use of Equipment	5

Section 3: Employment Policy

3.0 Employee Policies	5
3.1 Recruitment Policy	5
3.2 Probationary Period for New Employees	5
3.3 Salary and Compensation	6

Section 4: Standards of Conduct

4.0 Harassment	6
4.1 Dress Code	7
4.2 Drug Use	7
4.3 Smoking	7
4.4 Alcohol	7

Section 5: Employment Status and Records

5.0 Access to Personnel Files	8
5.1 Personal Data Change	8
5.2 Employment Applications	8
5.3 Leaving the Company	8
5.3.1 Resignation	
5.3.2 Retirement	
5.4 Transfer or Promotions	9
5.5 Employment Classification	90

Section 6: Health, Safety & Environment

6.0 Safety during office hours	9
6.1 Workplace Injury	9
6.2 Emergency Closing	9
6.3 Emergency Protocol	9

Section 7: Employee Conduct & Discipline

7.0 Disciplinary Code and Procedures	10
7.1 Employee Conduct	10
7.2 Inappropriate Behavior	11
7.3 Workplace Violence Prevention	11
7.4 Conflict Resolution	11
7.5 Employee Expectations	11
7.6 Grievance Process	12

Section 8: Employee Benefits

8.0 Observed Holidays	13
8.1 Vacation Leave	13
8.2 Paid Family Leave- Partial Pay	13
8.3 Personal Leave	13
8.4 Maternity/Paternity leave	13

Section 9: Company Communication

9.0 Personal Communications	14
9.1 Employee Communications	14

Section 10: Other

10.0 Employee Recognition	14
---------------------------------	----

Company Expectations Contract	15
-------------------------------------	----

Acknowledgment of the Employee Manual	16
---	----

Company Organizational Chart	17
------------------------------------	----



Section 1: About PETpeeve!

1.0 Company Overview

PETpeeve is a pet product company that provides smart-phone based products that help you solve the problems you have with owning a pet. We provide products that help pet owners monitor, feed, allow access and manage waste remotely using the PETpeeve app on the owner's smart-phone. Let us be the solution to all your PETpeeves!!

1.1 Company's Mission

Our mission at PETpeeve is to help pet parents, help their cute and furry pets. We want to sell products that provide pet owners solutions to the problems they have with caring for their pet.

1.2 Human Resource Mission

Our mission is to ensure a safe and enjoyable work environment for everyone in our company. We serve to make a welcoming and supporting workspace for every single one of our employees. In the process of making our workspace safe, it is our job to also protect the company from any possible legal issues.

1.3 Company Vision

PETpeeve's vision is to help all pet owners by giving them technology-based products that will solve their problems. We see opportunities to partner with other companies and become an international brand for the growing tech-based pet industry. Our goal is to grow and become a top-selling business.

1.4 PETpeeve's History

PETpeeve is a C-corporation that started on September 16, 2019. Our Chief Officers are Elena Lopez (Chief Executive Officer), Mariela Montiel (Chief Operations Officer), and Jesse Lopez (Chief Financial Officer).

1.5 Management Philosophy

PETpeeve's management philosophy is based on responsibility, respect, and getting the job done. We know that every employee in the company should be ready to work when they come to work. In PETpeeve we strive to make sure that every employee understands the task they are given, and providing them with any support if needed.

1.6 Induction

At the beginning of employment, every employee will be presented with the Company Expectations and Employee Handbook and become familiarized with their position they have been hired for. Each employee will be given two weeks of training. When a new employee enters our company they will be given a two-week probationary period, after which the supervisor deems them fit for the job at the point they will sign the company contract of the expectations. Employees who do not pass the probationary period will be released.



Section 2: Employee Policies

2.0 Office Expectations and Attendance Hours

An employee is expected to do a minimum of 8 hours per day. Starting at 7a.m.- 5:00p.m. There is no overtime pay. No office hours on Saturday or Sunday

2.1.1 Employee's Attendance

Employees are expected to attend the office on time daily, tardiness will not be tolerated unless you have contacted the Human Resources department.

2.1.2 Absences

PETpeeve understands unexpected situations can occur. If a situation occurs where you need to miss work, please contact your supervisor and the Human Resources department via email or phone call.

2.1 Electronic Devices and Phone Usage

Once the employee enters the office they are required to put your phone into your cubicle and remove personal listening devices. If the need arises to use your phone for personal use you will be required to get supervisor permission.

2.2 Internet Use

Using the internet is not to be used for personal entertainment. Non-work related or inappropriate websites are not to be used in the office.

2.3 Placement and Work Area

Every employee is assigned to a desk space in their department. It is the expectation that all employee work at their assigned desk unless they are required to work with others as a part of the team projects or tasks.

2.4 Eating, Tidiness and Respecting others in Office

PETpeeve understands that you might get hungry during office hours, the expectation is that all employees eat in the assigned break area, beverages and water are allowed at the desk space but it is expected that all employees keep their workstation clean at all times.

2.5 Noise level in the Office

Employees should keep the noise to a minimum to not distract coworkers. This follows along with personal music or listening to music during office hours. Employees are expected to respect others at all times.

2.6 Breaks and Lunch

Every single PETpeeve employee is entitled to a 10-minute break and a one-hour lunch break to be used when it is convenient for you. Lunch breaks are to be taken between the hour of 11:00 a.m -2:30 p.m. All breaks should be taken in the assigned break area and lunch can be taken on or off-site.

2.7 Use of Equipment

PETpeeve proudly provides the necessary equipment for every employee to do their job. We expect our employees to be responsible for the usage of the company equipment. Any damage done to any office equipment by the negligence of the employee; the employee will be responsible for the repair or the replacement.

Note:

Failure to comply with any of the rules in Section 2 will result in a meeting with Human Resources and possible disciplinary action.

Section 3: Employment Policy

3.0 Employee Policies

PETpeeve fulfills its commitment to offer admirable working conditions and preserve employee's rights. We prohibit discrimination and we make all efforts respond to the employee issues.

3.1 Recruitment Policy

It is company policy to provide equal opportunity to all qualified applicants. This policy prohibits discrimination. The company policy applies to all phases of the personnel process, including recruitment, hiring, placement, training, promotion, benefits, compensation, company-sponsored social activities and all other terms and conditions of employment.

3.2 Probationary Period for New Employees

PETpeeve uses a fourteen-day probation time frame for new employees. This time frame supports our adherence to the employment contract. If the employee is determined to have met job requirements by the end of the probationary period and is employed by the company at that time, they will be eligible to receive all normal and customary benefits offered to full-time employees. Once the employee completes the probation period they, like all employees of PETpeeve, are subject to the employment contract.



3.3 Salary and Compensation

Any support staff or administrator regularly scheduled to work 40 hours per week for 12 months of the year and whose total schedule is 2,080 hours during the fiscal year. These scheduled includes paid vacation, after one year 10-day sick leave, and holiday hours. The salary for supervisory positions vary differs depending on their position level of responsibility and experience they bring to the job, typically the salary range is 40,000-80,000 base salary. Starting level associates, all start at \$2667.67 per month as a base salary.

Section 4: Standards of Conduct

4.0 Harassment

We are committed to maintaining a working environment free of harassment and intimidation. PETpeeve does not tolerate harassment, discrimination or bullying in its workplace. Harassment includes subjecting people to unwelcome attention that intimidates, humiliates, or offends them.

Harassment includes:

- Language of sexual, sexist, homophobic, or racist nature.
- Visual material of a sexual, sexist, homophobic, or racist nature.
- Unacceptable physical contact, such as intentional touching, patting or pinching.
- Hostility against, or bring into contempt or ridicule, an employee on the grounds of religion, sex, race, color, ethnicity, or national origins.

If any employee encounters any abuses from any supervisor or fellow employees, that employee must report the act to Human Resources within 48 hours.

Receiving a Complaint:

Human Resources will thoroughly investigate all complaints in a confidential manner and any complaint that is found to be valid will have immediate, appropriate disciplinary action taken.

Investigative Protocol: Conducted through the Human Resources

- Investigate the employee complaining, the person accused, and the history of the incident.
- Investigate if there were any witnesses during the incident, and interview them.
- Interview each person individually and keep records of what is said.
- Let the employee being accused be well aware that a complaint has been filed.
- A full report will be filed at the conclusion of the investigation
 - Disciplinary Action will be determined based on the report findings



4.1 Dress Code

The PETpeeve dress code policy is designed to help us all provide a consistent professional appearance to our customers and colleagues. Our appearance reflects on ourselves and the company. The goal is to be sure that we maintain a positive appearance and not to offend customers, clients, or colleagues.

- Clothing with offensive or inappropriate designs are not allowed. Ex. Drug-related
- Clothing should not be too revealing. Ex. crop tops, lowcut, open back
- Professional attire must be worn in any meeting or professional encounter.

4.2 Drug Use

The use of drugs, both on and off-premises, can seriously affect employee performance. Moreover, drug use can endanger the safety of other employees and the customers we serve. Therefore, PETpeeve has adopted the following policy:

Employees may not possess, bring onto company property, be under the influence, use, transfer, or attempt to sell any form of narcotic, depressant, stimulant, or hallucinogen, the possession, use, transfer, or sale of which is prohibited by law. In addition, employees are expected to notify their supervisors if they are taking any prescription or over-the-counter medication. Violation of this policy is grounds for immediate dismissal. An employee found under the influence will be dismissed from their work and put them in an area in which they cannot affect the office environment.

Note:

A full investigative protocol will be initiated.

4.3 Smoking

The State's Labor Code prohibits smoking in enclosed public places, including enclosed indoor places of business. Therefore, smoking is prohibited except in locations that have been specifically designated as smoking areas. In situations where the preferences of smokers and nonsmokers are in direct conflict, the preferences of nonsmokers will prevail. The policy applies equally to employees, customers, and visitors. An employee found smoking on or in the company's premises will be reprimanded immediately for violation of this policy.

4.4 Alcohol

PETpeeve requires an alcohol-free workplace to ensure a safe, healthy, and efficient working environment. Alcohol is not allowed on company premises. An employee found drinking will be subject to investigative protocol.



Section 5: Employment Status and Records

5.0 Access to Personnel Files

Employees have the right to access their files but it is necessary to ask Human Resources in advance to do so. Employees are prohibited from accessing another employee's files as there is personal information within the files including but not limited to:

- Resume
- Cover Letter
- Job Application
- Photo Release forms
- Payroll Records
- Social Security
- Date of Birth
- Job title
- Certificates
- Emergency Contact
- Performance Evaluations
- Address

5.1 Personal Data Change

Employees are responsible to inform Human Resources to changes they have in their data which may include:

- Name
- Emergency Contacts
- Home/telephone number
- Address

5.2 Employment Applications

It is expected that applications and resume be truthful and accurate. False information may result in dismissal and limit future promotions.

5.3 Leaving the Company

5.3.1 Resignation

Employees on leaving the company are expected to notified the Human Resources department two weeks prior to leaving. This allows the company time to get paperwork in order and to have the final paycheck ready on the day of departure.

5.3.2 Retirement

Employees are eligible for retirement once they have been working at the company office for 10 years or longer. An employee going to retirement must notify the supervisor of their department with a two weeks notice and follow the resignation process detailed above.



5.4 Transfer or Promotions

Employees who want to transfer to a different department need to notify their current department manager, manager from the new department, and Human Resources department. For promotions, Human Resources and the current manager will get together to review work and qualifications.

5.5 Employment Classification

Full-time employees work for 35 hours or more a week. They are expected to be present and on schedule.

Part-time usually works for 20 hours or less a week. Must be on task at all times and are often not put in every schedule since its a short hour shift.

Section 6: Health, Safety & Environment

6.0 Safety during office hours

PETpeeve will, make every effort to, provide a safe work environment, employee health, safety, and working environment are essential to a productive office. As a condition of employment, each employee is expected to obey safety rules and to exercise caution in work activities, and to conduct themselves in a manner that does not endanger themselves and their fellow employees.

6.1 Workplace Injury

If you sustain a work-related injury or illness, you must inform your immediate supervisor immediately. This will enable you to qualify for workplace coverage as quickly as possible. Neither PETpeeve nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during any voluntary participation in any off-duty recreational, social, or athletic activity sponsored by PETpeeve.

6.2 Emergency Closing

At times, emergencies such as severe weather, fires, power failures, hurricanes, or earthquakes can disrupt business operations. There are other circumstances like an active shooter, bomb threat, these circumstances may require the closing of the business. Employees will be notified by their immediate supervisor or an authorized superior when the business is closed.

6.3 Emergency Protocol

In case of an emergency, follow these instructions:

1. Stop working immediately; do not collect personal belongings.
2. Walk quickly to the nearest exit. Do not run.
3. Proceed to a parking lot or open area near the building. Be present and accounted for during a roll call.
4. Do not reenter the building until instructed to do so.



Section 7: Employee Conduct & Discipline

7.0 Disciplinary Code and Procedures

As a company wishes, we promote a productive, harmonious and safe working environment where employees can flourish and perform at their best. In turn, we expect all employees to behave appropriately, by complying with contractual terms and conditions of employment, fulfilling the duties of the post, observing company rules, regulations, codes of practice and policy statements, and complying with health and safety, equal opportunities and data protection requirements. PETpeeve's disciplinary rules and procedures outline the type of conduct or behavior that is unacceptable in the workplace and gives a framework for dealing fairly with employees who breach them.

7.1 Employee Conduct

As an integral member of the PETpeeve's team, every employee is expected to observe the highest standards of conduct, professionalism, and personal integrity at all times. Each employee should demonstrate sincere respect for the rights and feelings of others, including fellow employees, customers, supervisors, and visitors. Also, employees should refrain from any behavior or activity on or off the job which might be harmful to the employees, coworkers, or PETpeeve, or might be viewed negatively by current or potential customers or by the public at large. In addition, every employee is responsible for protecting the property and the business interests of PETpeeve.

7.2 Inappropriate Behavior

PETpeeve is responsible for protecting the company from abusive, appropriate or ineffective behavioral control measures. Employees must:

- Not violate any applicable laws, rules, and regulations, including all requirements set out in this Handbook, the policies and the letters of appointment.
- No misuse PETpeeve's resources, assets, equipment and office facilities.
- Not commit any act which is considered by PETpeeve as immoral, deceptive, scandalous, ridicule, or obscene.
- Not engage in criminal activity, illegal conduct or gross misconduct which is considered by PETpeeve to injure, tarnish, damage or negatively affect the brand, image, reputation, or goodwill associated with PETpeeve.
- Not associate with known criminals or other unsavory characters, which may be potentially injurious to PETpeeves' brand, image, or reputation.

The employees have a responsibility to uphold the brand, image, and reputation of PETpeeve's image and reputation, even if the conduct is outside of the work premises. Failure to comply with this policy is considered serious misconduct and may result in disciplinary action, including termination.

Note:

Allegations of inappropriate behavior will start an investigative protocol report to explore the allegations.



7.3 Workplace Violence Prevention

PETpeeve has a policy of zero tolerance for violence. If you engage in any violent act or the threat of violence in the workplace, you may be terminated immediately for cause. No task of violence or joking about violence will be tolerated in the work environment.

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

Note:

Following any occurrence of reported violence, an investigative protocol will be initiated.

7.4 Conflict Resolution

PETpeeve will make every effort to resolve conflicts between co-workers peacefully. We solve problems using communication since this is a big cause for the issue.

The procedures we offer in PETpeeve are:

1. Meet with conflicting parties and witnesses separately to understand the conflict
2. Meet with employees in conflict together
3. Discuss the issue and find a common understanding
4. Find ways for both sides to resolve the issue
5. Execute the resolution plan

7.5 Employee Expectations

All PETpeeve employees are expected to exhibit appropriate conduct and comply with established PETpeeve’s policies and procedures. Each department may have its expectations or procedures that should be followed. The guidelines below should be followed by ALL employees, and should not be considered as an all-inclusive list of expectations.

Employee Responsibilities

All employees are expected to conduct themselves in an ethical, professional, respectful and collaborative manner at all times, comply with departmental and company expectations, policies and procedures, and follow management’s reasonable directives.

Management Responsibilities

PETpeeve management/administration retains authority to manage and direct the workforce size, work environment, work assignments, employment hours, promotions, demotions, transfers, dismissals, and all other personnel actions.

Performance

Employees must meet the performance standards for their positions. Human Resources has the inherent right to set expectations for the employees in their supervisory area. Many of these expectations are communicated in the job description or the reasonable directives provided by the supervisor. Employees are encouraged to seek assistance and clarification from the supervisor if they do not understand the supervisor’s expectations. The supervisor may also coach the employee in meeting performance expectations. Failure to meet the standards of performance may lead to corrective action, which is designed to improve performance and are normally progressive.

Conduct

Behaviors exhibited while working at PETpeeve are important. As a representative of the company, employees are expected to conduct themselves in an ethical, professional, respectful, and collaborative manner at all times. Failure to meet the standards of conduct may lead to disciplinary action up to and including dismissal.

7.6 Grievance Process

Although we seek to provide a workplace in which all employees feel that they are an important part of PETpeeve, and where employees feel fairly treated, there may be times when you have a dispute with a supervisor or the company itself which can best be resolved through a formal procedure for dispute resolution. All disputes between any employee and/or the company are to be resolved by in accordance with the following procedure. Please note, however, that PETpeeve reserves the right to modify this procedure at any time and nothing in this procedure should be construed to constitute a contract between you and PETpeeve or to constitute any part of a contract between you and the company.

Any dispute between you and the Company may be resolved using this grievance procedure, with the exception of oral reprimands which are not recorded in your personnel file.

Step 1: You must first submit your grievance in writing to Human Resources. Grievances must be submitted within [30] calendar days following the date you first knew or should have known of the grievance. If you do not submit the grievance within the [30] day period, you waive your right to assert it. Your supervisor will respond in writing within five (5) days following receipt of your grievance. All grievances and replies will be in writing. Employees are expected to keep a copy of the grievance.

Step 2: Within five (5) days following your receipt of the written answer to your grievance it will be filed and presented, you may appeal the disposition of your grievance by your supervisor to your vice president. The vice president will then investigate your grievance and the underlying facts. Within 15 business days following receipt of your grievance, the vice president will meet with you in person to discuss your grievance. The vice president will then provide a written response to your grievance within 15 business days following the date of your meeting.

Step 3: If you are not satisfied with the response of Human Resources, you may submit an appeal to your grievance to the company leadership for review within five (5) days following receipt of the written response from your Human Resources. The leadership team will review the grievance and provide a written response within 5 business days following receipt of the appeal.

Step 4: You may appeal a grievance to Step 4 and request the final and binding arbitration of your grievance. The request for arbitration must be in writing and must be made within 30 days following receipt of the response of the leadership team. Upon receipt of your request, the Company will, within ten (10) working days of its receipt of your request, ask the American Arbitration Association to provide a list of prospective arbitrators. The parties will choose an arbitrator from the list provided. If the parties cannot agree upon the choice of an arbitrator, then you and the Company will ask the American Arbitration Association to appoint an arbitrator to hear your case.

Section 8: Employee Benefits

8.0 Observed Holidays

- New Year's Day
- Martin Luther King, Jr. Day
- George Washington's Birthday
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day and the Friday following
- Christmas Day

Note:

If Martin Luther King, Jr. Day, George Washington's Birthday, Memorial Day, Labor Day, or Veterans Day were to fall on a Saturday or Sunday then the holiday will be observed the Monday following

8.1 Vacation Leave

PETpeeve will offer a week of vacation once a year, each vacation has to be 1 week, Employee will be paid during vacation and must notify their supervisor and Human resources in written format about the vacation 2 weeks in advance. The vacation benefit will be offered after to employees after 1 year of employment.

8.2 Paid Family Leave- Partial Pay

If a family member is ill and an employee needs time off then they can fill out an online request form. PETpeeve will pay for this and the employee will receive 50%-70% of their current salary.

8.3 Personal Leave

Employees are granted a work-free day for reasons of jury duty, funeral, medical emergency, or a seriously ill family member. If employees are hurt outside of work office they are eligible for personal leave, if it occurs during office hours employee is eligible for workers compensation depending on the accident

8.4 Maternity/Paternity leave

Employees who are expecting, get two weeks before the birth of a child and also get eight weeks after the child is born. In the case of adoption employees, both Fathers/Mothers get a bonding leave with eight weeks to bond with the child. During this time the employee will be paid fully and your job will be available for you after you come back no termination.

Section 9: Company Communication

9.0 Personal Communications

Personal phone calls should be limited to under 10 minutes and would be preferable during breaks. If in case of emergency please inform your supervisor. Emails sent out by employees must be appropriate because it does not just affect the employee but the entire company itself and with a non appropriate email sent by employees will be terminated.

Guidelines for a proper email:

- No shortening of words
- Must be a formal type email
- No profanity
- Must get to the point right away

9.1 Employee Communications

PETpeeve will need to inform you in types of events and ways we will inform you is by:

- Company Slack
- Company Email
- Office Bulletin Board
- Personal or work phone call or text
- Company website

Section 10: Other

10.0 Employee Recognition

In creating a high-performance workplace, recognition is a motivating factor that provides employees will increase job satisfaction and encouragement to perform their jobs more effectively. Recognition programs are excellent motivators and critical to employee retention. When employees are recognized for their accomplishments - and done so in a manner that is meaningful to them, they feel appreciated for their efforts and feel their work is valuable. Recognition programs that acknowledge employees' contributions to the overall objectives and effective operation of PETpeeve will promote good employee relations, improve morale, and increase productivity.

Recognition Process

When deciding employee recognition it is up to PETpeeve's Human Resources to decide which employees go above and beyond the normal expectations set for associates. When Human Resources find a suitable candidate they present the candidate to the leadership team and come to a conclusion of whether or not they deserve recognition.

Company Expectations Contract

This contract is written by the Human Resources Department for the purposes of providing the company with appropriate employee behavior. This contract is valid for the behavior expected in the company on a daily basis. Any misconduct may have repercussions.

PERIOD OF AGREEMENT: This contract shall commence upon its signing by all departments and continue until the end of employment. During this period all performed as described in this contract shall be fully completed to the satisfaction of the company.

ENTIRE CONTRACT AMENDMENTS: This contract together with the specifications and referenced parts, shall constitute the entire agreement and previous presentation pertaining to the subject matter of this contract.

DESCRIPTION OF RULES: The contractor agrees to provide the following rules and expectations to the satisfaction of the company.

- Phones in the office are expected to be in the phone caddy or out of site. The exception is Digital Media and Communications if needed for tasks.
- Internet usage during work hours will be for work purposes only.
- Attend daily for the exceptions of work-related business, sick days and/or personal reasons.
- Sit in your assigned department office space.
- No eating with the exceptions of company celebrations. Water is acceptable in closed containers under the desk. Other beverages are expected to be on the floor below the desk.
- Respect others at all times.
- Noise and distractions kept to a minimum.
- Keep office space clean at the end of each day.
- Leave the office with a company name badge and notification to your supervisor.
- The communications department will be responsible for establishing mood music in the office.
- Earbuds and phones are put away. No personal music during work.

Employee Name: _____ **Date:** _____

Signature: _____

Note:

A copy of this document will be placed in the employee's personal file.



Acknowledgment of the Employee Manual

The Employee Handbook describes important information about PETpeeve, and I understand that I should consult the Human Resources Department regarding any questions not answered in the Employee Handbook.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the Employee Handbook may occur. As such changes will be communicated through official notices. I understand that revised information may supersede, modify, or eliminate existing policies.

Furthermore, I acknowledge that this Employee Handbook is neither a contract of employment nor a legal document. I have received the Employee Handbook and I understand that it is my responsibility to read and comply with the policies contained in the Employee Handbook and any revisions made to it.

Employee Name: _____ **Date:** _____

Signature: _____

Note:

A copy of this document will be placed in the employee's personal file.

Company Organizational Chart

Elena Lopez
Chief Executive Officer



Mariela Montiel
Chief Operations Officer



Mareo Anaya
VP Sales

- Melody Lopez
- Riley Kungl
- Azucena Espinoza



Allison Nava Castro
VP of Digital Media

- Alfonso Mendez
- Reidy Guerrero
- Oliver Bajohs
- Elizabeth Victoria



Lizeth Martinez
VP Marketing

- Madeline Hernandez
- Jonathan Nolasco
- Ivan Serna



Jocelin Mendez
VP of Arts & Publications

- Jaima Ariza
- Estrella Espinoza

Jesse Lopez
Chief Financial Officer

- David Bravo
- Santiago Palomares
- Jacqueline Garcia



Yesenia Alvedanez
VP of Communications

- Valeria Valquez
- Erika Cruz
- Euzi Hernandez



Jennifer Garcia
VP of Human Resources

- Martha Salido
- Juse Valladares



Find Us On:



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Email: petpeeve.ca@gmail.com



Instagram: [petpeeve.ca](#)



LinkedIn: [PET peeve](#)



Website: [petpeeve.pet](#)

