

# Vend-Inc

## Need Vending? Think Vend-Inc!

Employee Manual 2016-2017



1401 S. Grand Ave  
Santa Ana, California 92705

visit us at [www.vend-inc.com](http://www.vend-inc.com)

# WELCOME TO THE VEND-INC FAMILY!



## Welcome new employee!

On behalf of you fellow employees, I welcome you to Vend-Inc and wish you every success here. We believe that each employee contributes directly to Vend Inc's growth and success. We hope you will take pride in being a member of our team. This handbook was developed to describe the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should familiarize themselves with the contents of the employee handbook as soon as possible, for it will answer many questions about employment at Vend-Inc. We hope that your experience here will be enjoyable, rewarding, and an opportunity for you to grow.

*Jasmin Diaz*  
Vice President Of Human Resources

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# Section 1 About Vend-Inc's Introduction

## 1.1 Company Description:

Vend-inc is a nationwide company that delivers top quality vending machines in addition to snacks and other consumer items throughout the U.S.

## 1.2 Vend-Inc's Mission Statement

Our company's mission is to provide food and other personal items through vending machines. We are a reliable, convenient, and high quality company providing a "Total System Solution": 1) providing the servicing of the vending machines, 2) providing top quality products, 3) providing the servicing of the vending products/items, and 4) after-sale stocking and maintenance of the vending machines. Vend-Inc is always looking to innovate the best ways for people to get food and other items through vending machines (within optimum results)

## 1.3 Vend-Inc History

Vend-inc is continuing its second year of business in the vending machine industry. Our company was founded in September 15, 2015 where we take pride in presenting ourselves as a renowned organization. We are a company well known for our quality and competitive pricing with vending machines. We have grown into a corporation that has expanded our market to satisfy our customers.

## 1.4 Vend-Inc Management Philosophy

Our philosophy is based on responsibility, respect, and organization

## 1.5 Company Culture

Our company culture is based on a professional working environment. We focus to have positivity on our workforce.

## 1.6 Diversity and Inclusion

Vend-Inc enforces all federal/state laws and regulations as well as procedures related to equal opportunity, civil rights and non-discrimination. Our company embraces diversity because we believe everyone should be accepted as of who they are. We provide our employees with information of their rights to file a complaint and provide an avenue to promptly address complaints of discrimination or harassment.

## 1.7 What the company expects from the employee

Vend-Inc. expects you to be responsible for your own actions in the working environment. Certain characteristics that you must acquire for this company are:

- Employees must demonstrate dependability such as arriving on time, well-dressed that is appropriate for the work environment, and working in a professional manner.
- Employees must be motivated to accomplish the work required

Employees must demonstrate a positive presentation of the company by demonstrating:

- Trustworthiness & good work ethics
- Positive attitude towards peers and self
- Work efficiently in a team

The Vend-Inc company will be expecting several requirements from our members. All company employees including all staff members will be required to follow these expectations at all times while on our. This company will anticipate on respect, responsibility, communication, organization, dress code, etc. Vendi-inc company members will have to respect all members with no negativity. Responsibility is very important for this company because responsibility and organization is what keeps the company on track. Dress code will be regarded for professional manner of the company. If any of these expectations are not followed, you will be sent to the Human Resources Department.

## Section 2 Personal Files

### 2.1 Personnel Administration

Your Personnel File - we will have your address location and records with files such as:

- Full name
- Employee social security
- Home address, including zip code
- Date of birth
- Gender
- Job title
- Basic payroll records

### 2.2 Employment Classifications

Monday-Friday from 10:00a.m.- 7:00p.m. Everyone is expected to be in their workplace at 10:00a.m. and ready to work efficiently. Everything is going to be registered and documented.

## Section 3 Employment Policies

Employees must do as they are told as they will receive instructions from their leaders/VP and will have to follow the instructions that are given.

### 3.1 Anniversary Dates

Our Anniversary date is on September 15, 2015 where we celebrate the day we initially opened the company with our employees and staff.

### 3.2 Aptitude Testing

The aptitude testing has two parts, first part will be multiple choice and the second part will be a descriptive writing about a policy issue.

### 3.3 At Will Employment

The company has the right to terminate employees at any time for any reason following the California Laws.

### 3.4 Bonding Requirements

Employees are required to bond with each other, if employees have any personal issues they will have to solve any disputes outside the office.

### 3.5 Business Hours

Monday- 10:00am-7:00pm

Tuesday- 10:00am-7:00pm

Wednesday- 10:00am-7:00pm

Thursday- 10:00am-7:00pm

Friday- 10:00am-7:00pm

Saturday- Closed

Sunday- Closed

### 3.6 Confidential Information

Records included but are not limited to :

- payroll records and information regarding salary
- personal records
- computer system password and security codes
- employee medical records
- employee training records

### 3.7 Customer Relations

The way that our company communicates and interacts with our customers will cultivate a good customer relation. We will focus on having a good attitude when communicating with customers and we will try to help them in the best way possible. If any misunderstanding or accident occurs with an employee and a customer, we will have the customer directly in communication with one of our Vend Incs supervisors and if the customer is still unhappy the supervisor will have the Human Resources figure out a solution with both the customer and employee and will investigate by taking a report of both statements and analyze it thoroughly to come to an agreement.

### 3.8 Equal Employment Opportunity

All employees are equal no discrimination will be tolerated. Supervisors must give positive feedback to employees. If employees work is under expectations the supervisor has the right to pull the employee aside and talk to them about their concern of work. If the employee wants to stay anonymous the human resource department will have a meeting with their supervisor about the interaction with their employees.

### 3.9 Former Employees

The HR department can not give personal information about an employee to another formal employee.

### 3.10 Health Examinations

All information regarding the medical condition or history of an employee must be kept in files separate from the employee's personnel records and treated as confidential information.

### 3.11 Introductory Period

Is a period where an employee has the chance to prove to the company if they are an employee that will bring success

### 3.12 Job Descriptions

Each department consist of nine leaders which are the following :

- Chief Executive Officer (CEO)- Who directs the business growth planning, policies, and procedures.
- Chief Operations Officer (COO)- Who monitors the company's finances and overall operations.
- Chief Financial Officer (CFO)- who is responsible for budgets, forecast, and tax process.
- VP of Sales- Who produces sales promotions for each month, tracks company sales, and construct monthly sales reports.
- VP of Marketing- Develops sign and images for uniform ideas, presents the marketing plan to potential investors.
- VP of Human Resources- Who directs and supervises the hiring process. Develops an employee manual and the dissemination of policies, regulations, and salary with benefits included.
- VP of Arts and Publications- Develops company logo, banner, and company badges for business conferences. Oversees artistic components of the company.
- VP of Digital Media- Creates company image branding, commercial, and e-commerce website.
- VP of Communications- establishes daily company newsletters, informing social media about our company events.

## Section 4 Standards of Conduct

These are unacceptable activities that will not be tolerated in Vend-Inc:

- Harassment/discrimination
- Tardiness
- Attendance
- Violations for moral standards
- Foul language
- Disrespect toward peers or any members in the company
- Drug and Alcohol use in our premisses will not be tolerated. Toxication of an employee during work hours is not permitted, if so they will be sent to human resources.

#### 4.1 Sexual Harassment

Sexual Harassment is the typical unwelcomed behavior directing to unnecessary physical contact, sexual remarks, verbal comments, uncomfortable behavior with opposite sex in work place among colleagues. Organization encourages any employee who feels they have been harassed to contact any other employee / employer. Sexual harassment is unwanted, unwelcomed, and uninvited behavior of a sexual nature which makes a person feel humiliated, intimidated, or offended. Sexual harassment can take many different forms and may include physical contact, verbal comments, jokes, propositions, and the display of offensive material or other behavior that creates a sexually tense or hostile working environment. Sexual harassment can occur between an employee and a co-worker, supervisor, manager, agent, consultant or contractor that is not acceptable.

- Keep your criticisms free of non-work related matters
- If any physical conduct with any employee is seen, both workers will be sent home for the rest of the day and a report will be filed in their personal file.

#### 4.2 Disciplinary Actions

When being harassed by another member report to your supervisor or manager. The harassment will then go under investigation by Human Resources department and find a reasonable solution for both employee such as harassment training seminar, for the one harassing the other employee or member. The following will be the actions of human resources to the situation:

1. If any employee is found creating problems in the work place an immediate disciplinary action will be taken against him/her.
2. Human Resources will do a detailed investigation on the matter and will prepare a report on the issue taken.
3. The CEO and COO will be notified and make the required decision on the findings of the investigations done.
4. During this period of enquiry the accused employee will remain under suspension.
5. The above stated procedure is flexible depending upon the situation.

#### 4.3 Dismissal

Only two people at a time are dismissed to the restroom after 10:35, by notifying Human Resources.

## Section 5 Compensation & Performance Management

Compensation and performance management helps to provide overall contributions to the organization by both employer and employee.

#### 5.1 Wage and Salary policies

Salary is the fixed amount of payments at regular interval from each month service. Salary or wages are decided based on the pattern of work, job hours, and job type.

For computing pay - you will receive a salary paycheck.

#### 5.2 Mandatory Payroll Deduction

Under our company the accounting department may deduct from an employee's wage.

Deductions are required for income taxes.

#### 5.3 Voluntary Payroll Deduction

Voluntary payroll deductions are based on the choice of the accounting department.

#### 5.4 Error In Pay

If there is an error in the amount of pay, the employee must talk to the accounting department.

Once a pay error is discovered, the department will look for what caused this mistake and will further an investigation.

### **5.5 Overtime Pay**

In our company it is mandatory to work 10 hours a day. After working 10 hours you will be paid overtime.

### **5.6 Pay Period and Hours**

Work hours are from 10 a.m. - 7 p.m.

### **5.7 Time cards / Records**

Employee's will be required to punch in at the exact time they arrive to work. All payroll records will be maintained in the accounting department.

### **5.8 Performance and Compensation**

Employees will be evaluated for their performances. The Performance Review is in page 25. Employees will be compensated if working well.

### **5.9 Objectives**

- Have employees with good qualities
- Trustworthy
- Employers who will bring success

### **5.10 Employee of the Month**

Our procedure of choosing an employee of the month, consist of each leader will get a month and in that month they will have the opportunity to give a recognition to an employee in who has demonstrated dedication, positive attitude, and excellence in their everyday workshop task.

From there Human Resources will be notified and will prepare the ceremony and certificate of the employee.

## **Section 6 Work schedule**

Our work schedule starts from 10 a.m-7 p.m Monday through Friday.

### **6.1 Tardy Policy**

- One Tardy = Step 1: Verbal Warning by the supervisor and Human Resource department
- Three Tardies = Step 2: Written Warning by human Resources
- Five Tardies = Step 3: Final Warning, employee will be put under Performance Improvement Plan
- Six Tardies = Step 4: Boss will interfere, final meeting with employee and their supervisor

### **6.2 Absences or Lateness**

A absence occurs when an employee misses more than three hours of work within a normal workday. An absence of multiple days due to the same illness, injury, or other incident will be counted as one occurrence for the purpose of this policy. Human Resources should be notified on any circumstance. If not following this section the employee will be put under an attendance contract. Remember that any employee must phone in early with a reasonable notice to work of absences or lateness.

### **6.3 Attendance**

Employees must attend work on their regular work time schedule. Unless the following:

- Legitimate Illness
- Family Scenario
- Jury Duty
- Religious Reason
- Holidays

## 6.4 Break and Rest period

California law does not pay employees during break, lunch or resting periods. However, the law doesn't require these breaks for employees. California requires employers to provide employees who have worked five hours a 30-minute break. Employees who have worked more than 10 hours you're entitled to a second 30-minute break. California does require employees have a resting period, at least 10-minutes for the four hours worked.

## 6.5 Three Critical Absenteeism Issues

Three federal laws critical to employee absenteeism issues are: the Family and Medical Leave Act (FMLA), the Americans with Disabilities Act (ADA), the Uniformed Service Employment and Reemployment Rights Act (USERRA) and Title VII of the Civil Rights Act of 1964 (Title VII)

## 6.6 Record of Absences and Lateness

Everything involving time, attendance, lateness, and work schedule will be recorded individually on the employee's personal file from the company.

## 6.7 Lunch Period

California entitles employees a 30-minute break for five hours worked. Serves a different purpose than a break or rest period. Must go back to work when lunch period is over, if failing to do this he or she will receive a warning.

## 6.8 Lunch Room

The cafeteria is available to all employees during lunchtime or break period. The lunch room should maintain a normal calm environment at all times.

## 6.9 Internet use for personal work

Internet and computers are only to be used for personal work. You will have 3 warnings. After those 3 warnings if you continue to be off task each incident will be put in your personal file, this will affect your quarterly performance review. Human resources will contact you to have a meeting and discuss the problem.

# Section 7 BENEFITS POLICY

## 7.1 Benefits

Benefits are important to the employee's life, benefits are provided by Vend-Inc that are based upon your decision of choice from the options provided by the company benefits.

Eligibility for Benefits- In order to receive eligibility benefits you have to pay the following:

- Must pay social security taxes.
- Must pay unemployment state taxes.

## 7.2 Paid leave for Absences

Leave can fall under different categories, the most common being annual leave and sick leave. Leave can be charged in 15 minutes.

## 7.3 Annual Leave

Annual leave is paid time off at the regular rate of pay. It is intended for any personal use. (Vacation/Sick Leave) Full-time employees accrue annual leave at the following rates:

- An employee with less than 3 years of service earns 4 hours of annual leave each pay period (104 hours per leave per year)
- An employee with 3 to 15 years of service earns 6 hours each pay period (160 hours per leave year)
- An employee with 15 years of service or more earns 8 hours each pay period

#### **7.4 Holidays paid for only the following:**

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day
- Martin Luther King Jr. Day
- President's Day
- Columbus Day
- Veterans Day

#### **7.5 Leave Policy**

Leave Policy define the rules and regulations presented by the employer for the employee to help govern our company work force. The leave policies are decided as per legal rules and terms. It is necessary for employees to get certain leaves which will help them to complete the task assigned to them.

#### **7.6 Vacation**

FLSA does not require payment for time not worked such as Sickness, Vacation, Federal, or other holidays. The benefits are an agreement between the company and their employees.

#### **7.7 Amount of vacation**

Employees will receive at least a minimum of 2 weeks paid vacation time after a year of employment.

#### **7.8 Vacation Policies**

Vacation is required to be paid by the state law also a policy agreement between the company and employees. The following should be done if planning to go on a vacation:

- Let your supervisor know about when your vacation will be taking place.
- A month in advance request for vacation time should be made. (verbally or written)

#### **7.9 Accumulation Policy**

California Labor Law protects your right to keep vested vacation pay. Under California Law, vacation and PTO are wages that have been earned, but not yet paid to the employee. As such, once you earn the vacation, it can not be taken away, and "use it or lose it" policies are illegal.

#### **7.10 Payment in Lieu of Vacation**

If a payment in lieu of vacation is made to an employee under a vacation agreement such payment shall not constitute remuneration with respect to any particular day or days. A payment under a vacation agreement shall be regarded as in lieu of vacation if:

- (1) The payment is made at the end of the vacation year to an employee who did not take his vacation during such year
- (2) The payment is made after the employee's death, or after he ceased service for the purpose of receiving an annuity, and the payment is credited to the employee's last day of service; or
- (3) It is otherwise established that the parties intended the payment to be in lieu of vacation, without reference to any particular period.

### 7.11 Funeral (Bereavement) Leave

- Allows receive pay because of the death of a close relative, friend or associate. The amount of leave days may vary on the individual.
- An employee is allowed for three days of duty pay of the death of a spouse, brother, sister, stepparent, or stepsibling
- An employee allowed one day off duty with pay due to a deceased employee, brother or sister in law, aunt, uncle, grandparent or grandchild.
- An employee is allowed to leave up to four hours due to death of employee or retiree. Provide absence of duty without interfering with the operation of the company

### 7.12 Jury Duty

California pays jurors \$15 on your second day of jury service and jurors receive \$0.34 for each mileage traveled to court. Therefore while serving on a jury the state laws don't require to pay employees of a company.

Mileage is only paid one way, for the way to court and travel starts on the second day.

### 7.13 Personal Leave

California state law of personal leave absences are legally required in the following situation:

Family leave enforced by DFEH and CFRA

Sick leave enforced by FMLA

Jury Duty state's employee is not required to compensate employees time off during the jury service.

Emergency Volunteer duty of emergency is not required to pay, all employees are provided a leave of absences due to volunteering in emergency duty as a Firefighter, Police Officer etc..

### 7.14 Sick Leave

California employers must provide paid sick leave to employees:

Any employee whose worked 30 consecutive days or worked for a year of the company.

### 7.15 Unpaid Sick Leave

Is an authorized absence from work without pay for ten consecutive workdays or less, which may be granted for medical or personal reasons after an employee has exhausted his or her applicable vacation.

### 7.16 Disability Leave

The term "disability leave" is used to refer to a leave from work for one of a variety of reasons. It is used to refer to leave taken by a disabled employee as a reasonable accommodation under the Americans with Disabilities Act. The term may be used loosely also to refer to sick leave; time off from work for health reasons, whether paid or unpaid, that is not covered under an employer's disability policy. Finally, the Family & Medical Leave Act (FMLA) permits certain employees with a "serious medical condition" to take a leave.

### 7.17 The Pregnancy Discrimination Act

Passed down in 1978 which gives pregnant women the same rights as others with "medical conditions" by prohibiting job discrimination. This is a discrimination law that protects you from being treated differently than other employees. If your company doesn't provide job security or benefits to other employees, it means that they also aren't provided for you. This applies to companies with 15 or more employers:

- Employer may not fire nor mandate maternity leave
- Must be granted same benefits as another employee who has a medical condition
- May be given modified, alternative assignments, disability leave, or leave without pay this depends on the company policies
- Allowed to work as long as you perform your job
- Guaranteed job security during your leave
- During your leave, can accrue seniority and remain eligible for pay increase and benefits

### 7.18 Educational Leave

FMLA allows the employee a leave of absences for school of their child. California state law does not require pay leave. The employee must give a reasonable notice to employee

Time off to visit the school of a child, at least the employers with 25 employees working at the same location and must allow caregiver to take at least 40 hours off per year to attend their child's school if mandatory to appear in school or optional for activities.

Employees must utilize vacation/person or compensatory time off for this purpose.

### 7.19 Election Day

If employees don't have enough time to vote, they may take the time off during work hours in the beginning or the end of their shift.

- Best time to vote is during free time.
- 2 hours only provide with no pay loss
- Must notice at least two days before voting time.
- The Benefit Plan information will be provided at the end of the manual.

## Section 8 Government Required Coverage

### 8.1 Workers Compensation

The state system that pays economic benefits to workers who become injured or disabled in the course of their employment. Sick pay may qualify as workers repayment under certain conditions. (California Insurance Company)

### 8.2 Unemployment Compensation

Money for replacement, wages or salary, paid to recently unemployed workers under a program administered by a government. After unemployment compensation you will need to fulfill the following criteria:

- Physically capable to work
- Be available for work
- Be ready and willing to immediately accept work

### 8.3 Social Security

(United States Federal Program of Social Insurance and Benefits requires that in order to be a Vend-Inc employee, payment into social security will be required).

## Section 9 Profit Sharing & Retirement

### 9.1 Profit Sharing

Employee has the right to determine when and how much the company pays into the plan, the amount chosen for every individual account is based on the salary level of the contributor.

### 9.2 Retirement Planning

9% of your base salary up to the integration level plus 14% of your base salary above the integration. Every employee shall retire on attaining the age of sixty years. In the absence of a birth certificate, the date of birth as shown in the Identity Card of the employee concerned shall be deemed to be the age for the purpose on determining the retiring age. However, where only the year of birth is stated then it will be assumed that the employee's date of birth shall be 31st December of that year as shown in the Identity Card. The organization may in special circumstances and at its sole discretion offer a further period of employment beyond the age of sixty (60) years. Any such re-employment shall be on one-year basis and subject to the employee being certified medically fit by the Organization's doctor. Such employee shall enjoy all the benefits normally accorded to permanent employees.

## **Section 10 Other Benefits**

### **10.1 Apprenticeship Program**

This program is given to all future employees for on-the-job training.

### **10.2 Credit Union Membership**

This membership is a non-profit depository whose members can acquire deposits at low interest rates. The benefits are: higher interest rates, lower rates, fees and credit card rates.

### **10.3 Employee policy**

Vend-Inc does accept delivery of flowers, balloons, etc. During office hours as long as they are not a distraction for employees.

## **Section 11 Other Company Policies**

### **11.1 Bonuses**

Bonuses include base salary, bonus plans, benefits, and non-cash compensation.

### **11.2 Borrowing tools and equipment**

All tools and equipment from the office must be returned.

### **11.3 Bulletin Boards**

Employee of the month, birthdays, and upcoming events are posted on the bulletin board. Along with a copy of the tardy policies, schedules, and the Vend-inc agreement.

### **11.4 Clean desk policy**

Our environment is expected to be clean, organized, and professional looking. Food cannot be brought to the office due to incidents that can damage our electronics and paperwork.

### **11.5 Communications**

Employees need to communicate in order to succeed like responding to other employees emails and messages.

### **11.6 Community activities**

Donations supporting persons with disabilities, science, and technology, social welfare, disaster aid and other areas is part of our community activities.

### **11.7 Company meetings**

When there is a company meeting it is mandatory for all employees to attend.

### **11.8 Computer software**

If you make a copy of protected work without the owner's permission it is considered a violation.

### **11.9 Contributions**

Employees have option to join a company plan. With this plan employees may choose whether to contribute whole paycheck or a portion of it.

### **11.10 Conversion Privileges**

Employees must notify human resources if their home address, phone number, or if insurance policy changes.

### **11.11 Department Meetings**

Each week we have a supervisor from each department meet to discuss how each department and employees are doing.

### 11.12 Dress Code/Personal Appearance

Employees must be dressed in a formal professional attire when attending the company or doing formal presentations. When attending trade fairs employees will wear our company attire. They will be asked to dress in a professional manner if they don't follow the company expectations they will be counseled on appropriate business attire for office. If these regulations are violated the following will occur:

- 1 step = Verbal Warning to employee
- 2 step = Written Warning added to personnel file
- 3 step = Boss will have to interfere and meet with employee

### 11.13 Employee Referral

Employees will be given a referral by their supervisor if their supervisor feels like it's necessary in the case of any misbehavior, and rule breaking.

### 11.14 Food in office

Food is not permitted in the office due to incidents that can damage our electronics. In case of any food being visible in the office you will be asked to throw it away or remove it by your supervisor.

## Section 12 Safety Policies

The company seeks to minimize the risks to employees and expects each employee to act responsibly by:

- Complying with Federal, State, and Local regulations.
- Encouraging safety and security practices among peers.
- Reporting violations of safe practices to the Environmental Health and Safety (EHS) office which is the Human Resource Department
- Reporting on-the-job accidents in a timely manner in accordance with the Vend-Inc. Company guidelines to the Workers' Compensation Office
- Reporting crimes and suspicious situations to Protective Services
- Reporting personal injury from an on-campus accident requiring immediate attention
- Providing testimony, as necessary, in the events requiring participation during an investigation or a situation involving legal action
- Being aware of potentially violent situations and treating them conscientiously.

### 12.1 Earthquake and Fire Drills

Adhering to departmental safety procedures which include:

- Evacuating in the case of Federal Government regulations
- Following the procedures in the case of an earthquake occurring (stop, duck, and cover)
- In the case of a fire drill, all employees are to be released and directed to any nearest exit out of the building
- Reporting any medical injuries in or out of the building
- Providing testimony, as necessary, in the events requiring participation during an investigation or a situation involving legal action
- Being aware of potentially violent situations and treating them conscientiously.

## Section 12.2 Security System

The company has two securities; that switch shifts in the morning and at night to help maintain all registers such as:

- Incoming Material Register
- Outgoing Material Register
- Returnable Material Register
- Visitors Entry Register
- Late coming Employees Register
- Employees Outgoing Register
- Recruitment Incentives

## Section 13 Benefit Plan

### Vend-Inc's 2017 Benefit Plan HMO Highlight

#### 2017 benefits highlights

Effective January 1, 2017, to December 31, 2017

Premiums and Benefits		Kaiser Permanente Senior Advantage LA, Orange Co. (HMO)
DESCRIPTION	YOU PAY	
Monthly Premium <sup>1</sup>	\$0	
Annual Maximum Out-of-Pocket	\$4,400	
Annual Deductible	None	
Doctor Office Visit	\$10 Primary / \$10 Specialist	
Emergency Room	\$75	
Urgent Care	\$10	
Preventive Services <sup>2</sup>	No charge	
Inpatient Hospitalization	\$240 per day for days 1-7 of your stay.  Thereafter, no charge for the remainder of your stay.	
Outpatient Surgery	\$210	
Skilled Nursing Facility  Up to 100 days per benefit period	\$0 per day for days 1-20 \$50 per day for days 21-100	

Effective January 1, 2017, to December 31, 2017

For more information about benefits, please view the 2017 Summary of Benefits.

These plans include Medicare Part D prescription drug coverage. Copay and coinsurance amounts below are for up to a month's supply. You can save on most refills of a 3-month supply through our mail order pharmacy and have them mailed to your home at no extra charge<sup>3</sup>.

<b>Premiums and Benefits</b>		<b>Kaiser Permanente Senior Advantage LA, Orange Co. (HMO)</b>
<b>Part D Prescription Drug Coverage</b>		
<b>DESCRIPTION</b>	<b>YOU PAY</b>	
<p><b>Initial Coverage Stage</b></p> <p>(for up to a 30-day supply)</p> <p>When the annual total drug costs paid by you and any Part D plan reach \$3,700, you move into the Coverage Gap Stage.</p>	<p>\$3 preferred generic</p> <p>\$10 generic</p> <p>\$45 preferred brand name</p> <p>\$95 non preferred brand name</p> <p>25% coinsurance for specialty</p> <p>\$0 injectable Part D vaccines</p>	
<p><b>Coverage Gap Stage</b></p> <p>(for up to a 30-day supply)</p> <p>If your annual out-of-pocket costs reach \$4,950, you move into the Catastrophic Coverage Stage.</p>	<p>\$3 preferred generic</p> <p>\$10 generic</p> <p>You pay 40% for brand-name &amp; specialty (including a portion of the dispensing fee).</p> <p>\$0 injectable Part D vaccines</p>	
<p><b>Catastrophic Coverage Stage</b></p>	<p>\$3-\$4 generic</p> <p>\$12 brand name &amp; specialty</p>	

**Our Mail-Order Pharmacy<sup>3</sup>**  
(Restrictions & limitations may apply.)

2 copays for up to a 100-day supply

<sup>1</sup>You must continue to pay your Medicare Part B premium and any other applicable Medicare premium(s), if not otherwise paid by Medicaid or another third party.

<sup>2</sup>\$0 copay for all preventive services covered under Original Medicare at zero cost sharing.

<sup>3</sup>For certain drugs, you can get prescription refills mailed to you through our Kaiser Permanente mail-order pharmacy. You should receive them within 10 business days. If not, please call 1-866-206-2983 (TTY 711), Monday through Friday, 7 a.m. to 7 p.m.

See [which areas](#)◆ are covered by this plan.

## 2017 Summary of Benefits

The Summary of Benefits is a great resource for plan information, including:

- ∞ the monthly premium, annual deductible, and other yearly out-of-pocket costs and copays
- ∞ a summary of covered medical and hospital benefits, and prescription drugs
- ∞ optional benefits (you must pay an extra premium for these benefits)

[Summary of Benefits Los Angeles and Orange counties plan](#)◆

Also available in [Spanish \(en español\)](#)◆.

**Note:** If you have health care coverage through an employer or trust fund, please contact your benefits administrator for information about your group plan.

## Section 14 Contracts and Letters

### Vend-Inc Employment Agreement

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#### 1.) Attendance/Tardy to the office

Employers are free under federal and state law to establish their own policies subject to minimum wage and overtime rules. Absences and tardiness can occur for many reasons and some reasons are protected by family and medical leave act. Everyone needs to be here on time.

#### 2.) Internet use for personal work

Internet and computers are only to be used for personal work. You will have 3 warnings. After those 3 warnings if you continue to be off task each incident will be put in your personal file, this will affect your quarterly performance review. Human resources will contact you to have a meeting and discuss the problem.

#### 3.) Use of personal electronic device

Shut off your personal device and place it somewhere where it will not be seen and will not distract you from working. If you are seen using it you will be asked to put it away. If you continue to use it you will be written up and put it in your personal file. If there is an emergency please contact your supervisor or Human resources if you need to use your phone.

#### 4.) Eating at your desk in the office

Food cannot be brought to the office due to incidents that can damage our electronics and paperwork. The only drink allowed in the office is water. Our environment is expected to be clean, organized, and professional looking.

#### 5.) Working in your assigned department

All employees are assigned a workspace within your department. You are expected to work in your department unless authorized to work in another workspace. Employees who are failing to do so will be written up and have a meeting with Human resources and Department leader.

Employee signature \_\_\_\_\_

Date \_\_\_\_\_

HR Approval \_\_\_\_\_

## Section 14 Dismissal Letter

Date: \_\_\_\_\_  
To, \_\_\_\_\_  
Company Name: Vend-inc  
1401 S. Grand Ave  
Santa Ana, California 92705

Dear Mr./ Ms. \_\_\_\_\_,

On behalf of the board and management of Vend-inc, I wish to inform that you have been dismissed from your position as \_\_\_\_\_ with the organization. You are expected to hand over all companys property and in your possession. However, it will be not out of place if you know the reason for your dismissal. For any reason that violated our company agrrement that was signed at the beginning of your employment. Remember this will take immediate effect. We thank you for your service at Vend-inc company and wish you good luck in your future .

Respectfully,

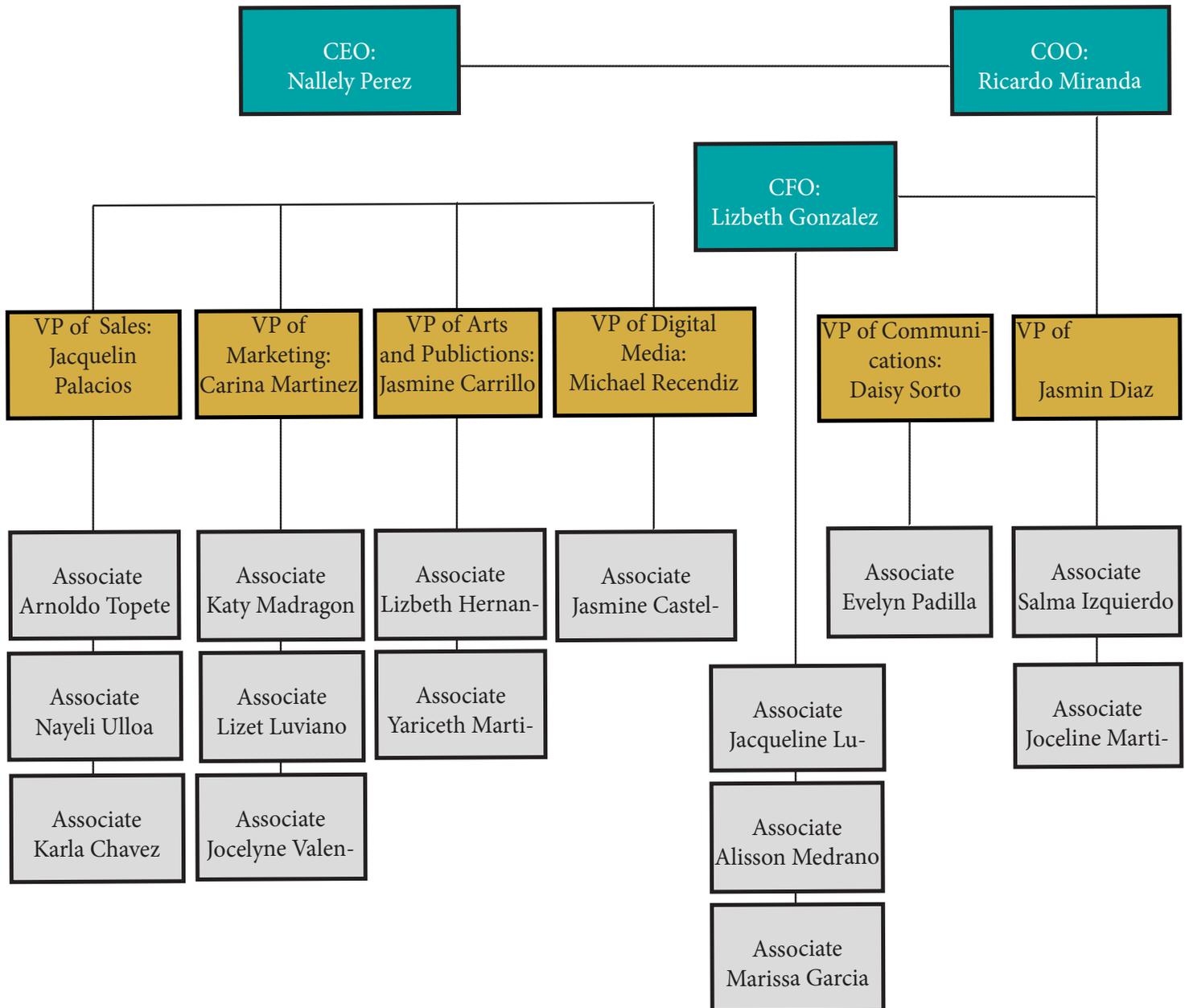
\_\_\_\_\_

Any further concerns you may speak to Human Resources.

Name of the Manager \_\_\_\_\_  
Designation \_\_\_\_\_  
Organization's Name \_\_\_\_\_

## Section 15 Organizational

# Organizational Chart Vend-Inc. as of October 30th, 2016



# Section 16 Performance



## Performance Review

Monthly Salary increases  
 85-91 - 10% increase  
 40-84 - 6% increase  
 25-39 - 2% increase  
 0-24 - 1 Month  
 Re-Evaluation To Improve

Employee Name: \_\_\_\_\_  
 Supervisor Sig: \_\_\_\_\_  
 Evaluation Period: \_\_\_\_\_  
 Date: \_\_\_\_\_

FORMS	UNSATISFACTORY 0-2	BELOW EXPECTATIONS 3-4	MEETS EXPECTATIONS 5-6	EXCEEDS EXPECTATIONS 7-8	EXCELS 9-10	Employee	Supervisor
Responsibility	Doesn't do the work s/he has assigned	Work is always incomplete often or requires revision	Work is complete within the time in due	Work is finished in an good quality. With a few errors and routinely on time	Exceeds work and is always complete or done before its deadline		
Productivity	Produces very little	Not as productive as needed from an employe needs to improve	Satisfactory amount of production, but needs to improve	Very productive and gets all work done	Productive effort towards work and other employees, puts in extra time		
Attendance	Over 5 absences and over 3 unexcused and 7 tardies	More than 3 tardies/2 absences/1 unexcused	Less than 2 tardies & 1 absence	Small issues on attendance, rarely late or absent	Never absent or tardy		
Attitude	Unacceptable attitude towards employees and supervisor	Frequently having a bad attitude, employe gets angry quickly	Only one or two times there was an attitude problem	Always has a pleasant attitude	Great attitude and motivation towards peers and company		
Communication	Never communicates with other employees	Only social with one or two peers	Interacts with a few workers in their department	Always communicating with others at Vend-fac	Positive attitude when it comes to communication in the company		
Initiative	Only works when his/she is told	Frequently needs help and guidance to start working	Does what is required	Steps up when they see thing that need to be done	Does things to help company without even asking		
Teamwork	When grouped with others he/she doesn't participate or communicate	Requires extra effort to work as a team	tries to participate or communicate	Always participates in a teamwork task	Always looking to help team and the company		
Comments:						<b>TOTAL</b>	

The Performance Evaluations are for the employee to be clear on what is expected out of his/her performance, how well he is doing in his job, what skills/ knowledge does he required to achieve the best of his performances, and how can he contribute more in achieving the department/organizational goal. Likewise, the supervisor should also perform following tasks on regular basis:

- Provide timely feedback to his team members
- Communicate the organization and department objective, mission and vision
- Communicate their expectations in context of performance, behavior and overall objectives
- Coach the staff on how to achieve job requirements and tasks.

## Section 16 Performance Contract

# Contract Of Employment

“Based on this Performance Review Sheet, I agree on the terms and policies that are required for this employment.”

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**Supervisor Signature**

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**Date**

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**Employee Signature**

---

**Date**

## Section 17 Receipt

# Acknowledgement Receipt

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**Employee Name**

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**Date**

---

**Signature**

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**Email Address**

---

**Supervisor Signature**

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**Date**

Thank you for reading and accepting terms and conditions as is. By signing below, you acknowledge receipt of Vend-Inc 2016-2017.