



# **EMPLOYEE HANDBOOK**

**January 1, 2017**

## Acknowledgement and Receipt

The employee handbook describes important information about HomePro Telecommunications (The Company), and I understand that I should consult my supervisor regarding any questions not answered in the handbook. I have entered into my employment relationship with HomePro Telecommunications voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or HomePro Telecommunications can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

I understand and acknowledge that my employment (absent a written contract to the contrary, signed by the President or other authorized officer) is terminable at the will of either HomePro Telecommunications or me anytime for any reason or no reason.

This manual and the policies and procedures contained herein supersede any and all prior practices, oral or written representations, or statements regarding the terms and conditions of your employment with HomePro Telecommunications. By distributing this handbook, the Company expressly revokes any and all previous policies and procedures which are inconsistent with those contained herein.

I understand that, except for employment at-will status, any and all policies and practices may be changed at any time by HomePro Telecommunications, and The Company reserves the right to change my hours and wages. I recognize HomePro Telecommunications' right to make unilateral changes in the content, interpretation, or application of the handbook anytime HomePro Telecommunications deems appropriate, even if the changes to be implemented have not been communicated, reprinted, or substituted in the manual or elsewhere. I understand that revised information may supersede, modify, or eliminate existing policies. Only the owner(s) of HomePro Telecommunications has the ability to adopt any revisions to the policies in this handbook.

I understand and agree that nothing in the Employee Handbook creates, or is intended to create, a promise or representation of continued employment and that employment at HomePro Telecommunications is employment at-will, which may be terminated at the will of either HomePro Telecommunications or myself. Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I understand and agree that employment and compensation may be terminated with or without cause and with or without notice at any time by HomePro Telecommunications or me.

I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE

**Acknowledgment is completed at <http://www.homeprotc.com/employee-handbook-form.html>. By signing electronically, you are acknowledging the aforementioned.**

# Table of Contents

- WELCOME ..... 1
- INTRODUCTION ..... 2
- EMPLOYMENT POLICIES ..... 3
  - Equal Employment Opportunities ..... 3
  - Required Postings ..... 3
  - Anti-Harassment/Sexual Harassment ..... 3
  - Individuals with Disabilities ..... 4
  - Adverse Policy Impact ..... 5
  - Injury Reporting Procedure ..... 6
  - Employee Records ..... 6
  - Drugs and Alcohol ..... 6
  - Illegal Activities ..... 6
- COMPENSATION POLICIES ..... 7
  - Classifications of Employment ..... 7
  - Work Hours ..... 7
  - Breaks for Nursing Mothers ..... 7
  - Pay Procedures ..... 7
- EMPLOYEE RELATIONS ..... 9
  - Confidentiality ..... 9
  - HomePro Telecommunications Equipment ..... 9
  - Remote Computer Access ..... 9
  - Attendance and Punctuality ..... 9
  - Guidelines for Appropriate Conduct ..... 10
  - Production Standards ..... 10
  - Electronic Communication ..... 11

## **WELCOME**

Welcome to HomePro Telecommunications. We are pleased that you have chosen to work with us. In the pages to follow, you will find helpful information regarding our employment policies that pertain to you as a HomePro Telecommunications employee.

HomePro Telecommunications takes great pride in being a premier provider of telemarketing services. We aim to build and maintain an excellent reputation and to continue to grow and prosper. We value your enthusiasm, performance, and loyalty as a member of the organization.

We hope that you will find your work challenging and rewarding. Working together, we hope to continually progress by providing our customers with quality services.

Should you have any questions, whether addressed in this Employee Handbook or not, please feel free to raise them with the management team. We are available to assist you and we will try to provide you with whatever information you need.

Sincerely,

HomePro Telecommunications Management Team

## INTRODUCTION

This Employee Handbook is meant to provide guidelines and expectations to employees in order to assist employees to better perform their job duties. This Handbook is not an exhaustive list of every policy, but rather a guide to employees on commonly raised questions.

**This Employee Handbook is not an employment contract. This Employee Handbook does not establish a contract (express or implied) between HomePro Telecommunications (also known as The Company) and any employee regarding terms and conditions of employment.**

EMPLOYMENT-AT-WILL RELATIONSHIP: This Employee Handbook does not in any way alter the employment-at-will relationship between HomePro Telecommunications and its employees. HomePro Telecommunications and each employee have the right to terminate the employment relationship (at any time, with or without cause or notice).

Please be advised that no supervisor, manager, or representative of HomePro Telecommunications other than the owners has the authority to enter into any agreement with any individual for employment for any specified period of time or to make any promises or commitments contrary to the foregoing.

HomePro Telecommunications may revise or revoke any portion of this Employee Handbook at any time without prior notice.

Any reference to one gender applies to all genders.

# EMPLOYMENT POLICIES

## Equal Employment Opportunities

HomePro Telecommunications is an equal opportunity employer. Qualifications for employment and promotion are based upon ability to perform the job. Equal employment opportunities are provided to all applicants and employees without regard to race, creed, religion, color, age, national origin, sex, sexual orientation, ancestry, marital status, military discharge status, veteran status, citizenship status, sealed or expunged arrest records not resulting in conviction.

Furthermore, no person will be discriminated against due to a mental or physical disability which does not prevent the individual from performing the essential functions of the job, with or without reasonable accommodation. Everyone will be given equal opportunity commensurate with his or her abilities. Laws regarding veteran's status will also be observed. We earnestly seek the cooperation of all employees in helping to maintain this policy. Throughout this manual, the interchangeable use of masculine and feminine pronouns is in no way intended to exclude members of the opposite sex.

## Required Postings

Because we have no physical location, HomePro Telecommunications posts all federally and state mandate postings on the employee page of its website. There is also a link to these required posting on the HomePro Start Page.

## Anti-Harassment/Sexual Harassment

It is the policy of HomePro Telecommunications to maintain a work environment free of unlawful harassment and discrimination for all employees. Harassment based on a person's race, creed, religion, color, age, national origin, gender, sexual orientation, ancestry, marital status, military discharge status, veteran status, citizenship status, mental or physical disability will not be tolerated.

Harassment includes (but is not limited to) name-calling, letters, jokes, e-mail, cartoons, graffiti, pictures, posters, gestures, ethnic slurs, racial epithets, and other conduct which is aimed at a particular employee or group of employees.

Sexual harassment is also unacceptable conduct which violates this policy. Sexual harassment encompasses a wide range of unwanted, sexually directed behavior, and has been defined in the following manner:

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
- Such conduct has the purpose or effect of unreasonable interference with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Harassment applies to the conduct of a supervisor toward a subordinate, an employee toward another employee, a non-employee toward an employee or an employee toward an applicant for

employment. Harassment can apply to conduct outside the workplace as well as on the work site.

#### *Protection against retaliation*

Any employee who, in good faith, reports an alleged incident of sexual harassment will under no circumstances be subject to reprisal or retaliation of any kind. Any employee who feels he or she has been subjected to such adverse actions should report him/her to his or her supervisor. Any employee, however, who is found to have knowingly made a false accusation of sexual harassment or retaliation may be subject to appropriate disciplinary action up to and including termination.

#### *Complaint Procedure*

Employees who wish to register a complaint of sexual harassment (or any form of harassment based on their race, creed, religion, color, age, national origin, gender, sexual orientation, ancestry, marital status, military discharge status, veteran status, citizenship status, mental or physical disability) may do so through their supervisor or any appropriate member of management.

All allegations of harassment will be investigated thoroughly. The facts will determine the response of HomePro Telecommunications to each allegation. Substantiated acts of harassment will be met with appropriate disciplinary action by HomePro Telecommunications up to and including termination. All information regarding any specific incident will be kept confidential within the necessary boundaries of the fact-finding process. No reprisal or retaliation against the employee making the allegation of harassment will be tolerated.

### **Individuals with Disabilities**

The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act, known as the ADAAA, are federal laws which, in conjunction with state law, prohibit employers from discriminating against applicants and individuals with disabilities and, when needed, to provide reasonable accommodations to applicants and employees who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job duties of the position.

It is the policy of HomePro Telecommunications to comply with all federal and state laws concerning the employment of persons with disabilities and act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is HomePro Telecommunication's policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training, or other terms, conditions and privileges of employment.

The Company will engage in an interactive process to determine if we can reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so is an undue hardship or causes a direct threat to workplace safety. Contact your supervisor with any questions or requests for accommodation.

Individuals who are currently illegally using unlawful or prescription drugs are excluded from coverage under The Company ADA policy.

**Disability** means a physical or mental impairment that substantially limits one or more major life activities of the individual, a record of such an impairment or being regarded as having such an

impairment.

**Major life activities** include the following, but are not limited to: caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating and working.

**Substantially limiting:** In accordance with the ADAAA final regulations, the determination of whether impairment substantially limits a major life activity requires an individualized assessment. Some examples of these types of impairments may include, but are not limited to, epilepsy, hypertension, asthma, diabetes, major depressive disorder, bipolar disorder and schizophrenia. An impairment, such as cancer that is in remission but that may possibly return in a substantially limiting form also is considered a disability under EEOC final ADAAA regulations.

**Qualified individual** means an individual who, with or without reasonable accommodation, can perform the essential functions of the employment position that such individual holds or desires.

**Reasonable accommodation** includes any changes to the work environment. For example, a reasonable accommodation may include, job restructuring, part-time or modified work schedules, a leave of absence, reassignment to a vacant position, acquisition or modification of equipment or devices, appropriate adjustment or modifications of examinations, training materials or policies, and other similar accommodations for individuals with disabilities.

**Essential functions** of the job refer to those job activities that are determined by The Company to be essential or core to performing the job; these functions cannot be modified.

The definitions and examples provided in the above terms are not meant to be all-inclusive and should not be construed as such. They are not the only conditions that are considered to be disabilities, impairments or reasonable accommodations covered by the ADA/ADAAA policy.

The owners are responsible for implementing this policy, including resolution of reasonable accommodation requests, and may be contacted with any questions.

### **Adverse Policy Impact**

The Company has implemented numerous policies that are designed to achieve important business objectives. We recognize, however, that an otherwise legitimate workplace policy can have unintended consequences to individuals in a particular group or class. If you feel that one of our policies adversely impacts you due to your unique circumstances (e.g. your membership in one of the "protected classes"), you may seek accommodation regarding such policy. The procedure to seek this accommodation is as follows: Deliver to your supervisor (or your supervisor's supervisor) a memorandum, in writing, which identifies (1) the policy at issue; (2) the reason why the policy, as it applies to you, creates an adverse impact on you; and (3) the accommodation that you request to avoid this adverse impact.

Examples of "protected classes" include, but may not be limited to race, religious creed, color, age, sex (including pregnancy), gender, gender identity, physical or mental disability, national origin, ancestry, medical condition, genetic information, marital status, sexual orientation, military status, or unfavorable discharge from military service.

## **Injury Reporting Procedure**

Employees are required to report any work-related injury or illness, no matter how small, to their immediate supervisor. The supervisor will supply, and the employee shall help the supervisor complete, the required injury and illness incident report. In addition, all employees who have experienced a work-related injury or illness shall refer to and observe The Company policy or procedure in regard to submitting a claim for workers' compensation. An employee who needs assistance with filing a claim for workers' compensation should contact a supervisor as soon as possible. Failure to submit a timely claim can adversely affect workers' compensation benefits. Worker's Compensation applies when the employee is doing their job during the time they should be working. Worker's compensation also is only applicable in the designated workspace. It does not cover the remote worker's entire home.

## **Employee Records**

It is the policy of HomePro Telecommunications to maintain complete and accurate employee records. Employees are responsible for notifying the owners of changes relating to personal information such as home address, telephone number, marital status, and number of dependents promptly and accurately.

## **Drugs and Alcohol**

HomePro Telecommunications is strongly committed to maintaining a safe and healthy working environment for all its employees (with the expectation that all employees will perform their duties at an acceptable performance level and be unimpaired by drug and alcohol use). The use of alcohol and/ or drugs by employees can undermine employee productivity and The Company image. For these reasons, HomePro Telecommunications has implemented the following policy:

- **ON THE JOB USE, POSSESSION, SALE, DISTRIBUTION, OR MANUFACTURE**  
The use, possession, sale, distribution or manufacturing of either non-medically prescribed controlled substances or alcohol by anyone while on HomePro Telecommunications business is prohibited. Further, employees are prohibited from working under the influence of either drugs or alcohol. Violation of this policy by an employee while on HomePro Telecommunications business will result in disciplinary action up to and including termination.
- Depending on the circumstances, other actions, including notification of appropriate law enforcement agencies, may be taken with respect to a violation of this policy.

## **Illegal Activities**

For the protection of HomePro Telecommunications and CTC Teleservices, it is imperative that all employees refrain from any conduct that is illegal. Illegal activities that are prohibited include (but are not limited to):

- Sending, receiving, or accessing pornographic materials;
- Copyright infringements of the music and gaming industry;
- Violating the laws and regulations of the United States in any way;
- Engaging in unlawful or malicious activities;

If you violate these policies, you could be subject to disciplinary action.

# COMPENSATION POLICIES

## Classifications of Employment

For purposes of salary administration and eligibility for overtime payments and employee benefits, HomePro Telecommunications currently classifies all its employees and other workers as follows:

- *Part-time regular employees.* Employees hired to work fewer than 40 hours per week. Such employees are "nonexempt" as defined below.
- *Nonexempt employees.* Employees who are required to be paid overtime at the rate of time and one-half (i.e., one and one-half times) their regular rate of pay for all hours worked beyond forty hours in a workweek, in accordance with applicable federal and state wage and hour laws.

Please direct any questions regarding your employment classification or exemption status to the owners.

## Work Hours

Daily and weekly work schedules may be changed from time to time at the discretion of The Company to meet the varying conditions of business. Employees are required to be available for at least 20 hours per week to continue employment with HomePro. Weekly Availability Forms are due every Wednesday. Failure to submit an Availability Form may result in the employee being excluded for the following week's schedule. Failure to submit an availability form two weeks in a row, without explanation, may be interpreted as job abandonment and may (at the option of HomePro Telecommunications) result in termination.

Any employee working 7.5 hours or longer during a single shift will be given an unpaid meal period of at least 30 minutes to occur no later than 5 hours after the start of each 7.5 hour shift. Meal breaks are unpaid time. Meal breaks may be staggered and may change to meet the needs of HomePro Telecommunications.

Employees may stay logged in for short breaks (2 minutes or less). However, breaks lasting longer than 2 minutes require the employee to log out. Supervisors may log employees out if they are inactive (pause, dead time, etc.) for longer than 2 minutes.

## Breaks for Nursing Mothers

Any employee wishing to express breast milk for her infant child may do so during her rest or meal periods. Please contact your supervisor for further information.

## Pay Procedures

All employees will be paid on a bi-weekly basis. All employees will be paid using direct deposit unless other arrangements are made in advance. All required deductions, such as for federal, state and local taxes, and all authorized voluntary deductions, will be withheld automatically from paychecks. Employees who elect not to have direct deposit acknowledge that paychecks will be mailed out via US Postal service on the scheduled payday.

Paystubs will be available through our payroll vendor, Intuit. HomePro Telecommunications,

Inc. will not provide paystubs except through ViewMyPayCheck ([paychecks.intuit.com](http://paychecks.intuit.com)).

Whether your employment is terminated voluntarily or involuntarily, final paychecks will be direct deposited, or you will be issued a check, on the next regular payday, or in accordance with applicable state law, whichever is earlier.

#### *Overtime*

Employees may occasionally be asked to work beyond their normally scheduled hours, or on their day off, at the sole discretion of The Company. Nonexempt employees who are required (or permitted) to work overtime (defined as more than 40 hours in a work week) will receive overtime pay in accordance with the requirements of the Fair Labor Standards Act, state laws and HomePro Telecommunications policies as follows:

#### **All overtime must be approved in advance by the owners.**

Nonexempt employees shall be paid one and one-half their regular rate for all hours worked in excess of 40 hours in each work week. A work week is defined as Monday through Sunday.

"Hours worked" means time actually logged into the system on the job. It does not include hours away from work due to vacation, sickness or holiday (even where these days are compensated). Unpaid sick leave, personal leave (or any other time away from work) is also not considered hours worked. Hours worked also excludes any time the employee is not logged into an active campaign.

## **EMPLOYEE RELATIONS**

### **Confidentiality**

Any information concerning the business affairs of HomePro Telecommunications, its suppliers, customers, employees or personnel associated with The Company, is confidential and restricted. Employees may not reveal any information except under the direction of their supervisor or with the supervisor's approval. Questions concerning this policy, including what constitutes confidential information, should be referred to the employee's supervisor.

Further, HomePro Telecommunications expects that any knowledge, techniques, written materials and other information relative to The Company's business developed during employment remain the property of The Company.

Violation of this provision may result in disciplinary action up to and including termination.

### **HomePro Telecommunications Equipment**

Employees are responsible for the proper use, protection, and maintenance of all equipment and other property furnished or made available to them by The Company. Unauthorized or abusive use of such property is prohibited.

HomePro Telecommunications will provide a headset for use while working. After 90 days of continued employment, the headset ownership will be yours. If the employee terminates prior to 90 days, the headset must be mailed back to HomePro Telecommunications (at the expense of the Company), or the employee will be billed \$35 for the cost of the headset.

All other equipment, including but not limited to, computer and peripherals, cell phone, and internet related equipment located in the employee's home are the sole responsibility of the employee and HomePro Telecommunications bears no responsibility for the fees, maintenance, repair, or insurance on said equipment.

### **Remote Computer Access**

Remote computer access via Teamviewer will be granted to HomePro Telecommunications for the sole purpose of training, troubleshooting, and assistance with prior approval of employee. Access to the computer will be used strictly for the aforementioned and accessing personal information will be prohibited without approval by said employee.

### **Attendance and Punctuality**

HomePro Telecommunications expects all employees to assume diligent responsibility for their attendance and promptness.

- The work schedule is constructed around the client requirements and may from time to time have to be adjusted to fulfill the clients need. It is extremely important that employees are punctual in being on the phone and logged in at their scheduled time. If you know that you are going to be absent or late you must notify your supervisor within 30 minutes before the start of your shift, if possible.

Failure to maintain satisfactory attendance, including excessive tardiness, will lead to

disciplinary action up to and including termination.

If an employee is absent more than three consecutive workdays, a statement from a physician will be required before the employee is permitted to return to work.

Employees who are absent from work for three consecutive days without giving proper notice to the Company will be considered to have voluntarily resigned.

HomePro Telecommunications reserves the right to administer discipline in such a manner as it deems appropriate to the circumstances, and may, in its sole discretion, eliminate any or all steps in the progressive disciplinary policy.

### **Guidelines for Appropriate Conduct**

HomePro Telecommunications expects all employees to conduct themselves in a professional manner, reflecting positively on the Company, the staff and customers.

The following and related types of misconduct are prohibited:

- Intentionally giving false or misleading information, or omitting information, as a means of obtaining employment or on any company document;
- Soliciting or accepting gratuities or gifts from vendors, customers, or clients without advance approval from management;
- Excessive absenteeism or tardiness;
- Working on the phones while intoxicated or under the influence of non-prescribed drugs, and the illegal manufacture, possession, use, sale, distribution or transportation of drugs;
- Using alcoholic beverages while engaged in Company business;
- Fighting or using obscene, abusive, or threatening language;
- Failure to report an accident or injury on the job;
- Insubordination;
- Dishonesty;
- Harassment of suppliers, customers, or co-workers;
- A breach of trust resulting in threat to the Company's business interest;
- Failing to maintain the confidentiality of Company, customer or client information;

The above are only examples of common sense rules which experience has shown to be both necessary and most effective in maintaining sound working relationships. They are only typical of cases which can result in disciplinary action ranging from verbal warning to termination, and are not to be construed as limiting or restricting disciplinary action to only the specific cases listed.

### **Production Standards**

Our workflow depends on meeting and exceeding the required and contractual production standards and goals for each program as established by our clients. It is your responsibility to understand exactly what is expected of you. When you are unsure, contact your supervisor immediately. Failure to comply with the production standards is considered a performance issue and will be grounds for disciplinary action, up to and including termination.

- **Quality:**
  - Script Usage: To maintain the level of quality our clients expect, it is imperative that all scripts are used word for word, unless changed or modified by your supervisor.
- **Monitoring:**
  - All program phone calls are subject to recording and monitoring by your supervisor, HomePro Telecommunications, or the client at any time for the purpose of quality control.

### **Electronic Communication**

The Company has established the following policy that governs the use of electronic communication systems at the workplace, including the telephone communication systems. The Company reserves the right to amend these policies. An employee's use of The Company's telephone and communication systems constitutes the employee's agreement to abide by The Company's policies governing The Company communication systems as set forth below, or as modified in the future.

Acceptable uses:

- For security and network maintenance purposes, authorized HomePro Telecommunications or CTC Teleservices employees may monitor equipment, systems, and network traffic at any time.
- Sharing user identification and/or password information with any other person is strictly prohibited.
- Keep passwords secure. Authorized users are responsible for the security of their passwords and accounts.
- All hosts used by the employee that are connected to the VPN shall be continually executing approved virus-scanning software with a current virus database.
- User access privileges will be granted on a need-to-know (least privilege) basis.

Unacceptable Uses:

The following activities are, in general, prohibited. Users may be exempted from these restrictions during the course of their job responsibilities (e.g., systems administration staff may have a need to disable the network access of a host if that host is disrupting production services). Under no circumstances is a user authorized to engage in any activity that is illegal under local, state, federal or international law while utilizing company resources.

The list below is by no means comprehensive, but attempts to provide a framework for activities which fall into the category of unacceptable use.

The following activities are strictly prohibited, with no exceptions:

- Introduction of malicious programs into company resources (e.g., viruses, worms, Trojan horses, root kits, etc.)
- Revealing your account password to others or allowing use of your account by others. This includes family and other household members when work is being done at home.
- Using company resources to actively engage in procuring or transmitting material that is

in violation of sexual harassment or hostile workplace laws.

- Making statements about warranty, expressly or implied, unless it is a part of normal job duties.
- Executing any form of network monitoring which will intercept data not intended for the employee's host, unless this activity is a part of the employee's normal job/duty.
- Circumventing user authentication or security of any host, network or account.
- Providing information about, or lists of, HomePro Telecommunications employees to outside parties.
- Accessing any illegal websites.
- Specifically prohibited email and communication activities:
  - Any form of harassment via the telephone, whether through language, frequency, or size of messages.
  - Solicitation of email for any other email address, other than that of the poster's account, with the intent to harass or to collect replies.
  - Sending messages of any kind with the intent to interfere with, or disable, a user's terminal session, via any means, locally or via the Internet/Intranet/Extranet.

**Discipline:** Employees who violate this policy are subject to discipline, up to and including termination of employment.

**Policy Change:** The Company reserves the right to modify or change the policies set forth above (or anywhere else in this Handbook) to comply with applicable law, to meet changing circumstances or for any reason.

By signing the Receipt of Employee Handbook page, the employee acknowledges that he/she has read this HomePro Telecommunications electronic communication policy and agrees to abide by its terms.

#### Safety

In case of an accident involving a personal injury, regardless of how serious, an employee should notify any member of management immediately.

#### Mobile Phone Use

Personal phone calls are strictly prohibited while working. Sound on cell phones should be turned off.

Violations of this policy will be subject to discipline, up to and including immediate termination.

Thank you for reading this Employee Handbook. This is just a brief guide to some commonly asked questions. If you have any other questions, please raise them with your supervisor or another member of management.