Employee Handbook
Northern California Small Business Assisants, Inc.

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Introductory Statement

Welcome new employee!

On behalf of your colleagues, I welcome you to NCSBA, Inc. (the "Company") and wish you every success here.

Because our success depends upon the dedication of our employees, we are highly selective in choosing new members of our team. We look to you and the other employees to contribute to the success of the Company.

This employee handbook is intended to explain the terms and conditions of employment of all full- and part-time employees and supervisors. Written employment contracts between NCSBA, Inc. and some individuals may supersede some of the provisions of this handbook. Employees should familiarize themselves with the content of the employee handbook as soon as possible, for it will answer many questions about employment with NCSBA, Inc.

This handbook summarizes the policies and practices in effect at the time of publication. This handbook supersedes all previously issued handbooks and any policy or benefit statements or memoranda that are inconsistent with the policies described here. Your supervisor or manager will be happy to answer any questions you may have.

We hope that our experience here will be rewarding, challenging and enjoyable. Again, welcome!
At-Will Employment Status

NCSBA, Inc. personnel are employed on an at-will basis. Employment at-will may be terminated or disciplined with or without cause and with or without advance notice at any time by the employee or the Company. Nothing in this handbook shall limit the right to terminate at-will employment. No manager, supervisor, or employee of the Company has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment on other than at-will terms. Only the Managing Member of NCSBA, Inc. has the authority to make any such agreement, which is binding only if it is in writing.
Equal Employment Opportunity (5 or More Employees)

NCSBA, Inc. is an equal opportunity employer and makes employment decisions on the basis of merit. We want to have the best available persons in every job. Company policy prohibits unlawful discrimination based on race, color, creed, gender, religion, marital status, registered domestic partner status, age, national origin or ancestry, physical or mental disability, medical condition including genetic characteristics, sexual orientation, or any other consideration made unlawful by federal, state, or local laws. It also prohibits unlawful discrimination based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics. All such discrimination is unlawful.

The Company is committed to compliance with all applicable laws providing equal employment opportunities. This commitment applies to all persons involved in Company operations and prohibits unlawful discrimination by any employee of the Company, including supervisors and coworkers.

To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability, the Company will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee unless undue hardship would result.

Any applicant or employee who requires an accommodation in order to perform the essential functions of the job should contact a Company representative with day-to-day personnel responsibilities and request such an accommodation. The individual with the disability should specify what accommodation he or she needs to perform the job. The Company then will conduct an investigation to identify the barriers that interfere with the equal opportunity of the applicant or employee to perform his or her job. The Company will identify possible accommodations, if any, that will help eliminate the limitation. If the accommodation is reasonable and will not impose an undue hardship, the Company will make the accommodation.

If you believe you have been subjected to any form of unlawful discrimination, submit a written complaint to your supervisor or the individual with day-to-day personnel responsibilities. Your complaint should be specific and should include the names of the individuals involved and the names of any witnesses. If you need assistance with your complaint, or if you prefer to make a complaint in person, contact Lauren Gordon. The Company will immediately undertake an effective, thorough, and objective investigation and attempt to resolve the situation.

If the Company determines that unlawful discrimination has occurred, effective remedial action will be taken commensurate with the severity of the offense. Appropriate action also will be taken to deter any future discrimination. The Company will not retaliate against you for filing a complaint and will not knowingly permit retaliation by management employees or your coworkers.
Right to Revise

This employee handbook contains the employment policies and practices of NCSBA, Inc. in effect at the time of publication. All previously issued handbooks and any inconsistent policy statements or memoranda are superseded.

NCSBA, Inc. reserves the right to revise, modify, delete, or add to any and all policies, procedures, work rules, or benefits stated in this handbook or in any other document, except for the policy of at-will employment. However, any such changes must be in writing and must be signed by the president of NCSBA, Inc..

Any written changes to this handbook will be distributed to all employees so that employees will be aware of the new policies or procedures. No oral statements or representations can in any way alter the provisions of this handbook.

This handbook sets forth the entire agreement between you and NCSBA, Inc. as to the duration of employment and the circumstances under which employment may be terminated. Nothing in this employee handbook or in any other personnel document, including benefit plan descriptions, creates or is intended to create a promise or representation of continued employment for any employee.
Unlawful Harassment

NCSBA, Inc. is committed to providing a work environment free of unlawful harassment. Company policy prohibits sexual harassment and harassment based on pregnancy, childbirth or related medical conditions, race, religious creed, color, gender, national origin or ancestry, physical or mental disability, medical condition, marital status, registered domestic partner status, age, sexual orientation or any other basis protected by federal, state or local law or ordinance or regulation. All such harassment is unlawful. The Company’s anti-harassment policy applies to all persons involved in the operation of the Company and prohibits unlawful harassment by any employee of the Company, including supervisors and managers, as well as vendors, customers, independent contractors and any other persons. It also prohibits unlawful harassment based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics.

Prohibited unlawful harassment includes, but is not limited to, the following behavior:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments;
- Visual displays such as derogatory and/or sexually-oriented posters, photography, cartoons, drawings or gestures;
- Physical conduct including assault, unwanted touching, intentionally blocking normal movement or interfering with work because of sex, race or any other protected basis;
- Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss and offers of employment benefits in return for sexual favors;
- Retaliation for reporting or threatening to report harassment; and
- Communication via electronic media of any type that includes any conduct that is prohibited by state and/or federal law, or by company policy.

If you believe that you have been unlawfully harassed, bring your complaint to your own or any other Company supervisor, the president or the personnel administrator of the Company as soon as possible after the incident. You will be asked to provide details of the incident or incidents, names of individuals involved and names of any witnesses. It is mandatory to communicate your complaint in writing. Supervisors will refer all harassment complaints to the personnel administrator, investigative officer or the president of the Company. The Company will immediately undertake an effective, thorough and objective investigation of the harassment allegations.

If the Company determines that unlawful harassment has occurred, effective remedial action will be taken in accordance with the circumstances involved. Any employee determined by the Company to be responsible for unlawful harassment will be subject to appropriate disciplinary action, up to, and including termination. A Company representative will advise all parties concerned of the results of the investigation. The Company will not retaliate against you for filing a complaint and will not tolerate or permit retaliation by management, employees or co-workers.

The Company encourages all employees to report any incidents of harassment forbidden by this policy immediately so that complaints can be quickly and fairly resolved. You also should be aware that the Federal Equal Employment Opportunity Commission and the California Department of Fair Employment and Housing investigate and prosecute complaints of prohibited harassment in employment. If you think you have been harassed or that you have been retaliated against for resisting or complaining, you may file a complaint with the appropriate agency. The nearest office is listed in the telephone book.
Hiring
Regular Employees

Regular employees are those who are hired to work on a regular schedule. Regular employees may be classified as full-time or part-time.
Temporary Employees

Temporary employees are those employed for short-term assignments. Short-term assignments generally are periods of three months or fewer; however, such assignments may be extended. Temporary employees are not eligible for employee benefits except those mandated by applicable law.
Full-Time Employees

Regular full-time employees are those who are scheduled for and do work 32 hours per week. Following the completion of the introductory period, regular full-time employees are eligible for most employee benefits described in this handbook.
Part-Time Employees

Part-time employees are those who are scheduled for and do work fewer than 32 hours per week. Part-time employees are not eligible for NCSBA, Inc. benefits unless authorized by the Managing Member.
New Hires

The first 90 days of continuous employment at NCSBA, Inc. is considered an introductory period. During this time you will learn your responsibilities, get acquainted with fellow employees, and determine whether or not you are happy with your job. Your supervisor will closely monitor your performance.

Upon completion of the introductory period, NCSBA, Inc. will review your performance. If the Company finds your performance satisfactory and decides to continue your employment, it will advise you of any improvements expected from you. At that time, you may express suggestions to improve the Company’s efficiency and operations. Completion of the introductory period does not entitle you to remain employed by NCSBA, Inc. for any definite period of time, but rather allows both you and the Company to evaluate whether or not you are right for the position. After completion of the trial period, eligible employees will receive the benefits described in this handbook.
Job Duties

During the introductory period, your supervisor will explain your job responsibilities and the performance standards expected of you. Be aware that your job responsibilities may change at any time during your employment. From time to time, you may be asked to work on special projects, or to assist with other work necessary or important to the operation of your department or NCSBA, Inc. Your cooperation and assistance in performing such additional work is expected.

NCSBA, Inc. reserves the right, at any time, with or without notice, to alter or change job responsibilities, reassign or transfer job positions, or assign additional job responsibilities.
Inactive Status

Employees who are on any type of leave of absence, work-related or non-work-related, that exceeds any protected state or federal leave of absence will be placed on inactive status. After 60 days of inactive status health benefits will be suspended.

Option: Health Benefits Extension

Unless health benefits extension is covered by state or federal law, benefits will terminate according to our insurance carrier’s policy. Contact Lauren Gordon for more information.
Leaves of Absence
Jury Duty and Witness Leave

NCSBA, Inc. encourages employees to serve on jury duty when called. Non-exempt employees may retain any mileage allowance or other fee paid by the court for jury services. Exempt employees will receive full salary unless they are absent for a full week and perform no work. You should notify your supervisor of the need for time off for jury duty as soon as a notice or summons from the court is received. You will be requested to provide written verification from the court clerk of performance of jury service. If work time remains after any day of jury selection or jury duty, you will be expected to return to work for the remainder of your work schedule.
Volunteer Civil Service Personnel

No employee shall be disciplined for taking time off to perform emergency duty as a volunteer firefighter, peace officer, or emergency rescue personnel. You are also eligible for unpaid leave for required training. If you are an official volunteer firefighter, please alert your supervisor that you may have to take time off for emergency duty. When taking time off for emergency duty, please alert your supervisor before doing so when possible.
Victims of Crime Leave

An employee who is themselves a victim or who is the family member of a victim of a violent felony or serious felony may take time off from work under the following circumstances:

- The crime must be a violent or serious felony, as defined by law; and
- You must be the victim of a crime, or you must be an immediate family member of a victim, a registered domestic partner of a victim, or the child of a registered domestic partner of a victim.

An immediate family member is defined as: a spouse, child, stepchild, brother, stepbrother, sister, stepsister, mother, stepmother, father or stepfather.

The absence from work must be in order to attend personal needs, hospitalization and/or judicial proceedings related to a crime listed above.

If you are absent for such a reason, you must provide documentation. Such notice is typically given to the victim of the crime by a court or government agency setting the hearing, a district attorney or prosecuting attorney's office or a victim/witness office.

If advance notice is not possible, you must provide appropriate documentation within a reasonable time after the absence.

Any absence from work to attend judicial proceedings will be unpaid.
Temporary Transfers

Employees who request a temporary transfer for medical and/or family medical leave reasons will be considered for that transfer if a position exists at the time the transfer is requested and the employee is qualified to perform the job. The employee will be paid in accordance with the responsibilities and duties of the temporary job.
Time Off for Voting

If an employee does not have sufficient time outside of working hours to vote in an official state-sanctioned election, the employee may take off enough working time to vote. Such time off shall be taken at the beginning or the end of the regular working shift, whichever allows for more free time, and the time taken off shall be combined with the voting time available outside of working hours to a maximum of two hours combined. Under these circumstances, an employee will be allowed a maximum of two hours of time off during an election day without loss of pay. When possible, an employee requesting time off to vote shall give his or her supervisor at least two days notice.
Extended Medical Leave

A medical leave of absence may be granted for non-work-related temporary medical disabilities (other than pregnancy, childbirth, and related medical conditions) for up to four months with a doctor’s written certificate of disability. Employees should request any leave in writing as far in advance as possible. If you are granted a medical leave, NCSBA, Inc. is not required to pay you for lost wages but you may file through state disability.

A medical leave begins on the first day your doctor certifies that you are unable to work, and ends when your doctor certifies that you are able to return to work or after a total of four months of leave, whichever occurs first. Your supervisor will supply you with a form for your doctor to complete, showing the date you were disabled and the estimated date you will be able to return to work. An employee returning from a medical disability leave must present a doctor’s certificate declaring fitness to return to work.

If returning from a non-work-related medical leave, you will be offered the same position you held at the time your leave began, if available. If your former position is not available, a comparable position will be offered. If neither the same nor a comparable position is available, your return to work will depend on job openings existing at the time of your scheduled return. NCSBA, Inc. makes no guarantees of reinstatement, and your return will depend on your qualifications for existing openings.

California workers’ compensation laws govern work-related injuries and illnesses. California pregnancy disability laws govern leaves taken because of pregnancy, childbirth, and related medical conditions.
Pregnancy Disability Leave (5 or More Employees)

Pregnancy, childbirth, or related medical conditions will be treated like any other disability, and an employee on leave will be eligible for temporary disability benefits in the same amount and degree as any other employee on leave. NCSBA, Inc. is not required to pay for Pregnancy Disability Leave but an employee may file through state disability.

Any female employee planning to take pregnancy disability leave should advise the personnel department as early as possible. The individual should make an appointment with the personnel manager to discuss the following conditions:

- Employees who need to take pregnancy disability must inform NCSBA, Inc. when a leave is expected to begin and how long it will likely last. If the need for a leave or transfer is foreseeable, employees must provide notification at least 30 days before the pregnancy disability leave or transfer is to begin. Employees must consult with the personnel manager regarding the scheduling of any planned medical treatment or supervision in order to minimize disruption to the operations of the Company. Any such scheduling is subject to the approval of the employee’s health care provider;
- If 30 days’ advance notice is not possible, notice must be given as soon as practical;
- Upon the request of an employee and recommendation of the employee’s physician, the employee’s work assignment may be changed if necessary to protect the health and safety of the employee and her child;
- Requests for transfers of job duties will be reasonably accommodated if the job and security rights of others are not breached;
- Temporary transfers due to health considerations will be granted when possible. However, the transferred employee will receive the pay that accompanies the job, as is the case with any other temporary transfer due to temporary health reasons;
- Pregnancy leave usually begins when ordered by the employee’s physician. The employee must provide NCSBA, Inc. with a certification from a health care provider. The certification indicating disability should contain:
  - The date on which the employee became disabled due to pregnancy;
  - The probable duration of the period or periods of disability; and
  - A statement that, due to the disability, the employee is unable to perform one or more of the essential functions of her position without undue risk to herself, the successful completion of her pregnancy, or to other persons.
- Leave returns will be allowed only when the employee’s physician sends a release;
- Duration of the leave will be determined by the advice of the employee’s physician, but employees disabled by pregnancy may take up to four months. Part-time employees are entitled to leave on a pro rata basis. The four months of leave includes any period of time for actual disability caused by the employee’s pregnancy, childbirth, or related medical condition. This includes leave for severe morning sickness and for prenatal care.
Under most circumstances, upon submission of a medical certification that an employee is able to return to work from a pregnancy disability leave, an employee will be reinstated to her same position held at the time the leave began or to an equivalent position, if available. An employee returning from a pregnancy disability leave has no greater right to reinstatement than if the employee had been continuously employed.
Benefits
Workers' Compensation

NCSBA, Inc., in accordance with state law, provides insurance coverage for employees in case of work-related injury. The workers’ compensation benefits provided to injured employees may include:

- Medical care;
- Cash benefits, tax free, to replace lost wages; and
- Assistance to help qualified injured employees return to suitable employment.

To ensure that you receive any workers’ compensation benefits to which you may be entitled, you will need to:

- Immediately report any work-related injury to your supervisor;
- Seek medical treatment and follow-up care if required;
- Complete a written Employee's Claim for Workers Compensation Benefits (DWC Form 1, available upon request) and return it to Lauren Gordon; and
- Provide the Company with a certification from your health care provider regarding the need for workers’ compensation disability leave, as well as your eventual ability to return to work from the leave.

Upon submission of a medical certification that an employee is able to return to work after a workers’ compensation leave, the employee under most circumstances will be reinstated to his or her same position held at the time the leave began, or to an equivalent position, if available. An employee returning from a workers’ compensation leave has no greater right to reinstatement than if the employee had been continuously employed rather than on leave. For example, if the employee on workers’ compensation leave would have been laid off had he or she not gone on leave, or if the employee’s position has been eliminated or filled in order to avoid undermining the Company’s ability to operate safely and efficiently during the leave, and no equivalent or comparable positions are available, then the employee would not be entitled to reinstatement.

An employee’s return depends on his or her qualifications for any existing openings. If, after returning from a workers’ compensation disability leave, an employee is unable to perform the essential functions of his or her job because of a physical or mental disability, the Company’s obligations to the employee may include reasonable accommodation, as governed by the Americans with Disabilities Act.
External Employee Education

Some employees may need to attend training programs, seminars, conferences, lectures, meetings, or other outside activities for the benefit of NCSBA, Inc. or the individual employees. Attendance at such activities, whether required by the Company or requested by individual employees, requires the written approval of the general manager. To obtain approval, any employee wishing to attend an activity must submit a written request detailing all relevant information, including date, hours, location, cost, expenses, and the nature, purpose, and justification for attendance. Attendance at any such event is subject to the following policies on reimbursement and compensation.

For attendance at events required or authorized by the Company, customary and reasonable expenses will be reimbursed upon submission of proper receipts. Acceptable expenses generally include registration fees, materials, meals, transportation, and parking. Reimbursement policies regarding these expenses should be discussed with the general manager in advance.

Employee attendance at authorized outside activities will be considered hours worked for non-exempt employees and will be compensated in accordance with normal payroll practices.

This policy does not apply to an employee’s voluntary attendance, outside of normal working hours, at formal or informal educational sessions, even if such sessions generally may lead to improved job performance. While NCSBA, Inc. encourages all employees to improve their knowledge, job skills, and promotional qualifications, such activities do not qualify for reimbursement or compensation under this policy unless prior written approval is obtained as described previously.
Holidays

For each calendar year, NCSBA, Inc. observes the following un-paid holidays:

- January 1 (New Year’s Day)
- Thanksgiving Day
- Christmas Day
Insurance Benefits

Option: Medical Insurance
NCSBA, Inc. provides a comprehensive medical insurance plan for eligible employees and their dependents. Those employed full-time for more than 3 months will be eligible for an employee contribution to medical benefits. In the event of an increase in medical insurance premium rates, all employees may be required to contribute to the cost of increased premiums to retain coverage. Details about medical insurance coverage are available in a separate publication distributed by the personnel office.

Option: Disability Insurance
Each employee contributes through payroll tax to California’s state disability insurance programs. Disability insurance is mandated by the California Unemployment Insurance Code and administered by the Employment Development Department. Disability insurance is payable when you cannot work because of illness or injury not caused by employment at the Company. An additional tax funds the state’s Paid Family Leave program, and provides partial wage replacement for absences related to care of a family member, or bonding with a new child. Specific rules and regulations governing disability are available from the personnel manager.

Option: Unemployment Compensation
NCSBA, Inc. contributes thousands of dollars each year to the California Unemployment Insurance Fund on behalf of its employees.

Option: Social Security
Social Security is an important part of every employee’s retirement benefit. NCSBA, Inc. pays a matching contribution to each employee’s Social Security taxes.

Option: Workers’ Compensation
You are protected by the Company’s workers’ compensation insurance policy while employed by NCSBA, Inc., at no cost to you. The policy covers you in case of occupational injury or illness.
Management
Personnel Records

You have a right to inspect certain documents in your personnel file, as provided by law, in the presence of a Company representative at a mutually convenient time. No copies of documents in your file may be made, with the exception of documents that you have previously signed. You may add your comments to any disputed item in the file. Any request for employee files must be made in writing.

NCSBA, Inc. will restrict disclosure of your personnel file to authorized individuals within the Company. Any request for information contained in personnel files must be directed to the personnel manager. Only the personnel manager is authorized to release information about current or former employees. Disclosure of personnel information to outside sources will be limited. However, NCSBA, Inc. will cooperate with requests from authorized law enforcement or local, state, or federal agencies conducting official investigations and as otherwise legally required.
Performance Evaluations

Each employee will receive periodic performance reviews conducted by his or her supervisor. Your first performance evaluation will take place after completion of your 90 day introductory period. Subsequent performance evaluations will be conducted bi-annually. The frequency of performance evaluations may vary depending upon length of service, job position, past performance, changes in job duties, or recurring performance problems.

Your performance evaluations may review factors such as the quality and quantity of the work you perform, your knowledge of the job, your initiative, your work attitude, and your attitude toward others. The performance evaluations are intended to make you aware of your progress, areas for improvement, and objectives or goals for future work performance. Favorable performance evaluations do not guarantee increases in salary or promotions. Salary increases and promotions are solely within the discretion of NCSBA, Inc. and depend upon many factors in addition to performance. After the review, you will be required to sign the evaluation report simply to acknowledge that it has been presented to you, that you have discussed it with your supervisor, and that you are aware of its contents.
Open-Door

Suggestions for improving NCSBA, Inc. are always welcome. At some time, you may have a complaint, suggestion, or question about your job, your working conditions, or the treatment you are receiving. Your good-faith complaints, questions, and suggestions also are of concern to the Company. We ask you to first discuss your concerns with your supervisor, following these steps:

- Within 48 hours of the occurrence, bring the situation to the attention of your immediate supervisor, who will then investigate and provide a solution or explanation.

- If the problem persists, you must describe it in writing and present it to the personnel manager, who will investigate and provide a solution or explanation. If you need assistance with your complaint, contact Lauren Gordon. We encourage you to bring the matter to the personnel manager as soon as possible after you believe that your immediate supervisor has failed to resolve it.

- If the problem is not resolved, you may present the problem in writing to the president of NCSBA, Inc., who will attempt to reach a final resolution. If you need assistance with the written complaint, contact Lauren Gordon for help.

This procedure, which we believe is important for both you and the Company, cannot guarantee that every problem will be resolved to your satisfaction. However, NCSBA, Inc. values your observations and you should feel free to raise issues of concern, in good faith, without the fear of retaliation.
Names and Addresses

Employees are required to keep a current their phone number, mailing address, and email address on file.

Northern California Small Business Assistants, Inc. is required by law to keep current all employees’ names and addresses. Employees are responsible for notifying the Company in the event of a change in their name or contact information.

Employees are responsible for checking their email for notifications from NCSBA, Inc at least 2 times per week. You will be held accountable in the event you miss a memo sent out via email from the Company.
Employment of Relatives

Option: Detailed
NCSBA, Inc. may refuse to hire relatives of present employees if doing so could result in actual or potential problems in supervision, security, safety, or morale, or if doing so could create potential conflicts of interest. The Company defines “relatives” as spouses, domestic partners, children, siblings, parents, in-laws, and step-relatives.

If two employees marry, become registered domestic partners, or become related, causing actual or potential problems such as those described above, only one of the employees will be retained with the Company, unless reasonable accommodations can be made to eliminate the actual or potential problems. The employees will have 30 days to decide which relative will stay with the Company. If this decision is not made within the time allowed, the president of NCSBA, Inc. will make the decision, taking the employment history and job performance of both employees into account.
Employee Property

An employee’s personal property, including but not limited to lockers, packages, purses, and backpacks, may be inspected upon reasonable suspicion of unauthorized possession of Northern California Small Business Assistants, Inc. property.
Company Property
Electronic and Social Media

Electronic media is defined as desktop computers, laptops, handheld devices, or any other electronic devices on the premises of NCSBA, Inc. These items and all data transmitted through NCSBA, Inc. servers are Company property and must be maintained according to Company rules and regulations. Prior authorization must be obtained before any Company property may be removed from the premises.

They must be kept clean and are to be used only for work-related purposes. The Company reserves the right to inspect all Company property to ensure compliance with its rules and regulations, without notice to the employee and at any time, not necessarily in the employee’s presence.

The Company may periodically need to assign and/or change “passwords” and personal codes for all company-owned electronic media. Electronic media and related storage media and databases are to be used only for Company business and they remain the property of the Company. The Company reserves the right to keep a record of all passwords and codes used and/or may be able to override any such password system.

OPTION: Employee’s own electronic media may only be used during breaks. All other company policies, including the Company’s no tolerance for discrimination, harassment or retaliation in the workplace apply. The Company reserves the right to adjust this policy on a case by case basis as it deems appropriate.

Social Media

OPTION: The Company does not use nor does it condone the personal use of social media in the workplace for any purpose. Social media is a set of Internet tools that aid in the facilitation of interaction between people online. Use of Internet based programs such as Facebook, Linked In, and Twitter (this is not meant to be an exhaustive list – if you have specific questions about which programs the Company deems to be social media, consult with your supervisor or HR) is a violation of Company policy and use of these programs either on Company owned property or on your personal property during work hours on the work premises can result is discipline up to and including termination.
Nondisclosure or Use of Trade Secrets

During the term of employment with Northern California Small Business Assistants, Inc., employees may have access to and become familiar with information of a confidential, proprietary, or secret nature, which is or may be either applicable or related to the present or future business of the Company, its research and development, or the business of its customers. For example, trade secret information includes, but is not limited to, devices, inventions, processes and compilations of information, records, specifications, and information concerning customers or vendors. Employees shall not disclose any of the above-mentioned trade secrets, directly or indirectly, or use them in any way, either during the term of their employment or at any time thereafter, except as required in the course of employment with the Company. The above agreement should not be construed as constituting a promise of continued employment for at-will employment purposes.

Customer Lists

The employee understands that customer lists of Northern California Small Business Assistants, Inc., for which the employee has or will have access to during the employee's employment, are trade secrets and shall be solely the property of the employer.

The employee agrees that he/she shall neither directly nor indirectly solicit business as to products or services competitive with those of the Company based on information from the customer lists.
Guests and Visitors

Visits from friends and family are to be kept to a minimum, in order to preserve an appropriate work environment. It is extremely important that the impression left with Northern California Small Business Assistants, Inc. visitors is that of a professional organization with the highest standards of conduct. Prior written or verbal approval by management is required for visitors.

Children under the age of 18 are not permitted on the premises of NCSBA, Inc.

The Company reserves its right in its sole discretion to deny such a request for reasons including, but not limited to, the requested guest or visitor has been disruptive in the past, there is a special event scheduled on the date(s) requested, or the work environment is not appropriate for the visitor or guest due to safety or other reasons.
Solicitation and Distribution of Literature

In order to ensure efficient operation of the Company’s business and to prevent disruption to employees, we have established control of solicitations and distribution of literature on Company property. Northern California Small Business Assistants, Inc. has enacted rules applicable to all employees governing solicitation, distribution of written material, and entry onto the premises and work areas. All employees are expected to comply strictly with these rules. Any employee who is in doubt concerning the application of these rules should consult with his or her supervisor.

No employee shall solicit or promote support for any cause or organization during his or her working time or during the working time of the employee or employees at whom such activity is directed.

No employee shall distribute or circulate any written or printed material in work areas at any time, or during his or her working time or during the working time of the employee or employees at whom such activity is directed.

Under no circumstances will non-employees be permitted to solicit or to distribute written material for any purpose on Company property.
Smoking

Smoking is not allowed in any area on the premises or within 200 feet of NCSBA, Inc. Smoking/using cannabis products while working or within 200 feet of any NCSBA, Inc. location is prohibited conduct and can result in termination of employment.
Parking

Employees may park their vehicles in designated areas, if space permits. If space is unavailable, employees must park in permissible public areas in the vicinity of Northern California Small Business Assistants, Inc. property. Employees may not use parking areas specifically designated for neighboring businesses unless approved by the neighboring business and NCSBA, Inc. management. Northern California Small Business Assistants, Inc. is not responsible for any loss or damage to employee vehicles or contents while parked on Company property.

Surveillance Monitoring

Parking areas may be monitored with video or other surveillance for purposes of protecting Company property only. This surveillance system is in no way intended to provide employees with personal security.
Off-Duty Use of Facilities

Employees are prohibited from remaining on Northern California Small Business Assistants, Inc. premises or making use of Company facilities while not on duty. Employees are expressly prohibited from using Company facilities, Company property, or Company equipment for personal use without written or verbal approval from management.
Housekeeping

All employees are expected to keep their work areas clean and organized. People using common areas such as lunch rooms, locker rooms, and restrooms are expected to keep them sanitary. Please clean up after meals and dispose of trash properly.
Employer Property

Lockers, desks, computers, vehicles, and any other company-owned item are Northern California Small Business Assistants, Inc. property and must be maintained according to Company rules and regulations. They must be kept clean and are to be used only for work-related purposes. Northern California Small Business Assistants, Inc. reserves the right to inspect all Company property to ensure compliance with its rules and regulations, without notice to the employee and at any time, not necessarily in the employee’s presence.

Company voice mail and/or electronic mail (e-mail) are to be used for business purposes only. Northern California Small Business Assistants, Inc. reserves the right to monitor voice mail messages and e-mail messages to ensure compliance with this rule, without notice to the employee and at any time, not necessarily in the employee’s presence.

No personal locks may be used on Company-provided lockers unless the employee furnishes a copy of the key or the combination to the lock. Unauthorized use of a personal lock by an employee may result in losing the right to use a Company locker.

Northern California Small Business Assistants, Inc. may periodically need to assign and/or change “passwords” and personal codes for certain password protected devices. These communication technologies and related storage media and databases are to be used only for Company business and they remain the property of Northern California Small Business Assistants, Inc.. Northern California Small Business Assistants, Inc. reserves the right to keep a record of all passwords and codes used and/or may be able to override any such password system.

Prior authorization must be obtained before any Company property may be removed from the premises.

For security reasons, employees should not leave personal belongings of value in the workplace. Personal items are subject to inspection and search, with or without notice, with or without the employee’s prior consent.

Terminated employees should remove any personal items at the time they leave Northern California Small Business Assistants, Inc.. Personal items left in the workplace are subject to disposal if not claimed at the time of an employee’s termination.

Employees will be held responsible if company property (in any form such as retail products to be kept behind the counter or other valuables) is left available for the public to take without authorization or payment.
Bulletin Boards

Northern California Small Business Assistsants, Inc. maintains employee communication bulletin/white boards located in the employee break room.

These boards are used to provide information to employees concerning upcoming events, new policies or any other relevant announcements.

Employees may not post items on Company bulletin boards unless the following conditions are met:

- Postings may be made by Company employees only;
- Posted items will be dated and will be removed at a NCSBA, Inc. manager's discretion.
Employee Conduct
Other Employment

While employed by Northern California Small Business Assistants, Inc., employees are expected to devote their energies to their jobs with the Company. The following types of employment elsewhere are strictly prohibited:

- Additional employment that conflicts with an employee’s work schedule, duties, and responsibilities at the Company;
- Additional employment that creates a conflict of interest or is incompatible with the employee's position with the Company;
- Additional employment that impairs or has a detrimental effect on the employee’s work performance with the Company;
- Additional employment that requires the employee to conduct work or related activities on Company property during the employee's working hours or using Company facilities and/or equipment; and
- Additional employment that directly or indirectly competes with the business or the interests of the Company.

Employees who wish to engage in additional employment that may create a real or apparent conflict of interest must submit a written request to Northern California Small Business Assistants, Inc. explaining the details of the additional employment. If the additional employment is authorized, Northern California Small Business Assistants, Inc. assumes no responsibility for it. Northern California Small Business Assistants, Inc. shall not provide workers’ compensation coverage or any other benefit for injuries occurring from or arising out of additional employment. Authorization to engage in additional employment can be revoked at any time.
Prohibited use of Company Cell Phone While Driving

In the interest of the safety of our employees and other drivers, Northern California Small Business Assistants, Inc. employees are prohibited from using cell phones while driving on Company business and/or Company time.

If your job requires that you keep your cell phone turned on while you are driving, you must use a hands-free device. Under no circumstances should employees place phone calls while operating a motor vehicle while driving on Company business and/or Company time. The Company recommends preprogramming frequently used numbers into your phone rather than looking up numbers before dialing them. Violating this policy is a violation of law beginning July 1, 2008 and a violation of Company rules.

Writing, sending, or reading text-based communication – including text messaging, instant messaging, and e-mail – on a wireless device or cell phone while driving is also prohibited under this policy. Violating this policy is a violation of law beginning January 1, 2009 and a violation Company rules.

Option: Safely Pull off the Road
You must also safely pull off the road before conducting Company business.
No Solicitation of Customers or Employees

The employee agrees that customer lists of NCSBA, Inc., for which the employee has or will have access to during the employee's employment, are trade secrets and shall be solely the property of the employer.

The employee agrees that he/she shall neither directly nor indirectly solicit business as to products or services competitive with those of the Company based on information from the customer lists.
Prohibited Camera Phone

Northern California Small Business Assistants, Inc. prohibits the use of personal cell phones in any area of the workplace unless approved by management. NCSBA, Inc. prohibits the use of phones as a camera on the premises.
Punctuality, Attendance and Scheduling

As an employee of Northern California Small Business Assistants, Inc., you are expected to be punctual and regular in attendance. Any tardiness or absence causes problems for your fellow employees, your supervisor, and flow of business. When you are absent, your assigned work must be performed by others. Employees are expected to report to work as scheduled, on time, and prepared to start work. Additionally, Employees are expected to remain at work for their entire work schedule, except for meal periods or when required to leave on authorized Company business. Late arrival, early departure, or other unanticipated and unapproved absences from scheduled hours are disruptive and must be avoided.

Northern California Small Business Assistants, Inc. allows 6 occurrences [absences or late arrivals] per year, NOT to exceed 4 occurrences in one month. An absence will count as 1 occurrence. A tardy/late arrival will count as a 1/2 occurrence. If you are absent for more than one day in a row, as long as there is a legitimate reason or explanation, the absences will still only count as 1 occurrence.

If you fail to punch in for arrival, you will be considered late resulting in a 1/2 occurrence.

If you fail to report for work without any notification to your supervisor, Northern California Small Business Assistants, Inc. will consider that you have voluntarily abandoned or quit your employment.

If you walk off the job without the consent of your supervisor, Northern California Small Business Assistants, Inc. will consider that you have voluntarily abandoned or quit your employment.

If you are unable to report for work on any particular day, you must under all but the most extenuating circumstances call your supervisor at least 2 hours before the time you are scheduled to begin working for that day. You must call and directly speak to a supervisor. A message on the general company voicemail, phone message machine, nor a text message to co-worker or supervisor will be accepted as notice of absence. In no circumstance is a text message an acceptable form of communication with your supervisor regarding an absence or late arrival. A "no show, no call" results in voluntary resignation of your position with Northern California Small Business Assistants, Inc.

Supervisors’ contact numbers are posted in the break room and at the front desk at both NCSBA locations. It is your responsibility to make yourself familiar with these phone numbers. If you do not directly speak to one of the Company’s managers 2 hours before your scheduled time to begin work and do not arrive in time for your assigned shift, the Company will consider that you have voluntarily abandoned or quit your employment. In all cases of absence or tardiness, employees must provide their supervisor with an honest reason or explanation. Employees also must inform their supervisor of the expected duration of any absence. Excessive unexcused absenteeism or tardiness will not be tolerated. Northern California Small Business Assistants, Inc. defines excessive absenteeism as more than 4 days absence in a one-month period.

If you need to schedule a vacation, exchange scheduled workdays, or schedule time off, you must put the request in writing. In the event where your availability changes and you would like to make a change to your work schedule, you must put in the request in writing.

- For an unpaid time off, workday schedule exchange, or vacation request, please fill out the TIME OFF REQUEST FORM located in the break room. Schedule the vacation request in the
Shiftplanning program and submit the TIME OFF REQUEST FORM to Human Resources Representative at your location. Employee will receive notification when time-off dates are approved or denied.

- For unpaid time off, you are required to find someone to cover your shift(s) in which overtime will not be accrued unless authorized by a manager. The form must be signed by the employee requesting time off as well as the employee(s) covering the shift(s). In the circumstance that an employee trades shifts with a co-worker that terminated employment with NCSBA prior to shift worked, the authorized shift exchange is no longer valid and is unauthorized. In such case that an employee fails to show for a schedule shift with an unauthorized shift trade, the failure to show will be considered a "no show, no call" and result in voluntary resignation of employment with Northern California Small Business Assistants, Inc.

- For a more long-term schedule change, please fill out the SCHEDULE CHANGE REQUEST FORM. Please provide new availability and the reason for the requested change. Submit the SCHEDULE CHANGE REQUEST FORM to Human Resources Representative at your location. It is up to management's discretion to approve schedule change requests based on what is best for the flow of business.
Prohibited Conduct

The following conduct is prohibited and will not be tolerated by NCSBA, Inc. Engaging in prohibited conduct are grounds for disciplinary action including and up to immediate dismissal of your position with the Company. This list of prohibited conduct is illustrative only; other types of conduct that threaten security, personal safety, employee welfare and Company operations also may be prohibited.

- Falsifying employment records, employment information, or other Company records;
- Recording the work time of another employee or allowing any other employee to record your work time, or falsifying any time card, either your own or another employee’s;
- Deliberate or careless damage or destruction of any company property, or the property of another employee or client. NO ARSON.
- Removing or borrowing Company property without prior authorization;
- Unauthorized use of Company equipment, time, materials, or facilities;
- Theft or stealing of any kind. NO STEALING. Discounting a transaction for non-eligible employee/clients or product. Putting extra items in an employee’s bag or a clients bag that were not paid for, or ringing yourself up for a transaction.
- No using personal cell phones without authorization from a manager
- No handing out personal phone numbers or receiving phone numbers from clients, vendors, etc.
- No ringing up friends or family members;
- Ringing on other employee’s registers;
- Use of a manager code without written permission from CEO, Dona Frank;
- Committing a fraudulent act or a breach of trust under any circumstances;
- Provoking a fight or fighting with fellow employees or clients during working hours or on Company property;
- No touching other employees
- A physical altercation with another employee or a client that you initiate. NO throwing things, verbal threats, or violence of any kind;
- Verbal abuse, abusive language or altercation that you initiate with a employee or client at any time on Company premises;
- Carrying firearms or any other dangerous weapons on Company premises at any time;
- Causing, creating, or participating in a disruption of any kind during working hours on Company property;
- Engaging in criminal conduct whether or not related to job performance;
- Insubordination, including but not limited to failure or refusal to obey the orders or instructions of a supervisor or member of management, or the use of abusive or threatening language toward a supervisor or member of management;
- Violating any safety, health, security or Company policy, rule, or procedure;
- No entering back areas or employee only areas while on disciplinary suspension.
- Committing or involving in any act of unlawful harassment of another individual;
- Committing of or involvement in un-wanted sexual advances, sexual harassment, sexual assault, or a sexual or lewd act;
- Failing to lock and secure the building, safes, and products at closing;
- Leaving roll up doors, garage doors, side doors, or any access point open without a security guard present. Leaving the building, employees, and clients vulnerable to a crime;
- Showing up for your shift under the influence of drugs or alcohol. Using drugs, alcohol, or any cannabis products while working and on Company property;
- Reckless driving of a company vehicle and/or driving under the influence of cannabis/drugs/alcohol while using a company vehicle or heavy machinery;
- Sleeping or malingering on the job;
- Deleting browsing history on Company computers;
• Making or accepting personal telephone calls, including cell phone calls, of more than three minutes in duration during working hours, except in cases of emergency;
• Eating at your work station; (eating is only allowed in designated areas on your scheduled breaks/lunches)
• Wearing disturbing, unprofessional or inappropriate styles of dress or hair while working;
• Failing to promptly report work-related injury or illness;
• Working overtime without authorization or refusing to work assigned overtime;
• Failing to observe working schedules, including rest and lunch periods;
• Failing to obtain permission to leave work for any reason during normal working hours;
• Failing to provide a physician’s certificate when requested or required to do so;
• Failing to notify a supervisor or manager when unable to report to work, or any unreported absence. Not calling in for missing a shift (no call, no show) will result in immediate separation of employment. Unless you can 100% prove that you had an emergency where calling in for your shift was absolutely impossible.

This statement of prohibited conduct does not alter the Company’s policy of at-will employment. Either you or Northern California Small Business Assistants, Inc. remain free to terminate the employment relationship at any time, with or without reason or advance notice.
Off-Duty Conduct

While Northern California Small Business Assistants, Inc. does not seek to interfere with the off-duty and personal conduct of its employees, certain types of off-duty conduct may interfere with the Company’s legitimate business interests. For this reason, employees are expected to conduct their personal affairs in a manner that does not adversely affect the Company’s or their own integrity, reputation or credibility. Illegal or immoral off-duty conduct by an employee that adversely affects the Company’s legitimate business interests or the employee's ability to perform his or her job will not be tolerated.
News Media Contacts

Employees may be approached for interviews or comments by the news media. Only contact people designated by the CEO may comment to news reporters on Northern California Small Business Assistants, Inc. policy or events relevant to Northern California Small Business Assistants, Inc..
Drug and Alcohol Abuse

Northern California Small Business Assistants, Inc. is concerned about the use of alcohol, illegal drugs, or controlled substances as it affects the workplace. Use of these substances, whether on or off the job, can detract from an employee’s work performance, efficiency, safety, and health, and therefore seriously impair the employee’s value to the Company. In addition, the use or possession of these substances on the job constitutes a potential danger to the welfare and safety of other employees and exposes the Company to the risks of property loss or damage, or injury to other persons.

Furthermore, the use of prescription drugs and/or over-the-counter drugs also may affect an employee’s job performance and may seriously impair the employee’s value to the Company.

The following rules and standards of conduct apply to all employees either on Company property or during the workday (including meals and rest periods). Behavior that violates Company policy includes:

- Possession or use of an illegal or controlled substance, or being under the influence of an illegal or controlled substance while on the job;
- Driving a Company vehicle while under the influence of alcohol or a controlled substance; and
- Distribution, sale, or purchase of an illegal or controlled substance while on the job.

Violation of these rules and standards of conduct will not be tolerated. Northern California Small Business Assistants, Inc. also may bring the matter to the attention of appropriate law enforcement authorities.

In order to enforce this policy, Northern California Small Business Assistants, Inc. reserves the right to conduct searches of Company property or employees and/or their personal property, and to implement other measures necessary to deter and detect abuse of this policy.

An employee’s conviction on a charge of illegal sale or possession of any controlled substance while off Company property will not be tolerated because such conduct, even though off duty, reflects adversely on Northern California Small Business Assistants, Inc. In addition, the Company must keep people who sell or possess controlled substances off Company premises in order to keep the controlled substances themselves off the premises.

Any employee who is using prescription or over-the-counter drugs that may impair the employee’s ability to safely perform the job, or affect the safety or well-being of others, must notify a supervisor of such use immediately before starting or resuming work.

Northern California Small Business Assistants, Inc. will encourage and reasonably accommodate employees with alcohol or drug dependencies to seek treatment and/or rehabilitation. Employees desiring such assistance should request a treatment or rehabilitation leave. The Company is not obligated, however, to continue to employ any person whose performance of essential job duties is impaired because of drug or alcohol use, nor is the Company obligated to re-employ any person who has participated in treatment and/or rehabilitation if that person’s job performance remains impaired as a result of dependency. Additionally, employees who are given the opportunity to seek treatment
and/or rehabilitation, but fail to successfully overcome their dependency or problem, will not automatically be given a second opportunity to seek treatment and/or rehabilitation. This policy on treatment and rehabilitation is not intended to affect the Company’s treatment of employees who violate the regulations described previously. Rather, rehabilitation is an option for an employee who acknowledges a chemical dependency and voluntarily seeks treatment to end that dependency.
Dress Code and Other Personal Standards

Option: General Language
Name badges are mandatory dress code for all NCSBA employees. Any employee missing a name badge not be allowed to clock in for their scheduled shift. Employees are expected to wear clothing appropriate for the nature of our business and the type of work performed. Clothing should be neat, clean and tasteful. Avoid clothing that can create a safety hazard. No open-toed shoes or any type of over-exposure. Department managers may issue more specific guidelines.

Option: Specific Language
Because each employee is a representative of Northern California Small Business Assistants, Inc. in the eyes of the public, each employee must report to work properly groomed and wearing appropriate clothing. Employees are expected to have good hygiene and dress neatly and in a manner consistent with the nature of the work performed. Employees who report to work inappropriately dressed may be asked to clock out and return in acceptable attire. Employees are requested to not wear strong scents as some clients are ill and sensitive to the smell of perfumes and colones.
Good Hygiene is defined as: Having good personal hygiene habits, such as washing your hands, brushing and flossing your teeth, having clean hair and clothes, and bathing on a regular basis.
Customer Relations

Employees are expected to be polite, courteous, prompt, and attentive to every client. When an employee encounters an uncomfortable situation that he or she does not feel capable of handling, the general manager should be called immediately.

Ours is a service business and all of us must remember that the client always comes first. Our clients ultimately pay all of our wages. Remember, while the client is not always right, the client is never wrong.

Clients are to be treated courteously and given proper attention at all times. Never regard a client's question or concern as an interruption or an annoyance. You must respond to inquiries from clients, whether in person or by telephone, promptly and professionally.

Never place a telephone caller on hold for an extended period. Direct incoming calls or messages to the appropriate person and make sure the call or message is received.

Through your conduct, show your desire to assist the client in obtaining the help he or she needs. If you are unable to help a client, find someone who can.

All correspondence and documents, whether to clients or others, must be neatly prepared and error-free. Attention to accuracy and detail in all paperwork demonstrates your commitment to those with whom we do business.

Never argue with a client. If a problem develops or if a client remains dissatisfied, ask your supervisor or the general manager to intervene.
Conflicts of Interest

All employees must avoid situations involving actual or potential conflict of interest. Personal or romantic involvement with a competitor, supplier, or subordinate employee of Northern California Small Business Assistants, Inc., which impairs an employee's ability to exercise good judgment on behalf of the Company, creates an actual or potential conflict of interest. Supervisor-subordinate romantic or personal relationships also can lead to supervisory problems, possible claims of sexual harassment, and morale problems.

Option: Notice

An employee involved in any of the types of relationships or situations described in this policy should immediately and fully disclose the relevant circumstances to his or her immediate supervisor, or any other appropriate supervisor, for a determination about whether a potential or actual conflict exists. If an actual or potential conflict is determined, Northern California Small Business Assistants, Inc. may take whatever corrective action appears appropriate according to the circumstances. Failure to disclose facts shall constitute grounds for disciplinary action or termination.
Confidentiality

Each employee is responsible for safeguarding the confidential information obtained during employment.

In the course of your work, you may have access to confidential information regarding Northern California Small Business Assistants, Inc., its suppliers, its customers, or perhaps even fellow employees. You have a responsibility to prevent revealing or divulging any such information unless it is necessary for you to do so in the performance of your duties. Access to confidential information should be on a “need-to-know” basis and must be authorized by your supervisor. Any breach of this policy will not be tolerated and legal action may be taken by the Company.
Conducting Personal Business

Employees are to conduct only Northern California Small Business Assistants, Inc. business while at work. Employees may not conduct personal business or business for another employer during their scheduled working hours.
Business Conduct and Ethics

No employee may accept a gift or gratuity from any client, vendor, supplier, or other person doing business with Northern California Small Business Assistants, Inc. because doing so may give the appearance of influencing business decisions, transactions or service. Please discuss expenses paid by such persons for business meals or trips with the Company in advance.
Employee Purchases

NCSBA, Inc. employees receive 25% off their purchases in Santa Rosa, Hopland and Oakland. (excluding seeds, cuttings, cultivation supplies and other discounted and non-discounted items to management's discretion).

Purchases are to be made on assigned rest-periods and/or meal breaks.
Employee purchases are intended for their personal use only. Purchasing for anyone else whether they are a medical cannabis patient or not is strictly prohibited.
Employees are prohibited to putting items aside with the intention of purchasing it. In other words, all product is to remain on the floor in it's designated bin/location.
All employee purchases are to be rung up and initialed by a manager.
Employee purchases are to be set aside until the end of the business day and then distributed by a manager.
All employee purchases and personal bags/backpacks are subject to inspection at any time.
Discounting

Employees receive a discount on qualifying products (see Employee Purchases)
Qualifying members of the collective receive discounts with proper documentation. Refer to in-store publications
for discount days and amounts.
Discounting for an unqualified member is strictly prohibited.
Over-discounting is considered prohibited conduct and will be considered stealing by the Company.
Wages
Work Schedules

Northern California Small Business Assistants, Inc. is normally open for business between the hours of 10 a.m. and 7:00 p.m., Monday through Friday, and between 10 a.m. and 6:00 p.m. Saturday and Sunday. Your supervisor will assign your individual work schedule. All employees are expected to be at their desks or workstations at the start of their scheduled shifts, ready to work.

Exchanging work schedules with other employees is discouraged. However, if you need to exchange schedules, you must fill out a Time-Off Request Form and notify your supervisor two weeks in advance, who may authorize an exchange if possible. Work schedule exchanges will not be approved for the mere convenience of an employee or if the exchange interferes with normal operations or results in excessive overtime. If you need time off for any reason, it is your responsibility to get your shifts covered; it is not the manager's responsibility to fill your absence. Please note that just because a request form is turned in, does not mean it is approved. Please follow up with your supervisor on the status of the request if you have not heard a confirmation.

The workweek begins at 12:01 a.m. Sunday and ends at midnight on Saturday.
**Timekeeping Requirements**

All non-exempt employees are required to use a time clock to record time worked for payroll purposes. Employees must record their own time at the start and at the end of each work period, including before and after the lunch break. Employees also must record their time whenever they leave the building for any reason other than Northern California Small Business Assistants, Inc. business. Any handwritten marks or changes must be initialed by a supervisor. Writing in time for another employee or allowing another employee to manually add time for you, or altering a timecard is not permissible and is subject to disciplinary action or termination.

Any errors on your timecard should be reported immediately to your supervisor.
Payment of Wages

Paychecks are normally available every other Thursday by 1:00 p.m at the Santa Rosa location and by 3:00 p.m. at the Oakland and Hopland locations. If you work at another location, speak with management about receiving your paycheck. If you observe an error on your check, please report it immediately to your supervisor. You must report a lost or stolen paycheck immediately.

Biweekly Payments

All employees of Northern California Small Business Assistants, Inc. are paid every other Thursday for work performed during the previous two-week pay period. If a regular payday falls on a holiday, employees will be paid the day before the holiday.
Pay for Mandatory Meetings/Training

Northern California Small Business Assistants, Inc. will pay non-exempt employees for their attendance at meetings, lectures, and training programs under the following conditions:

- Attendance is mandatory;
- The meeting, course, or lecture is directly related to the employee’s job; and
- The employee who is required to attend such meetings, lectures, or training programs will be notified of the necessity for such attendance by his or her supervisor;
- The employee will be paid at the then applicable minimum wage for time spent at meetings, lectures, and training programs if the employee does not perform any productive work during such attendance;
- Employees who do perform productive work during attendance at meetings, lectures or training programs will be compensated at their regular rate of pay; and
- Any hours in excess of eight in a day or 40 in a week will be paid at the appropriate overtime rate, at the hourly rate in effect at the time the overtime work is being performed.
Overtime for Non-Exempt Employees

Employees may be required to work overtime as necessary. Only actual hours worked in a given workday or workweek can apply in calculating overtime. Northern California Small Business Assistants, Inc. will attempt to distribute overtime evenly and accommodate individual schedules. All overtime work must be previously authorized by a supervisor. Northern California Small Business Assistants, Inc. provides compensation for all overtime hours worked by non-exempt employees in accordance with state and federal law as follows:

- All hours worked in excess of eight hours in one workday or 40 hours in one workweek will be treated as overtime. A workday begins at 12:01 a.m. and ends at midnight 24 hours later. Workweeks begin each Sunday at 12:01 a.m;
- Compensation for hours in excess of 40 for the workweek, or in excess of eight and not more than 12 for the workday, and for the first eight hours on the seventh consecutive day of work in one workweek, shall be paid at a rate one and one-half times the employee's regular rate of pay;
- Compensation for hours in excess of 12 in one workday and in excess of eight on the seventh consecutive workday in a workweek shall be paid at double the regular rate of pay; and
- Exempt employees may have to work hours beyond their normal schedules as work demands require. No overtime compensation will be paid to exempt employees.
Meal and Rest Periods

All nonexempt employees are entitled to periodic rest break periods during their workday. If you are a nonexempt employee, you will be paid for all such break periods and you will not clock out. Your supervisor will advise you of the time and duration of your breaks and you are expected to return to work promptly at the end of any rest break.

Generally, you will be entitled to one (1) 10-minute rest break for every four (4) hours you work (or major fraction thereof, which is defined as two (2) hours). If you work more than six (6) hours and up to 10 hours in a workday, you will receive one (1) rest break during the first half of your shift and one (1) rest break during the second half of your shift. If you work more than 10 hours and up to 14 hours, you will be entitled to an additional paid 10-minute rest break.

If you work more than five (5) hours in a workday, you are also entitled to an unpaid meal period of at least 30 minutes. If you work more than 10 hours, you are entitled to a second, unpaid meal period of at least 30 minutes. Depending on the circumstances, you may be able to waive your second meal period if you took the first one. You must clock out for your meal period. Your supervisor will advise you of the scheduling of your meal period. You must not perform any work during your meal period, and you must stop working for at least 30 full, consecutive minutes.

All rest breaks and meal periods must be taken away from the regular work area. You may leave the premises for your meal periods.

If for any reason you do not take the applicable rest breaks and/or meal periods, you must notify your supervisor immediately.
Expense Accounts

Northern California Small Business Assistants, Inc. reimburses employees for authorized business expenses as soon as a receipt is provided.

If you have any questions about the Company’s expense reimbursement policy, contact Lauren Gordon.
Deductions for Exempt Employees

Employees paid on a “salary basis” regularly receive a predetermined amount of compensation each pay period. Subject to the exceptions listed below, exempt employees will receive full salary for any workweek in which they perform any work, regardless of the number of days or hours worked. Exempt employees may not be paid for any workweek in which they perform no work, subject to Northern California Small Business Assistants, Inc. benefits programs and policies.

No deductions from salary may be made for time when work is not available, provided the exempt employee is ready, willing, and able to work. Deductions from pay are permissible when an exempt employee:

- Is absent from work for one or more full days for personal reasons other than sickness or disability;
- Is absent for one or more full days due to sickness or disability if the deduction is made in accordance with a bona fide plan, policy, or practice of providing compensation for salary lost due to illness;
- Is absent for jury duty or military duty for a full week and performs no work during the week; or
- Works less than a full week during the initial or final week of employment.

It is Company policy to comply with these salary basis requirements. Therefore, Northern California Small Business Assistants, Inc. prohibits all Company managers from making any improper deductions from the salaries of exempt employees. The Company wants employees to be aware of this policy and know that the Company does not allow deductions that violate federal or state law.

If you believe that an improper deduction from your salary has been made, you should immediately report this information to your direct supervisor.

Reports of improper deductions will be investigated promptly. If it is determined that an improper deduction has occurred, you will be promptly reimbursed for any improper deduction made.
Advances

Northern California Small Business Assistants, Inc. does not permit advances against paychecks or against unaccrued vacation.
Safety and Health
Workplace Violence

Northern California Small Business Assistants, Inc. has adopted the following workplace violence policy to ensure a safe working environment for all employees.

The Company has a zero tolerance for acts of violence and threats of violence. Without exception, acts and threats of violence are not permitted. All such acts and threats, even those made in apparent jest, will be taken seriously, and will lead to discipline up to and including termination.

Possession of non-work related weapons on Company premises and at Company-sponsored events shall constitute a threat of violence.

It is every employee’s responsibility to assist in establishing and maintaining a violence-free work environment. Therefore, each employee is expected and encouraged to report any incident which may be threatening to you or your co-workers or any event which you reasonably believe is threatening or violent. You may report an incident to any supervisor or manager.

A threat includes, but is not limited to, any indication of intent to harm a person or damage Company property. Threats may be direct or indirect, and they may be communicated verbally or nonverbally. The following are examples of threats and acts that shall be considered violent – this list is in no way all-inclusive:

<table>
<thead>
<tr>
<th>Example</th>
<th>Type of Threat</th>
</tr>
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<tbody>
<tr>
<td>Saying, “Do you want to see your next birthday?”</td>
<td>Indirect</td>
</tr>
<tr>
<td>Writing, “Employees who kill their supervisors have the right idea.”</td>
<td>Indirect</td>
</tr>
<tr>
<td>Saying, “I’m going to punch your lights out.”</td>
<td>Direct</td>
</tr>
<tr>
<td>Making a hitting motion or obscene gesture</td>
<td>Nonverbal</td>
</tr>
<tr>
<td>Displaying weapons</td>
<td>Extreme</td>
</tr>
<tr>
<td>Stalking or otherwise forcing undue attention on someone, whether romantic or hostile</td>
<td>Extreme</td>
</tr>
<tr>
<td>Taking actions likely to cause bodily harm or property damage</td>
<td>Acts of violence</td>
</tr>
</tbody>
</table>
Heat Illness

The Company is concerned with employee health and safety. Employees who work outside may be exposed to extreme temperatures or adverse working conditions, particularly in the summer months. All supervisors are trained in the prevention of heat illness. Please refer to the Company’s Injury Illness and Prevention Program or talk to your supervisor for details on how to ensure you are protected from heat illness dangers.
Security

Northern California Small Business Assistants, Inc. has developed guidelines to help maintain a secure workplace. Be aware of persons loitering for no apparent reason in parking areas, walkways, entrances and exits, and service areas. Report any suspicious persons or activities to security personnel. Secure your desk or office at the end of the day. When called away from your work area for an extended length of time, do not leave valuable and/or personal articles in or around your workstation that may be accessible. The security of facilities as well as the welfare of our employees depends upon the alertness and sensitivity of every individual to potential security risks. You should immediately notify your supervisor when unknown persons are acting in a suspicious manner in or around the facilities, or when keys, security passes, or identification badges are missing.
Recreational Activities and Programs

Northern California Small Business Assistants, Inc. or its insurer will not be liable for payment of workers’ compensation benefits for any injury that arises out of an employee’s voluntary participation in any off-duty recreational, social, or athletic activity that is not part of the employee’s work-related duties.
Health and Safety

All employees are responsible for their own safety, as well as that of others in the workplace. To help us maintain a safe workplace, everyone must be safety-conscious at all times. Report all work-related injuries or illnesses immediately to your supervisor or to the human resources department. In compliance with California law, and to promote the concept of a safe workplace, Northern California Small Business Assistants, Inc. maintains an Injury and Illness Prevention Program. The Injury and Illness Prevention Program is available for review by employees and/or employee representatives in the general manager’s office.

In compliance with Proposition 65, Northern California Small Business Assistants, Inc. will inform employees of any known exposure to a chemical known to cause cancer or reproductive toxicity.
Ergonomics

Northern California Small Business Assistants, Inc. is subject to Cal/OSHA ergonomics standards for minimizing workplace repetitive motion injuries. The Company will make necessary adjustments to reduce exposure to ergonomic hazards through modifications to equipment and processes and employee training. The Company encourages safe and proper work procedures and requires all employees to follow safety instructions and guidelines.

Northern California Small Business Assistants, Inc. believes that reduction of ergonomic risk is instrumental in maintaining an environment of personal safety and well-being, and is essential to our business. We intend to provide appropriate resources to create a risk-free environment.

If you have any questions about ergonomics, please contact Lauren Gordon.
Employees Who Are Requested to Drive

Employees who are required to drive a Company vehicle or their own vehicles on Company business will be required to show proof of current valid driving licenses and current effective insurance coverage before the first day of employment.

Northern California Small Business Assistants, Inc. participates in a system that regularly checks state Department of Motor Vehicles (DMV) records of all employees who drive as part of their job.

Northern California Small Business Assistants, Inc. retains the right to transfer to an alternative position, suspend, or terminate an employee whose license is revoked, or who fails to maintain personal automobile insurance coverage or who is uninsurable under the Company’s policy.

Employees who drive their own vehicles on Company business will be reimbursed at the rate of $0 per mile.
Termination
Voluntary Resignation

Voluntary resignation results when an employee voluntarily quits his or her employment at Northern California Small Business Assistants, Inc., or fails to report to work for one consecutively scheduled workday without notice to, or approval by, his or her supervisor. All Company-owned property, including vehicles, keys, uniforms, identification badges, credit cards, and FasTraks must be returned immediately upon termination of employment.
Reductions in Force

Under some circumstances, Northern California Small Business Assistants, Inc. may need to restructure or reduce its workforce. If restructuring our operations or reducing the number of employees becomes necessary, the Company will attempt to provide advance notice, if possible, to help prepare affected individuals. If possible, employees subject to layoff will be informed of the nature of the layoff and the foreseeable duration of the layoff, whether short-term or indefinite.

In determining which employees will be subject to layoff, Northern California Small Business Assistants, Inc. will take into account, among other things, operation and requirements, the skill, productivity, ability, and past performance of those involved, and also, when feasible, the employee’s length of service.
Involuntary Termination and Progressive Discipline

Violation of Northern California Small Business Assistants, Inc. policies and rules may warrant disciplinary action. The Company has established a system of progressive discipline that includes verbal warnings, written warnings, and suspension. The system is not formal and Northern California Small Business Assistants, Inc. may, in its sole discretion, utilize whatever form of discipline is deemed appropriate under the circumstances, up to, and including, termination of employment. The Company’s policy of progressive discipline in no way limits or alters the at-will employment relationship.
Employee References

All requests for references must be directed to the personnel manager. No other manager, supervisor, or employee is authorized to release references for current or former employees.

By policy, Northern California Small Business Assistants, Inc. discloses only the dates of employment and the title of the last position held of former employees. If you authorize the disclosure in writing, Northern California Small Business Assistants, Inc. also will inform prospective employers of the amount of salary or wage you last earned.
Confirmation of Receipt
Confirmation of Receipt

I have received electronic access to my copy of the Company’s employee handbook at: http://naturalcannabis.com/pdf/handbook.pdf

I understand and agree that it is my responsibility to read and familiarize myself with the policies and procedures contained in the handbook.

I understand that the employee handbook describes important information about NCSBA, Inc. and that I should consult the management staff regarding any questions not answered in the handbook.

I understand that except for employment at-will status, any and all policies or practices can be changed at any time by the Company. NCSBA, Inc. reserves the right to change my hours, wages, and working conditions at any time. I understand and agree that other than the president of NCSBA, Inc., no manager, supervisor, or representative of the Company has authority to enter into any agreement, express or implied, for employment for any specific period of time, or to make any agreement for employment other than at-will; only the president has the authority to make any such agreement and then only in writing, signed by the president.

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 NCSBA, Inc. is employment at-will; employment may be terminated at the will of either the Company or myself. My signature certifies that I understand that the foregoing agreement on at-will status is the sole and entire agreement between NCSBA, Inc. and myself concerning the duration of my employment and the circumstances under which my employment may be terminated. It supersedes all prior agreements, understandings, and representations concerning my employment with NCSBA, Inc.

Employee’s Signature ____________________________________________

Employee’s Printed Name __________________________________________

Date ____________________________