

# Employee Manual

Connecting The World Through Language

2017-2018

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# Welcome

It is with great pleasure that I welcome you to ConneXus. As your vice president of human resource, it is my job to ensure that you are surrounded by a loving and comfortable environment, to assist and guide you throughout the company. Do not hesitate to contact me and ask questions. I am more than willing to help and answer any questions that you may have and work closely with you. I encourage you to take advantage of the many opportunities and resources available to you for your personal growth and professional development. I am really looking forward to working with you and hope that your experience here will be rewarding and enjoyable. This Employee Handbook is not a contract of employment. It was written to help you get acquainted with our Company, to give you a brief explanation of our philosophy, and to outline some of our policies and procedures. The Handbook will not answer all of your questions, but it will serve as a guideline to your relationship with ConneXus.



*Araceli Garcia*  
VP Of Human Resource

# What To Expect From The Company

From the company, employees can expect a safe, comfortable and satisfactory environment that will help them to develop their abilities and profession to the maximum. The company will provide any help that is requested by an employee at any given time. We want to ensure the employee that they are heard and well respected. Employees can also expect help, supervision and counsel from other departments. Seeing as it is an open workplace, employees should help each other for the best of the company and themselves. ConneXus will treat every team member fairly and protect their rights. If an Employee isn't fulfilling the company needs, they should expect the company to have a strong approach towards them.

## What The Company Expects

From the employees, the Company expects the maximum possible participation, the desire to work daily, to take responsibility for their actions, be organized, to work as a team, be on time and to share ideas and abilities that can be useful for the company. The company expects an atmosphere of serenity and harmony as well. For the good of the company, everyone must get along and leave outside problems OUTSIDE or it can create and lead to the downfall to the company. Employees are expected to represent our company in a positive way by:

- Having A Positive Attitude at All Times
- Performing Strong Work Ethics
- Motivating those around you with a positive word
- Being Friendly to Customers
- Being Friendly to Coworkers
- Being Friendly to those you don't know
- Paying A Compliment
- Arriving To Work On Time
- Being Honest

## Acknowledgement Of Employee Handbook

I understand that I am responsible for reading and abiding by all policies and procedures in this Handbook, as well as all other policies and procedures of the Company. This is to acknowledge that I have received a copy of the Employee Handbook and understand that it contains important information on the company's general personnel policies and on privileges and obligations as an employee. I acknowledge that I am expected to read, understand, and adhere to company policies and will familiarize myself with the material in the Handbook.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

# Section 1: Introduction To ConneXus

## 1.0 Company Description

ConneXus is a nationwide company. Our business focal point is to allow everyone to be able to communicate through an earpiece with other people who speak different foreign languages. Language Diversity is increasing in our world today. We are a translation technology company that has developed translation devices in an effort to simplify consumer communication needs.

## 1.1 Mission Statement

ConneXus wants to ensure a safe work environment where all associates can be ambitious and competitive when working towards their goals. To keep good employees, we will be investing in a workplace, which rewards productivity through competitive salaries and benefits. We want to increase productivity and decrease turnover to support our company's bottom line profit goals.

## 1.2 History

This is the first year that ConneXus goes into the tech industry. It was Established on September 2017. Our founding partners are Daniela Barrios and Wendy Arenas.

## 1.3 Management Philosophy

Management should bestow guidance for employees to do their job well. This can mean multiple things. To begin with, management should supply challenging tasks related to the job, which imparts experience to the employee. It also extends their abilities and brings growth. To benefit from having productive employees, management should work in guiding employees to do their job well. Our management philosophy is based on responsibility, organization and respect.

## 1.4 Personal Administration

ConneXus consists of many confidential files where employee records are kept. These files can be found in the personnel filing cabinet. Personnel files are property of the company, and access to the information they contain is restricted. Generally, only Management and HR personnel have the access to these files.

## 1.5 Company Meetings

Once a week, the CEO and COO hold a meeting with all department leaders. If meetings want to be held, make sure to notify Hugo Flores in the admin department ahead of time of when and which conference room you desire the meeting to be taking place.

# Section 2: Employee Classification

## 2.0 Full-Time Employees

Full-time employees are defined as those employees who are hired to work on a regular basis for a minimum of 30 or more hours per week. They are eligible for most employer-sponsored benefits.

## 2.1 Part-Time Employees

Part-time employees are defined as those employees who are hired to work on a regular basis for less than 30 hours per week. They are eligible for employer-sponsored benefits only as provided in this Employee Handbook.

## 2.2 Exempt Employees

Exempt employees are employees whose duties and responsibilities are primarily of a managerial, professional and/or administrative nature and whose pay is such that they are exempt from state and federal law overtime laws. Such employees are not required to keep a time record.

## 2.3 Non-Exempt Employees

Non-exempt employees are employees whose duties and responsibilities are primarily secretarial /clerical and technical such as construction labor, customer service, general repairs and club operations service employees. The Company is required to pay such employees overtime in accordance with state and federal laws and these employees are required to keep a time record of all hours worked for payroll purposes.

## 2.4 Temporary Employees

These are employees who hold jobs of limited duration arising out of special projects, seasonal needs, abnormal workloads or emergencies. An employee cannot change from temporary status unless specifically informed of such a change in writing. Temporary employees are not eligible for any employer-sponsored benefits.

## 2.5 On-Call Employees

On-call employees are defined as those employees who are not scheduled regularly. They work only as needed and as called in. On-call employees are not eligible for most employer-sponsored benefits.

# Section 3: Employee Policies

The following policies are to be respected and followed

## 3.0 Business Hours:

Business hours start from 8:00 a.m. to 3:00 p.m. It is important for employees to arrive at their jobs promptly. Employees must be at their appointed work stations, on time, fully ready, and able to work at the start of their shift. Being on time is not only a good reflection on them, but is a necessity in a continuous shift operation like ours. If absent or tardy, employees must have a sufficient reason or authorization from his/her supervisor.

**Tracking Attendance:** Sarahi Cruz, a Human Resource associate will track and monitor all employees attendance. She is also responsible for talking with the individual Team Member when attendance becomes a concern and documenting the days absent, tardy or leave early.

## Tardiness

Employees are responsible for notifying the Company if they will be late to arrive or unable to be at work due to illness, family emergency, etc. Employees have four hours from the beginning of their shift to call in and notify the Company of their absence. When calling the attendance line the following information should be given:

- Employee's full Name
- Employee's phone number
- Supervisor's Name
- Absent or Late (expected arrival time)
- Explanation for occurrence

Calling and/or texting supervisors or coworkers to report an absence is not acceptable and will not be considered as reporting your absence resulting in a No Call No Show. Employees who call in after the four (4) hour mark will be issued a No Call No Show. It is an employee's responsibility to notify their supervisor if they will be absent or late.

## Absence

ConneXus understands that occasionally unexpected situations do occur. If you are going to be late or absent, you must promptly call your supervisor in advance to notify him or her of the reason for your tardiness or absence. If an employee fails to report an absence of three (3) or more consecutive days, then the assumption will be made that the employee has terminated his/her employment without notice (job abandonment). Each Team Member is responsible for reporting to their Team Leader prior to the start of the work shift when they cannot attend work as scheduled.

### 3.1 Expense Policy

It is the policy of ConneXus to reimburse staff for reasonable and necessary expenses incurred in connection with approved travel on behalf of the company. An employee may not approve his or her own travel or reimbursement. Staff travel must be authorized.

Travelers should verify that planned travel is eligible for reimbursement before making travel arrangements. A Travel Reimbursement Form must be submitted with supporting documentation to obtain reimbursement of expenses. The Travel Reimbursement form must be signed by the chief financial officer or Jocelyn Herrera, the director of finance.

### 3.2 Computer Use:

Use of the computing resources at the Company is a privilege, not a right. Employees are expected to exit and log off all systems at the end of every business day or when a workstation is left unattended for an extended period of time. It is forbidden to copy or install any illegal software onto company computers.

### Employee Of The Month

Employee satisfaction and workplace happiness can be achieved by promoting awards such as the employee of the month every month to generate healthy competition and motivation amongst the employees. Such award programs encourage the employees to enhance their productivity and work effectively. We reward what we want to see repeated.

#### How Employees Will Be Selected:

##### Ranking Criteria:

- What's their attitude like everyday
- Do they clock in on time
- How helpful are they to customers
- How helpful are they to other coworkers
- Are they available if needed to work on short notice
- Are they cross-trained in other departments if needed

#### Process:

1. Every month, each worker from the Human Resorce department selects someone inside the company who they've noticed to exhibit the Ranking Criteria
2. They conduct a meeting where they talk about who they've each selected and why
3. They jot down the names of the Nominees and the reasons as to why they were selected
4. They compare the nominators description and see if they follow the criteria
5. Once the employee has been selected, a certificate will be created by the HR department
6. The certificate will then be given to either the CEO or COO so they can announce the employee of the month to the whole company and give the certificate to the employee
7. A photo of the employee of the month will then be framed and placed on the wall and might be highlighted in the newsletter



### 3.3 Food And Drinks In the office:

Employees are expected to spend lunch and rest periods away from their office or work station. Food is allowed in the office only in case of an occasion, special event or another case. Drinks and food must be kept in containers that are stable and not easily tipped. Drinking and eating should not occur near important documents or office equipment, especially computers. Trash from food and drink items should be properly disposed. Improper disposal can lead to infestation of insects and other vermin.

### 3.4 Lunch Periods:

Employees are usually allowed a one-hour lunch break. Lunch breaks generally are taken between the hours of 11 a.m. and 2:00 p.m. Extended or prolonged lunch breaks without prior authorization are not allowed. Each employee is responsible for cleaning after themselves.

### 3.5 Cell Phone Usage:

Cell Phone usage during business hours is discouraged except in case of emergencies. To respect the rights of all employees and avoid miscommunication in the office, employees must inform family members and friends to limit personal telephone calls during working hours. Cellular phones shall be turned off or set to silent or vibrate mode at work or during meetings, conferences and in other locations where incoming calls may disrupt normal workflow.

### 3.6 Relatives:

ConneXus employees may have to work with someone related to them. There are no restrictions as to working with relatives, but if a problem arises the Human Resources department will take over and do something about it.

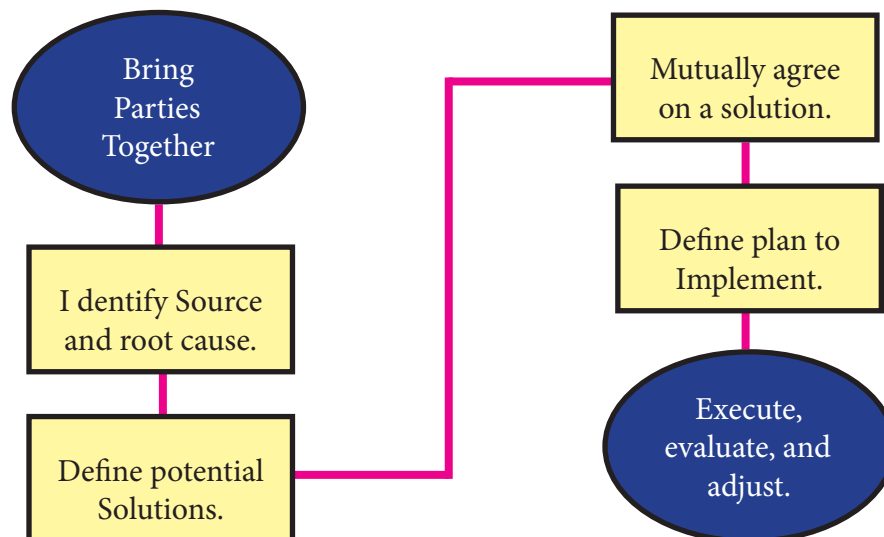
### 3.7 Relationships:

Relationships, even if consensual, may ultimately result in conflict or difficulties in the workplace. Employees who engage in personal relationships should be aware of their professional responsibilities.

### 3.8 Conflict resolution policy

Problems, misunderstandings and frustrations may arise in the workplace. The conflict resolution policy should promote open communication and foster a safe environment for addressing differences of opinions.

### 3.9 Conflict Resolution Process



# Section 4: Standards Of Conduct

The success of our company depends on our treatment of people. It is the responsibility of all managers and employees to treat our guests, clients, vendors and one another with respect and understanding.

## 4.0 Harassment / Discrimination:

Any sort of harassment is not tolerated or welcomed in ConneXus. If an employee feels harassed, they are encouraged to report it to the Human Resource department. No employee is to feel uncomfortable working for ConneXus. If an employee is the one who is harassing, It will be reported to the HR department, where the consequences will be decided and given based on the act. The Company does not discriminate in employment opportunities or practices because of race, color, religion, gender, national origin, age, disability or any other legally prohibited criteria. Employees with questions or concerns about discrimination in the workplace are encouraged to bring these issues to the attention of their supervisor and the HR department.

**Harassment** may include but is not limited to:

- Requests for sexual favors.
- Unwanted physical contact, including touching, pinching, or brushing the body.
- Verbal harassment such as sexual innuendos, suggestive comments, jokes of a sexual nature, sexual propositions and threats.

**Discrimination** may include but is not limited to:

Veteran status, race, color, religion, sex, marital status, national origin, physical or mental disability, age, political affiliation or union affiliation.

The Company is committed to ensuring that all employees are protected from conduct that violates this policy, and it is each employee's affirmative duty to report any such conduct.

## 4.1 Tobacco:

Smoking is only permitted outside of Company buildings, provided that it occurs beyond 20 feet of any building entrance or in the external designated smoking areas. All materials used for smoking in this area, including cigarette butts and matches, will be extinguished and disposed of in appropriate containers.

**Smoking Cessation Support:** The following are a few options available for employees who wish to quit smoking: Self-help pamphlets, books, audio tapes, or video tapes. Some workplaces, hospitals, and wellness centers have stop-smoking programs, groups, or classes led by professionals. For people who cannot go to support group meetings, there are online support systems as well as phone-based support.

## Substance Abuse:

NO illegal drugs of any kind are allowed. An employee will suffer the consequences of determination if caught with illegal drugs **in the office**. Any employee who chooses to abuse illegal drugs will be given an immediate suspension, sent home, and be asked to take a drug test.

## 4.2 Public Image:

A professional appearance is important anytime that you come in contact with customers or potential customers. Employees should be well groomed and dressed appropriately. The following items are examples of what is considered inappropriate working attire:

- Spaghetti-strapped shirts
- Tank tops or revealing shirts
- Short mini skirts
- Sheer clothing
- T-shirts with inappropriate or offensive gestures or advertising
- Torn or ripped clothing
- Dirty clothing
- Excessive and/or distracting jewelry and/or make-up

When meeting with a client, the dress code is more business-oriented, including attire such as:

- Slacks and dress shirt or blouse
- Dress or skirt and blouse

To promote understanding of what is considered unacceptable conduct and to encourage consistent action by the Company in the event of violations, examples of impermissible conduct are identified below. The following list, therefore, contains only some examples of prohibited conduct:

- Stealing or attempting to steal Company property or the property of other employees or customers
- Bringing firearms or weapons of any kind onto Company property or job site
- Fighting, scuffling or indulging in horseplay
- Removing Company property without written approval
- Intentionally destroying or damaging Company property or the property of other employees or tampering with any safety equipment
- Refusing a direct order from your supervisor (insubordination)
- Falsifying employment application, health questionnaire or other documents required by the Company
- Concealing mistakes
- Failing to observe safety rules
- Excessive tardiness or absenteeism
- Leaving the premises without permission
- Threatening, intimidating, coercing, harassing or interfering with fellow employees or indulging in harmful gossip
- Violating the Company's policy against harassment and discrimination
- Performing activities other than Company work during working hours

## **8.0 Office Behavior Towards Others:**

The future of our company depends on our respect for each other, and our ability to work together as a unified team of knowledgeable people. Never threaten or intimidate, coerce, provoke, interfere, or fight with employees, supervisors, management, or visitors. Do not initiate, spread, or participate in damaging gossip.

## **8.1 Wage And Salary:**

Wage or salary increases will be determined on the basis of performance, adherence to Company policies and procedures, ability to meet or exceed duties per job description and achieve performance goals. No employee is guaranteed a wage or salary increase at any time.

## **8.2 Performance Review**

The performance review is intended to be a fair and balanced assessment of an employee's performance. It is where we evaluate the performance of not only our leader, but associates. It is a tool that can enhance the management of an organization, and it is also a process that allows employees to be both recognized for good performance and provided with recommendations for improvement.

# Section 5: Employment status and records:

## 5.0 Access to Personal Files:

Employees who wish to review their own file should contact the HR Department Personnel with reasonable advance notice; the employee may review his/her personnel file in the Company's office and in the presence of the HR personnel. Copying of the file or making additions or deletions to the contents of the file is prohibited. Ex-employees are not allowed access to their files. The personal file includes such information as the employee's:

- Job application
- Educational certificates
- Resume
- Documentation of performance appraisal
- Salary increases
- Full name
- Social security
- Address, including zip code
- Date of birth
- Job title
- Basic payroll records
- Other employment record.

## 5.1 Personal Data Changes:

An employee's personnel data should be accurate and current at all times. It is the responsibility of each employee to promptly notify the HR Department of any changes in personnel data such as:

- Mailing address
- Telephone numbers
- Name and number of dependents
- Individuals to be contacted in the event of an emergency

## 5.2 Employment Applications:

Organization relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentation, falsification, or material omissions in any of these information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

## 5.3 Resignation

If you plan to leave the Company's employ, we ask that you provide some type of notice prior to departure. Although this notice is not required, it is requested so that the Company will have the opportunity to locate a replacement before you leave.

## 5.4 Promotions And Transfers

Employees who are interested in transferring to another position should contact their immediate manager and thereafter the Human Resources Department provided they have completed six months of employment. Promotions and transfers will be based on the ability, qualifications and potential of the candidates for the positions.

# Section 6: Employee Communication

## 6.0 Staff Meetings:

These meetings allow employees to be informed on recent Company activities, changes in the workplace, employee recognition, and other business matters.

## 6.1 Bulletin Boards:

Provide employees access to important posted information and announcements, which are posted by the communication department. The employee is responsible for reading necessary information posted on the bulletin boards. You should first ask your supervisor for permission should you wish to post a notice.

## 6.2 Social Media:

Instagram: Connex\_us  
Facebook: ConneXus Chs  
Twitter: Connex\_us

## 6.3 Company Newsletter:

Internal newsletter used just for the employees. Includes information that would relate to what's happening in our company and also information that would be important for the employees to know.

# Section 7: Safety and Environment

## 7.0 Safety Rules During Office Hours:

Being safe is an important policy, in which ConneXus does not allow any aggressiveness. Between employee to employee, or from employee to any other person.

## 7.1 Self Responsibilities:

Each employee is responsible to take care of their own belongings. Every material that they own should be stored in a safe and easy to find place. If working with sharp materials, the employee must make sure that they are stationed in a place where no other employee can get hurt.

## 7.2 Traffic Violations:

Applies to employees who drive the company vehicle. If they ever receive a ticket, the driver will take responsibility in paying the ticket. The company will help cover expenses if the driver gets involved in a car crash.

## 7.3 Parking:

Employees must park their cars in areas indicated and provided by the Company.

## 7.4 Gate Passes

In certain positions, employees may be issued gate passes. These decals should be affixed on the lower left side of the employee's vehicle windshield. These allow you to enter and exit your work site without having to stop at the guardhouse each time.

## 7.5 Security:

ConneXus has security cameras all around the office for the safety of all employees and to help check that no violation is being committed within the company.

# Section 8: Health and Security

## 8.0 Fires and other emergencies:

A Emergency procedure and evacuation plan are assigned to follow in the event of a fire or other disasters. This plan is prominently posted in common areas of the facility. Exits, fire extinguishers and first aid kits are located on each floor. All employees are expected to familiarize themselves with the location of such equipment.


## 8.1 Job Injuries and Illness:

Any job-related injury or illness, regardless of severity, must be reported immediately to our safety coordinator for prompt and trained evaluation and medical attention as necessary.


## 8.2 Emergency Evacuation Plan:

In any emergency, employees should follow alarms or other alerts to evacuate the building or area near the premises. Employees should always follow the basic evacuation procedures.

## 8.3 Emergency Evacuation Procedure

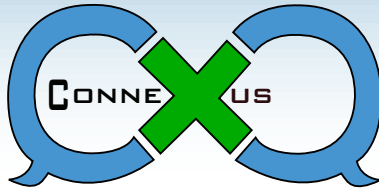
**Evacuation Instructions** 

1. Never use elevators to evacuate a burning building.
2. Note the posted Evacuation routes and follow to the nearest exit.
3. Go immediately to the designated assembly area and wait for further instructions.
4. Do not re-enter the building until emergency response officials have declared that it is safe to do so.

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# ConneXus Organizational Chart



**Chief Executive Officer**  
Wendy Arenas

**Chief Operations Officer**  
Daniela Barrios

**Administrative Associate**  
Hugo Flores

**Sales Department**  
**Vice President of Sales**  
Justin Magallon

**Sales Associate**  
Sandra Terrazas

**Sales Associate**  
Anayeli Garcia

**Sales Associate**  
Jose Mojica

- Ownership
- Leadership
- Support

**Accounting Department**  
**Chief Financial Officer**  
Robert Velazquez

**Accounting Associate**  
Greg Gomez

**Accounting Associate**  
Citlali Ortega

**Accounting Associate**  
Emily Tepo

**Accounting Associate**  
Jocelyn Herrera

**Marketing Department**  
**Vice President of Marketing**  
Estefania De Anda

**Marketing Associate**  
Christopher Acevedo

**Marketing Associate**  
Oscar Diaz

**Digital Media Department**  
**Vice President of Digital Media**  
Andres Ortega

**Digital Media Associate**  
Stephanie Arroyo

**Digital Media Associate**  
Jasmine Ortega

**Human Resources Department**  
**Vice President of HR**  
Araceli Garcia

**Human Resources Associate**  
Bianca Diaz

**Human Resources Associate**  
Natalie Mendez

**Human Resources Associate**  
Sarahi Cruz

**Art & Publications Department**  
**Vice President of Art**  
Yuridia Figueroa

**Art Associate**  
Rosa Ayala

**Art Associate**  
Luis Quintanilla

**Communications Department**  
**Vice President of Communications**  
Yesenia Camacho

**Communications Associate**  
Ariana Amezcua

**Communications Associate**  
Roberto Corona