



# hoop!a

## Employee Handbook 2018-2019



## Excitement Delivered to You





## Welcome New Employees!



Mariana Juarez  
Vice President of  
Human Resources

Hello new employees! I am Mariana Juarez the Vice President of Human Resources here at HOOPLA. I am very pleased to find out that you will be joining our company. As your Vice President of Human Resources it is my job to make you feel safe and to help maintain a positive atmosphere. We care about our employees as happy employees make a happy company. Many of our employees have flourished here and are devoted to our company. I know that you will do so as well. This employee handbook is to give you general knowledge of who our company is but it will not resolve all your questions. If you have any questions or concerns or need someone to talk to don't hesitate to talk to the Human Resources department, we will always be there to help. I know you will do great here. Again, welcome to HOOPLA.



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# Section 1: About Hoopla-Introduction

## 1.0 Company Overview

Hoopla is an entertainment company that provides VIP's services to entertainment. We provide VIP services to any festival, concert, sports, or seasonal event. With your ticket you also receive a VIP fan pack that is delivered to your door every event package is different and designed specifically for the event. We specialize in hard to get events where VIP treatment is required. We strive to make sure that even after you have gone to your event that you had a great experience.

## 1.1 Company Mission

Here at Hoopla, we strive to deliver an unforgettable experience to the hardworking individuals in the United States, who are too preoccupied with their employment to create a unforgettable experience themselves.

## 1.2 Human Resources Mission

To create a safe environment enjoyable and fair working. Serve to ensure a positive and encouraging workspace that will be maintained to where both company and employee will flourish

## 1.3 Company's History

Hoopla is a C-corporation that started out in October 1, 2018. Our founders are Gabriela Antunez, who serves as Chief Executive Officer and Kendrick Tiscareno, who serves as Chief Operations Officer.

## 1.4 Management Philosophy

Hoopla's management philosophy is based off respect, responsibility, and customer focus. To achieve this objective we attract employees that will bring positive energy and commitment to the company.

## 1.5 Employee Communications

There may be times where the company needs to inform you of any sort of events. In that case the ways we would communicate is through:

- Bulletin board
- Slack
- Company Newsletter
- Social Media
- E-mail

# Section 2: Employee Policies

## 2.0 Business Hours

Employees are expected to be at work for the minimum hours of 8 hours per day. The office hours are from 9:00 a.m.-5:00 p.m. There is no time clock, but employees are expected to be in their office space between the hours of 9:00 a.m.-5:00 p.m. There is no official office hours on weekends, however, when deadlines are approaching weekends can be used for extended hours to complete their tasks. There is no overtime pay.

## 2.01 Tracking Attendance

All employees are expected to attend the office daily and tardiness to work is not acceptable, the Human Resources department will keep track of attendance daily.



## 2.02 Absence

We understand that certain unexpected situations occur that force you to miss work. Once you know that you will be absent or late please contact your supervisor or the Human Resources department. Each employee is allowed 10 missed days over a one year period. Employees who miss more than 10 days can be subject to payroll deductions on a per day basis.

## 2.1 Electronic Devices and Phone Usage

Once an employee enters the office they are expected to put away their phones and remove all personal listening devices. Employees can also choose to put their phones in the provided phone cubicle. Let your supervisor know that you will need to use your electronic device for any sort of emergency. No employee is to use company's personal social media or telephone for any personal use. Unless had prior permission from authorized management. Employees should have their phone on vibration mode or are to be put into office cubicles

## 2.2 Internet Use

Non-work related websites or inappropriate websites are not to be used at any time.

## 2.3 Office Placement

All employees are required to work in assigned office desks unless you are working on a collaborative task or projects. Employees are asked to respect others workspace and are expected to be considerate of other time and task responsibilities

## 2.4 Eating in the Office

No food or eating is allowed in the office, due to rodent and insect problems, a policy has been established. Except for company approved events. Water bottles are permissible but if any water is spilled and damages the computer, it is your responsibility for the payment of the computer if damaged or has damaged parts. During all company sponsored celebrations the food and eating policy will be suspended.

## 2.5 Noise and Music

Employees should be courteous to those around them and keep voices down to an appropriate levels. Personal music or listening to music during work is prohibited. Office background music will be maintained by the communications department.

## 2.6 Tidiness and leaving the office

All employees, are expected to keep their work area clean. The office desk area should be left clean and litter free when leaving for the day. When leaving the office employees are required to have company identification and should inform their supervisor on the nature of the departure. Make sure to take your badge with you.

## 2.7 Identification

Every Hoopla employee is provided with an identification badge. It is required for employees to have them with them while in and out of the office during work hours

## 2.8 Breaks and Lunch

Employees will be provided you with two 10 minute breaks, and one 1 hour of lunch break per work shift of 8 hours. Breaks could happen as needed but lunch breaks are between the hours of 11:00 a.m.-2:00 p.m. Use the employee workroom, or outside seating as needed for all lunch and snack consumption.



## 2.9 Use of Equipment

All employees will be provided with the necessary equipment to do their job. While using equipment, employees are expected to exercise care, and follow all operating instructions, safety standards, and guidelines. Equipment should not be removed from organization premises unless approved by the organization. Company equipment should not be used for personal items. Please notify your supervisor if any equipment that appear to be damaged, defective, or in need for repair.

# Section 3: Employment Policies

## 3.0 Employee Induction

At the beginning of employment, all employees will be given a presentation of the company expectations. At this orientation they will be given a copy of the employee handbook to become familiarized with the company policies and expectations. After they have read the handbook they will sign a contract acknowledging and agreeing to the policies that will be placed in their employee personnel file.

## 3.1 Employee Relations

Hoopla strives to make working conditions, wages and the benefits it offers to its employees the best in the industry. We commit to employees by responding effectively to employees issues, in an effort to protect and maintain a positive and professional working environment for our employees, Our focus is to protect the rights of our employees while maintaining and protecting the company work environment.

## 3.2 Hiring Policy

Our hiring policy is if there is a job opening the Human Resources department will fly the position opening, determine qualified candidates and then hold interviews for the opening. We do not discriminate on race, sex, religion, color, mental/physical disability, age, marital status or gender as long as the applicant can perform the requirements for the job. Our hiring practices are on:

- External Recruitment System: build boards, job flyers, social media, and job sites
- Internal Recruitment System: promotions and employee referrals

## 3.3 Transfers or Promotions

Employees who would like to transfer or apply for an openings in another department, need to apply through the Human Resources department. The Human Resource department and your potential manager will together review your application and qualifications for your potential job. Transfers and promotions will be based on ability, experience, and availability of the potential job. If multiple applicants are applying, interviews will be conducted for the position. Promotions are based on how employees have been working in their department and the ratings on their evaluation form. To complete the form the supervisor has to evaluate the employee as well as the employee themselves. If both employees and supervisor rate their score more than a 30 out of 50, the employee will get a raise.

## 3.4 Probationary Period for New Employees

All employees will be under a probationary period for the first 3 months of employment that allows new employees to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets company expectations. Probation will last 3 months after hiring date, but probation can be expanded in time if the company has not fully evaluated the employee through our formal performance review. The company maintains an employment at will policy. This entitles the company to release probationary employee without cause.



### 3.5 Outside Employment

All employees have the right to maintain a second job but the industry section must not have a direct conflict with what Hoopla does

## Section 4: Standards of Conduct

### 4.0 Harassment

Harassment is an unwelcome conduct from anyone, it could be physically or psychologically, and will not be tolerated.

#### 4.1 Types of Harassment

Our company encourages any employee who feels they have been harassed to contact their supervisor or Human Resources directly. Every employee deserves the right to be comfortable in their work environment. All employees are expected to comply with zero tolerance policy regarding harassment.

Sexual Harassment may include but is not limited to:

- Unnecessary and unwanted physical contact
- Unwanted or inappropriate sexual remarks, jokes, or teasing
- Unwanted or inappropriate sexual comments

Discriminatory Harassment may include but is not limited to:

- Racial
- Religion
- Gender
- Sexual Orientation
- Age

Physical Harassment may include but is not limited to:

- Direct threats
- Physical attacks
- Threatening behavior

Psychological Harassment may include but is not limited to:

- Spreading rumors
- Discrediting a person's work
- Belittling thoughts

#### 4.11 Filing a Complaint:

When the Human Resources department receives a complaint, they are required:

- Listen carefully and seriously to the complaint
- Treat it with total confidentiality
- Record a written deposition on what the complaint is about (step by step)

#### 4.12 How harassment is handled:

When Human Resources investigates a complaint, they will follow the procedure below:

- Interview each individual involved, separately
- See if there is any witnesses of this event
- Keep records of everything said
- Let that person know of the accusation
- Keep notes on what he/she states about the incident



### 4.13 Outcomes of Harassment:

If the complaint is verified to be true, the harasser will be talked to and explained that the sort of action committed will never happen again and if it does it will result in automatic termination and will still have to do an apology. Any medical or counseling sessions will be paid by the harasser. After the harasser is talked to they will have to provide one of the following to the complainant:

- Commitment that the behavior will cease
- Private apology (verbal and/or written)
- Re-credit of any leave taken due to the harassment
- Payment of medical and counseling expenses
- Transfer, with no job disadvantage

### 4.2 Company Dress Code & Identification

Hoopla maintains a casual work environment. However, employees are expected to be clean and neat when they arrive to work. If a dress code is broken then it will be marked down and be put into their personal file.

The following are what should and what should not be wore during business hours in the office:

Types of Clothing	Appropriate	Inappropriate
Bottoms	Slacks, Pants w/o any rips	Ripped pants, shorts that show undergarments
Shoes	Closed toed shoes	Sandals, no shoes in general
Shirts	Formal shirt, T-shirts	Revealing, offensive gestures, midriffs and spaghetti-strapped shirts
Jewelry	Small earrings and rings	Oversized jewelry

### 4.3 Drug Free Policy

Hoopla prohibits the use, possession, solicitation of narcotics or any type of illegal substance, alcohol or prescription medication without a prescription, on company premises or while at work

### 4.4 Smoke and Vape Free Policy

Hoopla maintains is a smoke-free workplace to create a safer, healthier workplace. Smoking prohibited on company premise, those that need to smoke may do so on scheduled breaks outside of the office premises

## Section 5: Employee Conduct & Discipline

### 5.0 Employee Conduct

Our company expectation is to treat each other with mutual respect. The purpose of disciplinary action is to change one's behavior rather than terminating services. Before a problem becomes a real issue, head of team will give a verbal warning. Depending on the situation necessary action will be taken to correspond with the problem. Work conflict with any other employee should be resolved within the company procedural guidelines. If employees don't follow the expectations there will be consequences. Our company goes by 3 consequences:

1. Warning
2. Discipline form in your file
3. Possible suspension





### 5.1 Inappropriate Behavior

The following inappropriate behavior may result in disciplinary action or termination of employment. Inappropriate behavior may include but is not limited to:

- Theft or inappropriate removal of property
- Falsification of records
- Working under the influence of alcohol or any illegal drug
- Fighting or threatening violence in workplace
- Disruptive/Disrespectful behavior in workplace
- Violation of safety rules
- Sexual or any type of harassment
- Possession of any harmful materials, including weapons
- Excessive absences
- Unauthorized disclosure of confidential information
- Violation of personal policies
- Unsatisfactory work performance or conduct

### 5.2 Respect in the workplace

Hoopla is committed to providing the best working conditions to its employees. Our company strives to ensure fair and honest treatment to all its employees. Head of the department, managers, employees are expected to treat each other with mutual respect.

### 5.3 Conflict Resolution

At Hoopla when we try to resolve issues in a peaceful and professional manner. We believe all issues can be resolved through communication. This is a procedure for our company's conflict resolution:

1. Bring in parties involved in the dispute along with bystanders, to gather information
2. Talk about the issue and look for opportunities to resolve the issue
3. Develop a plan to resolve so the issue will not happen again
4. Execute the action plan

### 5.4 Physical Harassment and Misconduct

All threats of, or actual violence, both direct and indirect, should be reported as soon as possible to your supervisor or any other member of management. Do not place yourself in peril.

Organization is eager to assist in the resolution of employees disputes, and will not suppress employees from raising such concerns.

When organization is informed, by supervisor or manager, about these type of situations, they will treat it promptly, seriously, and sympathetically, with due regard to confidentiality

## Section 6: Employment Status and Records

### 6.0 Employment Classification

Regular Full Time Employees are workers who work 30 or more hours a week. They are regularly put into every schedule and expected to be present.

Part Time Employees are workers who work less than 30 hours a week. Minimum shift, meaning you must be on task at all times. Not often put into every schedule, since it is a four hour shift.



### 6.1 Access to Personnel Files

Employees have the right to access their file but required to provide a written request to Human Resources in advance. Copying any information that is inside employee file is strictly prohibited as personal information is within the file. Personnel files include but is not limited to:

- Resume
- Cover Letter
- Job Application
- Payroll Records
- Discipline Reports
- Performance Reviews
- Employee Benefits

### 6.2 Personal Data Change

Employees are responsible to notify the Human Resources department changes in their personal data. Personal data may include:

- Legal Name
- Emergency informative
- Home/telephone number
- Home address

### 6.3 Employment Applications

Employee applications must be accurate and honest to the best of the employees knowledge, falsified employee files can result in termination or any future management positions

### 6.4 Resignation

If you are planning to leave your position or the company please give a 2 weeks notice to the Human Resources department. This notice is not required but is a professional courtesy so we can find a replacement for your position as soon as possible.

## Section 7: Safety & Environment

### 7.0 Safety during office hours

Hoopla cares about your well-being and we can't do so without the cooperation of all the employees. Aggression will not be allowed and will be asked to step outside and evaluate their actions.

### 7.1 Emergency Closing

Some conditions may end a day at work. These conditions can include; extreme climate, fire, or power outage. When operations are officially closed due to emergency conditions, the time off from scheduled work will not be considered as a leave for individual's employees or associated members.

### 7.2 Fires

In the unlikely occurrence of a fire, please handle the situation in a calm manner. Please follow these instructions in case of this situation:

1. Go to your nearest exit
2. Move to a safe place
3. Wait until a emergency official has stated that it is safe to go return to the office



### 7.3 Workplace Injury

If any injury happens during office hours and it is life threatening call 911, otherwise report your injury to the Human Resources department and we will provide you with the emergency procedures to address the injury and medical services.

### 7.4 Safety

Employees should be very careful and cautious about the surroundings/Environment around them when doing something dangerous. No employee should be doing anything that was not required inside the company that could potentially hurt themselves or any other employee. Same goes with any material or resources inside the office.

## Section 8: Employee Benefits

### 8.0 Company Holidays

The company recognizes the following National holidays listed below. These are also paid holidays.

- Thanksgiving Day
- Christmas Day
- New Year's Day
- 4th of July
- Memorial Day
- Veterans Day
- Labor Day
- President's Day
- Martin Luther King's Birthday

### 8.1 Vacation Leave

Hoopla offers a week of paid vacation per year. If you would want a vacation leave, provide a note that states your name, department, where you will be headed and if it will take longer than 1 week. Vacations could only occur after a year of employment.

### 8.2 Personal Leave

If an employee needs a day off because of a personal issue it will be granted if it is less than 2 weeks. If personal leave has been exhausted and the employee takes additional day than provided, employee will lose an average daily wage per absence. Examples that can also be a personal leave are sickness, funeral, medical emergency and/or accident.

### 8.3 Maternity/Paternity leave

Employees who go on paternity leave, only get 2 weeks after the child is born. In case of maternity, you get two weeks prior to birth of child. In the case of adoption there will only be 3 weeks of leave for both fathers and mothers. During this time, employees will be fully paid. Your position will be available for you until the 12 weeks unpaid leave is over.

## Section 9: Salary, Compensation and Evaluation

### 9.0 Pay Days

Pay day for employees are the first and third Friday of the month. The Vice-presidents get paid approximately \$4,000 per month and the Chief Officer get paid approximately \$6,000 per month. The associates of every department get paid approximately \$2,000. But raises could be put into rationale after he performance reviews



## 9.1 Commission and Promoting our company

Our commission and promoting our company are done through the following:

- Build board
- Website
- Radio Ad
- Trade shows

## 9.2 Promotions and Raises

In our company we have a quarterly employee evaluation or a performance review, we also have weekly evaluations. These are put into account when we give raises and promotions. Each Vice President and Chief Officers evaluate their employees to see how they are working and have a ranking criteria for it. We rank our employees by:

- Quality of Work
- Usage of Time
- Attendance and Punctuality
- Interpersonal Skills
- Contribution

After reviewing the evaluation this will determine whether employees will get a raise. This will also be placed in their employee file which Human Resources takes care of.

## 9.3 Employee of the month

One of the many motivations that employees of HOOPLA have is the employee of the month. Happy employees creates a better workplace. Every employee of the month is ranked through a specific ranking criteria

### Ranking Criteria

- Always on task
- Great attitude toward their coworkers and customers
- Respects others and help those who struggle and need help
- Great salesperson in trade shows
- Give ideas for the company
- Has a score of 8 or higher on their evaluation
- Participates in putting their phone in their cubicle daily
- Helps other departments
- Goes above and beyond on their work
- Does not cause any problems within the office

### Selection process

1. Look at the ranking criteria and see if any of the employees seem fit
2. Meet together with the Chief Officers and Vice-presidents
3. Discuss why each of the employees should deserve employee of the month
4. Write down on a piece of paper why the employee they decided to nominate deserves it
5. Once the leadership team makes a decision, Human Resources will create a certificate
6. The Vice President of Human Resources and one fellow employee will present the certificate to the employee
7. A picture of the employee of the month will be presented in the bulletin board and the monthly newsletter





## 9.4 Employee Evaluation Form

Every 3 months employees are evaluated by their supervisor and themselves, this is called the Employee Evaluation Form. This form also deals with your probation period and if it should be continued or be promoted to full-time employees. Employees and supervisors rate themselves from 1-5 stars based on the criteria and if the rating is below 14 then employees will have 1 month to be re-evaluated. Although there is the employee and the supervisor total the supervisors total is the one that counts. Employees evaluation is to see how their supervisor can help them



## Hoop!a Employee Evaluation Form

Employee: \_\_\_\_\_ Position of Employee: \_\_\_\_\_  
 Supervisor: \_\_\_\_\_ Evaluation Period: \_\_\_\_\_ to \_\_\_\_\_

Performance Criteria	Unsatisfactory ★	Below Expectations ★★	Meets Expectations ★★★	Exceeds Expectations ★★★★	Outstanding ★★★★★	Employee Total	Supervisor Total
<b>Quality of Work</b> • Accuracy & Neatness • Work is in order & Complete • Productive • Follows instructions	• Work is messy and contains errors • Work is often incomplete • Produces little to no work • Rarely follows instructions	• Work is poor quality and needs revision • Work is sometimes incomplete • Produces work • Sometimes follows instructions	• Work meets quality expected • Work is mostly complete • Produces expected amount of work • Follows instructions like instructed	• Work is consistently neat and accurate • Work is consistently complete • Produces good work • Follows instructions thoroughly	• Work is always impeccable • Work is always complete • Produces spectacular work • Always follows full instructions		
<b>Time Management</b> • Uses time wisely • Always on task • Quick to start work • Ahead of their tasks	• Time not used wisely • Rarely on task • Does not work • Rarely finishes work	• Time was used very little • Sometimes on task • Works but requires monitoring • Barely finishes work	• Time is used • On task • Starts work when told so • Finishes work mostly on time	• Consistently manages time effectively • Consistently on task • Consistent to start work • Consistently finishes work on time	• Time is used productively • Always on task and encourages others to do so as well • Works right away without being told so • Always finishes work ahead of time		
<b>Attendance and Punctuality</b> • On time for work • Attends everyday	• Often late to work • Excessive absents (5)	• Late more than once or twice • Excessive absents(3)	• Late once or twice or less • Has 1 or less absence	• No tardies • No absences	• Always on time often • Always at work often and puts in extra time on off hours		
<b>Interpersonal Skills</b> • Contributes to the department • Works well with others • Helps others who are behind in work • Promotes company goodwill	• Rarely contributes to the department • Often has problems with other employees • Provides no help to their employees falling behind in their tasks • Rarely promotes company goodwill	• Little to no contribution to the department • Sometimes has problems with other employees • Provides little help to their employees • Sometimes promotes company goodwill	• Contributes to the department • Works with others • Provides help when asked • Mostly promotes their company goodwill	• Consistently contributes to the department • Consistent team player • Consistently provides help to employees • Consistently promotes their company goodwill	• Contributes to the department and company • Supports everyone actively • Provides help to their fellow department co-workers • Outstanding ambassador of the company		
<b>Attitude</b> • Maintains a positive disposition • Seeks to build bonds and friendships • Encourages others • Complies with company rules(Phone/Music)	• Often has a negative attitude • Often creates conflict with other employees • Rarely encourages employees • Often disobeyed a company policies	• Sometimes has a negative attitude • Sometimes has created conflict with other employees • Sometimes encourages others • Sometimes disobeys company policies	• Has a positive attitude • Consistently builds bonds with their co-workers • Encourages others • Compliant with company policies	• Consistent positive attitude • Consistently builds bonds with employees in the company • Encourages employees • Consistent with company policies	• Positive attitude and is a role model for others • Actively build bonds with everyone • Always encourages employees • Actively supports company policies		
Comments:						Total Score	
							/25

- Option 1: 23-25 Outstanding
- Option 2: 20-22 Exceeds Expectations
- Option 3: 15-19 Meets Expectations
- Option 4: 8-14 Below Expectations
- Option 5: 0-7 Unsatisfactory

- 5% Pay increase in monthly salary
- 3% Pay increase in monthly salary
- 1% Pay increase in monthly salary
- 1 month re-evaluation to improve for 1% pay increase
- 1 month re-evaluation to improve or termination





Excitement Delivered to You

Company Organization Chart

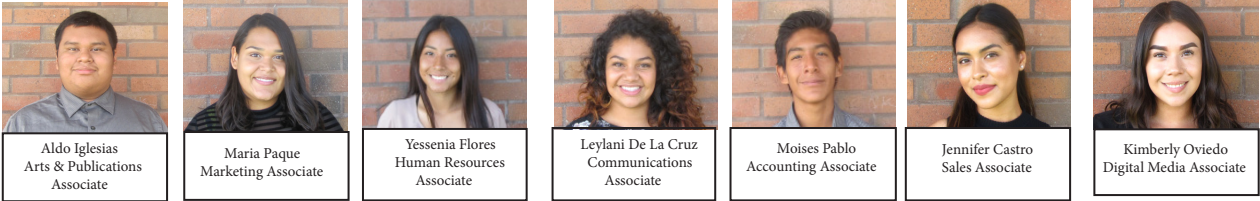
Chief Officers



Leadership Team



Associates



## Company Expectations Contract

In the beginning of any job, there will be given a presentation about the general rules that our company has. After the presentation every employee must sign the contract below.

I, \_\_\_\_\_ hereby accept the company expectations and rules that were given to me. I am fully aware that if I don't follow these rules there will be consequences that will go along if I choose to decline any of these rules. Therefore, I \_\_\_\_\_ approve this message

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

## Acknowledgement of the Employee Manual

I, \_\_\_\_\_ hereby accept the acknowledgement of the Employee Manual. I am fully aware that this manual will not answer all my questions but it will give me a certain guideline and knowledge of the company. It is my responsibility to ask questions to VP of HR if I am lost or am confused about the manual. I am fully aware of the expectations the company has from me and what the company expectations are. I am fully aware of any of the consequences that will happen to me if I choose not the follow these guidelines. Therefore, I \_\_\_\_\_ approve.

Date: \_\_\_\_\_

Signature: \_\_\_\_\_





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