

Employee Manual



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Welcome to Signum. As the Vice President of HR, it is my job to guide you through the growth of the company, to make sure you as an employee find it comfortable in the workplace, and assist you with any conflicts that may come up during your time and work here. Feel free to come to me if you have any questions or concerns. I am available at all times and I am also very happy to be working with each and everyone of you. My job is to make you feel safe and I am more than delighted to do so.

Grecia Penalzoza
Vice President of
Human Resources

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About the Company

Signal in Latin translates to Signum. We are a company in which our idea derives from providing an essence of signal for communication. Our company goal is to provide every customer the optimal benefit of having us help them in an event where there is no available communication recourse. Signum products will decrease our dependency on the “grid” for communication. We do expect for our products to fulfill all customer needs and expectations. If that is not the case, customers are welcome to return any product that does not satisfy their personal needs. Communication is very important to our company. We strive to make communicating fast and simple without any complications. We work hard and try our best everyday to provide the best services to our customers.

What to Expect from Signum

The company will provide help at any time that it is needed from the employee. Employees should expect other department worker’s help and guidance. It is an open workplace therefore, employees should be helping each other out. Insurances are taken care of by the company, therefore, employees should be aware of that. Employees should expect the company to push them to the best of their abilities in order for them to demonstrate their full potential. If an Employee isn’t fulfilling the company needs, they should expect the company to have a strong approach towards them. We want every employee to feel as if they are part of a big family and make the workplace as comfortable as possible for each individual. In order for that to happen, we must motivate every employee so that they feel that their job is important and that they are a big part of the company. Feeling motivated by the company is another thing employees should expect.



What the Company Expects From You

Being responsible is one of the most important factors the company expects from the employee. Every employee will have responsibilities and must make sure they fulfill those responsibilities. Cooperation will be required. Every employee has to be able to work with anybody whether it be associates working with vice president or vice presidents working with CEO's and even associates working with CEO's. Without cooperation we will not be able to get our work done. If one employee is behind another may be in danger of falling behind as well. As a company, we must work together and expect to:

- Have a positive attitude at all times
- Be consistent in work
- Avoid procrastination
- Take time in work/do not rush
- Be to work on time and everyday
- Be polite and respectful to others

Company Mission

Our company sells devices that give people access to cellular service in places where service is unavailable. Every employee has important roles and responsibilities within the company. Each individual is given a task that must be taken care of. Our mission is to keep our customers connected to their loved ones and the world. We know how important it is to stay connected especially when it comes to emergencies. Communication is the key to life. The world is dependant on cellular service whether it's for special events, hiking, or getting from one place to another. We understand how unsatisfying it is to want to be connected with others but find it impossible to do so because of the places one might be at were obtaining signal is unreasonable. That is why it's our company's job to provide the best, guaranteed, service products in the market.



Company Office Policies

Within the company, the following policies are expected to be followed.

Office Work Hours

All employees are expected to work a full work day and arrive on time. Employees are expected to work up to the time of No excessive breaks are permitted. Employees are expected to be at their workplace everyday and most importantly on time. If absent/tardy, employee must have a sufficient reason or authorization from his/her supervisor. This consists of a 5-10min break if employee decides to bring something to eat.

Employees manipulating the office work hours

Since employees are entitled to a break during their work hours, this means that they are able to take advantage of it or continue working during the time given. However, that is on their free will. Employees are not obligated to use their break to work. This means that employees can not use that as an excuse to arrive late. They can not come to work saying that they came in late because they worked extra time during their break. There is a certain time where employees arrive and depart from work. If employee chooses to come earlier than their regular schedule that is on them and will not be recognized in any way.

Tardiness:

An employee coming late to work or found absent from his/her work station/ place of work during working hours, without any sufficient reason or without getting any prior authorization from his/her supervisor, then the authority can take suitable disciplinary against the employee. It is the employee's responsibility to report to the representative of Human Resources and have a valid excuse as to why they were tardy and must be documented by the HR department. If an employee reaches 4 tardies, they will receive a verbal warning which states the explanation of why it is important to be on time. At 8 tardies the employee will receive a written warning which consist of the employee signing that he/she understands the compromise; at 12 tardies, suspension will be the consequence with no payment for that day, and finally, after 14 tardies the employee will be terminated. Department leaders should be aware of the process of discipline with the employee.



Dress code:

All Signum employees must be well-groomed and dressed appropriately. This means women/men are not allowed to be showing excessive skin and cleavage. Employees must dress business casual (sandals are not considered business casual). The only day that employees are asked to wear their company business shirt is on Mondays and on trade shows to represent our company. When attending formal business events and presentations all employees must dress business formal. No tattoos should be visible and all piercings should be taken off. Females are to wear natural makeup at events and in the workplace. Hair color should be neutral for both male/female employees when attending formal events. Violation of dress code policy will result in the following:

- Meeting with employee and addressing the situation
- Employee will be given a verbal warning and asked to sign a contract stating that they have agreed to follow the dress code policy
- If violation persists, employee will receive a written warning-which will later go on their personal file-signing that they have violated the policy a second time
- After violating the policy the third time, employee will be terminated

Food In the Office

Employees cannot eat at their desk and will therefore have to go to the break room in order to prevent a messy work area.

Computer Use

Strict actions will be made for those employees who are engaged in using the internet inappropriately, that means: playing computer games, chatting, Instagram, Facebook, and any other form of social media that is inappropriate during office hours.

Office Behavior

Employees are to represent our company by behaving properly, even when out of the workplace. This is important as it will make our company's image look trustworthy. Employee's social media will be inspected once a week for company safety.

Rude or inappropriate customer service:

If Human Resources receives a report indicating that an employee has given poor customer service it will not be accepted kindly. Rude or inappropriate behavior will affect the ratings of our company and customers will avoid our services which is not profitable for business. If this situation occurs, HR will have to obtain as much



information from the customer giving the complaint as it will help us determine the consequences for the employee. The customer will be given compensation in regards to the bad experience with our company. Employee will be addressed and asked to give in detail their part of the story. Afterwards the employee will have to go through another training as to how to work in customer service.

Hostility in the workplace:

Bullying in our company is inappropriate and it is a bad example for each department. Bullying is a sign of immaturity and shows that the employee is unfit for his/her position. Behaving that certain way can cause other employees to get distracted and feel threatened. Our company wants people to feel safe and have high self-esteem because that will allow customers to feel the same way. If this behavior catches the attention of a manager the employee will be set on probation and if it continues the person will be terminated.

Physical altercations and threats:

As a company we must work together very hard every single day not only to get our job done but, to make sure we push each other to do our best. Therefore, physical altercations can become a serious conflict in our company and will result in low productivity. Employees must learn to get along and are asked that if there happens to be any conflict within the employees, those problems should be handled outside the workplace. Physical fights can result in distractions towards the other employees and harmful to the individuals involved in the quarrel. If any physical altercations or threats are made in the facility, they are to be reported immediately to the HR Department. From there, employees who were involved in the unacceptable behavior will be talked to separately and will give their side of the story. Employees personal files will be reviewed for past evaluations. From there employees will go under administrative leave until all testimony is collected to avoid any more conflicts. Managers/supervisors will meet with HR Department and discuss further action that will be taken towards employees: Suspension, disciplined accordingly or termination.

Sexual Harassment and Threats:

Uncomfortable behavior towards another employee is not tolerated in our company. We are strict towards that type of unethical behavior. We are committed to ensuring employees are treated fairly and with respect. We will make sure our company is an environment free of intimidation and sexual harassment. We invigorate any employee who feels they have been harassed to contact their VP of



Human Resources, an employee, or employer. We understand that each individual may react differently to comments and we expect that right to be respected. Sexual harassment is an unwanted and uninvited behavior of sexual nature that makes a person feel offended, humiliated, and intimidated. It can occur within anyone in the company whether it is physical contact, jokes, or verbal comments. Sexual harassment is inappropriate in any work-related context not just only during working hours. This includes meetings or business field trips. Any report of sexual harassment is treated rapidly and with seriousness. It must remain confidential within the employee and the individual who reported the incident.

Managers and supervisors must do the following:

- Make sure they show appropriate behavior themselves
- Observe the working environment to make sure everything is in place
- They must act mature when given a sexual harassment report
- If they do not feel as if they are the right person to handle the situation, they can pass the report to another manager/supervisor

Employees must:

- Be supportive and comprehensive of any other employee who has been sexually harassed
- They should let the victim know where they can and should go to receive help
- Respect the situation and should not approach the harasser themselves
- Report any unethical behavior if witnessed

If employees feel like they have been or are being harassed they must do the following:

- Let the offender know that their behavior is offensive and unpleasant so it should stop. *This should be done only if employee feels comfortable enough to approach the offender themselves
- If the behavior continues, employees should keep record of all the incidents
- If the unwelcome behavior is ongoing, employee should contact their manager

If manager receives a complaint he/she should do the following:

- Take the complaint with seriousness and act mature about the incident
- Listen carefully
- Make sure the complainant gives the full story of the incident without leaving any



details behind

- Take notes using complainant's words

If complainant asks for an investigation the manager should perceive with the following

- Let harasser know what they are being accused of
- When interviewing harasser it should be done separately
- Interview any employee that might have witnessed the incident/s
- Allow harasser to respond to their accusation
- Keep track of all interviews
- Listen to harasser carefully and mark down any important details
- Gather final evidence and determine proper action
- Discuss the action that will be given with the complainant to confirm her/his needs are met

Harassment in the workplace may lead to the following depending on the severity:

- Pledge that their behavior will conclude
- Write letter or verbally apologize to complainant
- If harasser works in the same department as the complainant, he/she will be transferred from department
- If harrasing persists, employee will be terminated

Drug or alcohol use in the workplace:

Our company strives to have a healthy environment. In order for this to happen, the use of drugs and alcohol in the facility is not permitted. Employees being under the influence of drugs or alcohol during office hours will not be tolerated. Smoking in the workplace is not healthy for the consumer or those around them and being intoxicated with drugs can affect employee's job performance and their safety. Suspicion of being under the influence of drugs will result in employees taking a drug test. Supervisors and managers must:

- Document any complaints given to them and record the times they suspect an employee is under the influence of drugs or in possession of alcohol/drugs
- Observe any indifferent behavior like drowsiness and speech, smell

Once sufficeint observations are gathered employee must meet with HR Department and supervisors/managers. Employee will be notified of suspicion againts him/her and will be asked to sign a consent form sating that employee



has agreed to undergo through a drug test. If agreed to do so, the drug facility will be notified that an employee is on the way(company will provide transportation for the employee). Refusing to undergo through the drug test will result in immediate termination due to the fact that it creates more suspicion against the employee.

Productivity in workplace:

Productivity in the workplace is very important in Signum. Each employee must be willing to arrive to work every day with the goal of completing the work that is assigned to them and finding ways that will help with the improvement of the company. We understand that some employees may feel as their job in the company is not as important. That thought can later contribute to employees lacking in productivity for the company. We want every employee to know that they are just as important as any other employee inside the company. We also want to make sure that every employee knows what he/she is doing and is familiar with their tasks. When an employee knows exactly what to do, they are more productive. All employees are encouraged to speak up and give their opinions on new ideas. This will let the employee know that their voice does count and can make a difference to our company. Excuses to lack off in the workplace will not be tolerated. All employees must be working even though they see that another peer is slacking off. Just because one employee is slacking off, it does not give any other employee the right to do so as well. Employee's attention will be called out if found slacking off. We want employees to be aware that we are concerned about them and the work that they provide. This will make employees feel more satisfied and a satisfied employee contributes to a satisfied customer which leads to more productivity for the company.

Phone Use

Employees can receive personal calls if an emergency and if it's supervised by the company coordinator. Other than that, phones must be put away at all times and silenced so they won't disturb other employees.

Cell phone use and abuse:

Cell phones are considered a distraction, but employees can receive their personal calls if it is an emergency and approved by the company coordinator . Employees are not to spend excessive time on their phones, if so, phones will immediately be confiscated. Employees are to have their phone on vibrate during work hours. In certain occasions employees will be asked to either turn off their devices or put them away in order to prevent errors in products, customer service, etc.. If the employee refuses to turn in their cellular device they will be asked to leave the work area. If inappropriate behavior



arises from this issue then the employee will be asked to leave the premises.

Relationships in the Workplace

Relationships within the company are permitted, but employees must not allow their relationship to interfere in the workplace and productivity on the job. If the employees happen to work in the same department, it will be permitted, but if work isn't getting done, both employees will be separated. If this distraction continues one of the employees will be isolated.

Non-Compliance

If the company policies are not followed there will be consequences. The seriousness of an employee's offence will determine the action to be taken. All actions below can affect performance evaluations and the chance for pay and promotion opportunities. Unacceptable behavior will result in the following:

- 1. Level One Offenses: Verbal Warning** - This will come from minor actions that violate any of the company policies. Verbal warning will come from their direct supervisor, the Human Resources representative or any chief officer. After verbal warning has been given, one or multiple times, and the behavior has not been altering the action will move to the next level of enforcement.
- 2. Level Two Offenses: Written Warning** - Employees that violate company policies that are major in nature or have escalated from a repeated minor offense shall receive a disciplinary action that will go in their personal file. This written warning
- 3. Level Three Offenses:** These are most serious offenses and typically involve the areas of physical or emotions damage to employees or company property. These will be handled by the human resources department and will

Employee Performance:

Performance management helps to provide overall contribution to the organization by both employer and employee. Performance evaluations and documents are stored in the personnel files we have for each of our employees, that way we can keep track on how our employees are progressing. At Signum we give every employee



the opportunity to develop their careers, along with contributing to our business and having a share in its success. All employees are obligated to attend special trainings to improve in certain areas/ways. It is our objective to assure that our company will succeed by keeping watch on all our team members because we would like to avoid as many issues as possible. Having an exceptional performance is key in whichever department an employee works in. We believe our employees come to work to demonstrate the ambition they have; we also believe that employees should be honest, responsible, organized, professional, etc. In order to have a calm work environment and make our company successful, our company keeps in check every employee's performance in order to help them improve and so we can see the future potential of the employee.

Objectives:

- To review the performance of the employee over a given period of time.
- To help in strengthening the relationship and communication between superior subordinate and management-employees.
- To diagnose the strengths and weaknesses of the individuals so as to identify the training and development needs of the future.
- To provide feedback to the employees regarding their past performance.
- To provide clarity of the expectations and responsibilities of the functions to be performed by the employees.
- To judge the effectiveness of the other human resource functions of the Organization such as Recruitment, Selection, Training, and Development.
- To reduce the grievances of the employees.

Employees have to take in consideration that measuring an employee's performance is the most difficult part of the performance appraisal during the specified amount of time. The decision is made purely based on the individual's performance and further it is decided that whether he/she should be rewarded, promoted, demoted or any training required for the personal development / improvement in the present work positions required / taking up new challenges other than the responsibilities given. If an employee gets remarks such as 'Excellent', 'good' or 'satisfactory' then the cash reward/ incentive or increment is given accordingly.



Employee Benefits:

HMO \$30/\$3,000 Plan					PPO \$40/\$1,000 Plan				
Features					Features				
Calendar-Year Deductible Individual/Family		\$3,000/\$6,000			Calendar-Year Deductible Individual/Family		\$10000/\$2000		
Pharmacy Calendar-Year Deductible		N/A							
Annual Out-Of-Pocket Maximum Individual/Family		\$5,950/\$11,900			Annual Out-Of-Pocket Maximum Individual/Family		\$5000/\$10000		
In The Medical Office					OutPatient Care				
Office Visits		\$30(after deductible)			Physician office visits		\$40 copay		
Preventive Exams		\$30			Routine adult physical exams		\$40 copay		
Maternity/Parental care		\$10			Adult preventive care visits (through age 18)		\$40 copay		
Well-child preventive care visits		\$10			Outpatient surgery		\$25 copay		
Vaccines (immunizations)		\$0			Allergy testing visits		\$40 copay		
Allergy injections		\$5(after deductible)			Allergy injection visits		30%		
Infertility services		Not covered			Gynecological visits		30%		
Occupational, physical, and speech therapy		\$30(after deductible)			Maternity/Scheduled prenatal care and first postpartum visit		\$40 copay		
Most labs and imaging		\$10(after deductible)			Imaging, including, X-rays		30%		
MRI/CT/PET		\$50(after deductible)			Lab tests		30%		
Outpatient surgery		30%(after deductible)			Eye exams for eyeglass prescriptions		30%		
Emergency Services					Hearing exams		Not covered		
Emergency Department visits (waived if admitted directly to hospital)		30%(after deductible)			Occupational, physical, respiratory, and speech therapy visits		Not covered		
Ambulance		\$100(after deductible)			Diabetic day care management		30%		
Prescriptions					Emergency Services				
Generic		(up to a 30-day supply)			Emergency Department visits		\$100 copay, then 30%		
Brand-name		\$10(after deductible)			Emergency ambulance services		Covered at the nonparticipating providers level		
		\$30(after deductible)			Medically nonemergency ambulance service				
Hospital Care					Alcohol and Chemical Dependency				
Physicians services, room and board, tests, medications, supplies, therapies		30% per admission (after deductible)			Inpatient hospitalization		30%		
Skilled nursing facility care (up to 100 days per benefit period)		30% per admission (after deductible)			Outpatient Visits		\$40 copay		
Mental Health Services					Prescriptions				
In the medical office (up to 20 visits per calendar year)		\$30(after deductible for individual therapy)			Generic drugs		\$15 copay(max 30-day supply)		
In the hospital (up to 30 days per calendar year)		\$15(after deductible for group therapy)			Brand name drugs		\$30 copay(max 100-day supply)		
		30% per admission (after deductible)			Self-administered injectable medications		\$70 copay(max 100-day supply)		
Chemical Dependency Services					Hospital Care				
In the medical office		\$30(after deductible for individual therapy)			Room, board, and critical care units		30%		
In the hospital (detoxification only)		30% per admission (after deductible)			Imaging, including X-rays and lab tests		30%		
					Transplants		30%		
Other					Physician, surgeon, and surgical services		30%		
Certain durable medical equipment		Not covered			Nursing care, anesthesia, and inpatient prescribed drugs		30%		
Optical (eyewear)		\$30(after deductible)			Mental Health Care				
Vision exam		\$0(after deductible)			Inpatient Hospitalization		30%		
Home health care (up to 100 two-hour visits per calendar)		\$0(after deductible)			Severe mental illness and serious emotional disturbances of a child		\$40 copay		
Hospital care					All other covered mental illness		30%		
Monthly rates for groups new to Kaiser Permanente					Monthly rates for groups new to Kaiser Permanente				
16 to 50 enrolling employees					16 to 50 enrolling employees				
\$30/\$3000 Plan With HSA					\$40/1,000 PPO Insurance Plan				
Ages	EE only	EE+S	EE+C	EE+S+C	Age	EE only	EE+S	EE+C	EE+S+C
<30	\$87	\$238	\$197	\$287	<30	\$311	\$905	\$673	\$1,016
30-39	\$103	\$274	\$207	\$321	30-39	\$383	\$1,069	\$745	\$1,178
40-49	\$139	\$283	\$217	\$360	40-49	\$512	\$1,129	\$785	\$1,304

I have read the Signum Employee Manual and I understand the company rules and regulations. I also acknowledge and agree to follow the terms and policies given in this document

Print Name _____

Signature _____ Date _____





SIGNUM

Company Organizational Chart

CHIEF OFFICERS



Alan Esquivel
Chief Executive Officer



Jesus Anguiano
Chief Operations Officer



Omar Guerrero
Chief Financial Officer

LEADERSHIP TEAM



Adrianna Noyola
Vice President of Arts & Publications



Genesis Mojica
Vice President of Communications



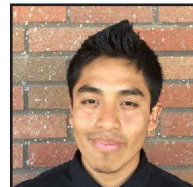
Kate Bustamante
Vice President of Digital Media



Grecia Penalzo
Vice President of Human Resources



Aixa Martinez
Vice President of Marketing



Jorge Balbuena
Vice President of Sales

ACCOUNTING TEAM



Gabby Juarez
Associate



Gerson Escobar
Associate



Stephanie Torres
Associate



Giselle Ramirez
Associate



Anthony Deniz
Associate



Carlos Garcia
Associate

SALES TEAM

HUMAN RESOURCES TEAM



Isabelle Trujillo
Associate



Ulises Renteria
Associate

MARKETING TEAM



Karen Rodriguez
Associate



Amy Alvarez
Associate

DIGITAL MEDIA TEAM



JoJo Pongphinkam
Associate



Beverly Cortes
Associate

COMMUNICATIONS TEAM

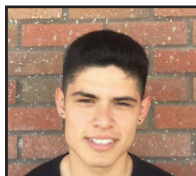


Jazmin Noyola
Associate



Gabby Perez
Associate

ART AND PUBLICATIONS TEAM



Jeremy Carransa
Associate



Jason Juarez
Associate



Priscilla Medina
Associate

