



# Employee Handbook

Updated May 2019

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## Table of Contents

<b>Section 1: Introduction:</b>	<b>1.1</b>	<b>Introduction to the Company</b>
		<i>Our Mission</i>
		<i>Our Values</i>
		<i>Our Team</i>
	<b>1.2</b>	<b>Purpose of this Handbook</b>
	<b>1.3</b>	<b>Employment Forms</b>
<b>Section 2. Terms &amp; Definitions:</b>	<b>2.1</b>	<b>Definition of "At-Will" Employment</b>
	<b>2.2</b>	<b>Types of Worker</b>
		<i>Exempt vs. Nonexempt</i>
		<i>Regular vs. Temporary</i>
		<i>Independent Contractors &amp; Consultants</i>
<b>Section 3. Payroll:</b>	<b>3.1</b>	<b>Payment Schedule</b>
	<b>3.2</b>	<b>Wages</b>
	<b>3.3</b>	<b>Deductions &amp; Garnishment</b>
	<b>3.4</b>	<b>Expense &amp; Mileage Reimbursement</b>
<b>Section 4. Rights &amp; Policies:</b>	<b>4.1</b>	<b>Equal Opportunity Employment Policy</b>
	<b>4.2</b>	<b>Work Eligibility</b>
	<b>4.3</b>	<b>Accommodation for Disabled Employees</b>
	<b>4.4</b>	<b>Employment of Minors</b>

**4.5 Employment of Relatives**

**4.6 Religion & Politics**

**4.7 Private Information**

**4.8 Leaves of Absence**

**Section 5: Employment  
Benefits:**

**5.1 Unemployment Insurance**

**5.2 Workers' Compensation**

**5.3 Social Security Benefits (FICA)**

**5.4 Additional Benefits**

*Probation Period*

**5.5 Flexible Scheduling**

**Section 6. Rules of Conduct:**

**6.1 On the Job**

*Reporting for Work*

*Staying Safe*

*Meals & Breaks*

*Cell Phone Use*

**6.2 Rules & Policies**

*Workplace Behavior*

*Confidentiality*

*Discrimination & Harassment*

*Drugs & Alcohol*

*Conflicts of Interest*

**6.3 Disciplinary Action**

*Workplace Inspections*

## 6.4 Complaint Procedures

### **Section 1. Introduction**

#### **1.1 Introduction to the Company**

We at World HeadQuarters welcome you to our company. We hope that you are as excited as we are about all that we can do, and with your help, we hope to solve the common problems of current workers by uniting individuals to create amazing new ideas.

#### *Our Purpose*

Family and Community

#### *Our Mission*

To Inspire Others to Passionately Fulfill Their Dreams

#### *Our Vision*

To Be “The Church Of Business” that is a shared, cherished space that sources service, community, innovation, acceptance, inspiration, passion and partnership.

#### *Our Values*

- Be Courageous
- Encourage Others
- Try New Things
- Express Yourself
- Embrace Mistakes

#### *Our Founder*

##### *Brenda Leopold – Chief Visionary / Founder*

For the last 20 years, Brenda has been serving small business owners and nonprofit leaders in Wisconsin in a variety of consulting roles. Through the four businesses she owned prior to World HeadQuarters, she assisted business owners in the areas of marketing, social media, website design, marketing strategies, sales processes, strategic planning, product development, pricing strategies, cost saving strategies, business insurance, employee benefits, human resources, training and employee engagement. Her personal experience, insurance licensing and education in Business Administration & Marketing have all served to make her a valuable leader in creating, developing and refining business activities. Her talent is in problem solving and thinking creatively to ensure that her businesses are maximizing revenues and staying relevant. Additionally, she is a mom, wife and community supporting volunteer. In all of her business roles, she struggled with feeling like her professional roles weren't overtaking her personal roles, or vice versa. Her entrepreneurial spirit and endeavors taught her that choosing to be a business owner is not just a career path. It is truly a lifestyle that impacts everything in your life and requires special support structures from friends, family and your community to live this lifestyle fully. Therefore, World HeadQuarters is the vision of allowing entrepreneurs to embrace the lifestyle fully, without judgement and with the resources they need to succeed.

#### **1.2 Purpose of this Handbook**

The purpose of this Handbook is to familiarize you - the employee - with the policies, rules and other key aspects of World HeadQuarters. The information in this handbook supersedes all

rules and policies that may previously have been expressed or implied, in both written and oral format. The Company reserves the right to change the policies of this Handbook at any time without notice. This Handbook is not meant as a contract or a promise, and it only summarizes the policies, rules, and key aspects of the company. For further information and detail, please see Brenda Leopold. At World Headquarters, we value your thoughts and opinions, and we are open to any suggestions you may have to improve our Handbook.

### **1.3 Employment Forms**

All new employees are required to complete and submit the following forms. Starred (\*) forms can be found at the end of this manual. All others have been or will be provided separately.

*Handbook Acknowledgment Form \**

*Employment Eligibility Form I-9*

This document is legally required for verification of employment eligibility within the United States of America. You will need to be able to submit documents establishing identity and eligibility within the next three business days from your date of hire. The same policy applies to re-hired employees whose I-9's are over three years old or otherwise invalid.

*IRS Form W-4 - Federal Taxes*

*Wisconsin Department of Revenue Form W4 - State Taxes*

## **Section 2. Terms & Definitions**

World HeadQuarters momentarily employs less than 20 regular and temporary employees on an "at-will" basis. This section defines the terms of "at-will" employment, as well as the different types of employees we hire.

### **2.1 Definition of "At-Will" Employment**

The job of an "at-will" employee is not guaranteed. It may be ended, at any time and with or without notice, by the employee or, for a lawful reason, by the company. The Company also reserves the right to alter an "at-will" employee's benefits, pay rate, and assignments as it sees fit. The "at-will" terms of an employee's employment may only be changed by the President. Nothing in this Handbook constitutes as a contract or promise of continued employment.

### **2.2 Types of Worker**

This section distinguishes between the different types of workers the Company employs. Employee status is established at the time of hire and may only be altered via a written statement signed by the company.

*Exempt vs Nonexempt*

Most employees are non-exempt, meaning they are entitled by law to at least minimum wage and premium pay for overtime. Exempt employees are not subject to these laws. Exempt status is defined by particular standards set by state law and the Federal Labor Standards Act (FLSA).

*Regular vs. Temporary*

Regular employees work a regular schedule, either on a full-time or part-time basis. To be considered full-time, an employee must work at least 30 hours per week. A temporary employee

is a person we hire for a short period (usually 3 months at maximum) to assist with a project or remedy a staff shortage. All regular and temporary employees are on an "at-will" basis.

#### *Independent Contractors & Consultants*

Independent contractors and consultants are not company employees, but rather self-employed professionals whom we hire for specific projects. Unlike employees, they do not operate under company direction, and control their own methods, materials and schedules. They are not eligible for company benefits.

### **Section 3. Payroll**

#### **3.1 Payment Schedule**

Employees are paid twice a month generally on the 15th and first day of the month. In cases where the regular payday falls on a holiday, Employees will receive payment on the next business day after said holiday.

#### **3.2 Wages**

Wages vary from employee to employee and are based on level of skill and experience. The company conducts regular evaluations of all employees and issues promotions as it sees fit. Employees who feel entitled to higher pay may contact Brenda Leopold to discuss.

In addition to regular pay, employees may have the option of earning overtime pay.

#### *Overtime*

Occasionally, you may be asked to work beyond your regular scheduled hours which could result in overtime hours. We will try to give as much notice as possible, but it may be unpredictable. Exempt employees will not be paid for working beyond their regular schedules hours. Nonexempt employees are entitled to payment for overtime, according to the rules set forth below (See Section 2 for the definitions of exempt and nonexempt employees):

- All overtime work must be approved in writing, in advance, by the employee's supervisor. Working overtime without permission violates Company policy and may result in disciplinary action.
- These rules apply to any type of work done after hours, including work done from home, work done using a Company issued portable computing device (such as a laptop or smartphone), and work done using your own personal computer or portable device.
- For purposes of calculating how many hours an employee has worked in a day or week, our work week begins at 12:01 a.m. on Monday and ends at midnight on Sunday. Our workday begins at 12:01 a.m. and ends at midnight each day.
- Nonexempt employees will be paid 1.5 times their regular hourly rate of pay for every hour worked in excess of 40 hours.
- Vacation time, sick days, holidays, or any other paid time during which an employee did not actually work will not count as hours worked.

#### **3.3 Deductions & Garnishment**

Federal and state law requires that we deduct the following from every paycheck:

- Social Security
- Income tax (federal and state)

- Medicare
- State Disability Insurance & Family Temporary Disability Insurance
- Other deductions required by law or requested by the employee

A Wage and Tax Statement (W-2) recording the previous year's wages and deductions will be provided at the beginning of each calendar year.

If at any time you wish to adjust your income tax withholding, please fill out the designated form and submit to Brenda Leopold. .

#### *Wage Garnishment*

Sometimes, the company receives legal papers that compel us to garnish an employee's paycheck - that is, submit a portion of said paycheck in payment of an outstanding debt of the Employee. We must, by law, abide by this either until ordered otherwise by the court or until the debt is repaid, in full, from withheld payments. Please note that we are legally required to comply with these orders. If you dispute or have concerns about the amount of a garnishment, you must contact the court or agency that issued the order.

### **3.4 Expense Reimbursement**

An employee may have to pay for a Company expense from time to time. World HeadQuarters will reimburse any work-related purchases you incur, as long as the expenses are reasonable. To get reimbursed, you must:

- Get permission from a supervisor before incurring the expense
- Spend the Company's money wisely, and use approved vendors.
- Keep a receipt or proof of payment.
- Submit your receipts, along with an expense report, to your supervisor for approval.
- If your report is approved, you will be reimbursed.

Mileage & Expense reimbursement form/request needs to be completed and turned into payroll no less than 5 business days prior to payday.

The reimbursement will be added directly to that paycheck.

Any expenses larger than \$25 will require approval in advance.

Mileage over 10 miles in a day needs to be pre-approved by a manager

Mileage will be reimbursed at the Federal Rate.

Commuting from your home to your work location will not be reimbursed, even if your work location changes throughout the week.

Travel between work locations, if it is required for work, will be reimbursed.

Remember that you are spending the Company's money when you pay for business-related expenses. We expect you to save money wherever possible. Your supervisor can assist you in deciding whether an expense is appropriate.

## **Section 4. Rights & Policies**

The following section summarizes your legal rights as an employee of World Headquarters. Questions about any policy detailed in this section may be addressed with a Human Resources representative.

### **4.1 Equal Opportunity Employment Policy**

The Company provides equal employment opportunities to all applicants, without regard to unlawful considerations of or discrimination against race, religion, creed, color, nationality, sex, sexual orientation, gender identity, age, ancestry, physical or mental disability, medical condition or characteristics, marital status, or any other classification prohibited by applicable local, state or federal laws. This policy is applicable to hiring, termination and promotion; compensation; schedules and job assignments; discipline; training; working conditions, and all other aspects of employment. As an employee, you are expected to honor this policy and to take an active role in keeping harassment and discrimination out of the workplace.



## **4.2 Work Eligibility**

Within three business days of your first day of work, you must complete federal Form I-9 and show us documentation proving your identity and your eligibility to work in the United States. The federal government requires us to do this. (This form is mentioned in Section 1.3 as well).

If you have worked for this Company previously, you need only provide this information if it has been more than three years since your last completed an I-9 Form for us or if your current I-9 Form is no longer valid.

## **4.3 Accommodation for Disabled Employees**

We are happy to work with otherwise qualified disabled employees in order to accommodate limitations, in accordance with the Americans with Disabilities Act (ADA). It is up to the employee to approach his or her supervisor with this request, and to provide medical proof of his or her needs upon the Company's request.

We are also happy to accommodate employees diagnosed with life-threatening illnesses. Such employees are welcome to maintain a normal work schedule if they so desire, provided that we receive medical papers proving their working cannot harm themselves or others and their work remains at acceptable standards.

## **4.4 Employment of Minors**

Our policy on employment of minors adheres to all FLSA standards, including the following:

- Minimum employment age (14 for non-agricultural work)
- Maximum weekly hours for employees under 16
- Minimum hazardous job employment age (18)
- Sub-minimum wage standards for students, apprentices, disabled employees, and employees under the age of 20.

## **4.5 Employment of Relatives**

The employment of relatives can prove problematic, particularly situations where relatives share a department or a hierarchical relationship. An employee must inform us if he or she is, or becomes, a co-worker's relative. If at any time we perceive the situation to be dysfunctional, we may have to reassign or ask for one relative's resignation in order to remedy the situation. Under this policy, the term "relatives" encompasses husbands, wives, live-in partners, domestic partners, parents, children, siblings, in-laws, cousins, aunts, and uncles. This policy covers biological relationships, marriage relationships, and step relationships.

## **4.6 Religion & Politics**

World HeadQuarters is respectful of all employees' religious affiliations and political views. We ask that if you choose to participate in a political action, you do not associate the Company in any way.

We are happy to work with employees to accommodate political and religious obligations, provided accommodations are requested from a manager in advance.

#### **4.7 Private Information**

Employee information is considered to be private and only accessed on a need-to-know basis. Your health care information is completely confidential unless you choose to share it. In some cases, employees and management may receive guidelines ensuring adherence to the Health Insurance Portability and Accountability Act (HIPAA).

Personnel files and payroll records are confidential and may only be accessed for legitimate reason. If you wish to view your files, you must set up an appointment in advance with Human Resources. A Company-appointed record keeper must be present during the viewing. You may only make photocopies of documents bearing your signature, and written authorization is needed to remove a file from Company premises. You may not alter your files, although you may add comments to items of dispute.

Certain information, such as dates of employment and rehiring eligibility, are available by request only. We will not release information regarding your compensation without your written permission.

#### **4.8 Leaves of Absence**

Employees requiring extended periods of time off from work may apply for a leave of absence.

All leaves must be approved by management. For planned leaves, employees must submit requests at least 14 days in advance, but more notice is greatly encouraged. Emergency leaves must be requested as soon as possible. Accepting/performing another job or applying for unemployment benefits during the leave will be considered a voluntary resignation.

We consider all requests in terms of effect on the company and reserve the right to approve or deny requests at will, except when otherwise directed by law. Any request for a leave of absence due to disability will be subject to an interactive review. A medical leave request must be supported in a timely manner by a certification from the employee's health care provider. Extension of leave must be requested and approved before the current leave ends. No employee is guaranteed reinstatement upon returning from leave, unless the law states otherwise. However, the Company will try to reinstate each returning employee in his or her old position, or one that is comparable.

Below are the three main types of leave that World Headquarters offers employees. Some, but not all, are governed by law.

##### *Work-Related Sickness & Injury*

Employees eligible for Worker's Compensation rendered unable to work because of work-related injury or illness will receive an unpaid leave for the period required. For eligible employees, the first 12 weeks will be treated concurrently as a family and medical leave under the Family and Medical Leave Act.

##### *Maternity*

An employee disabled on account of pregnancy, childbirth, or a related medical condition may request an unpaid leave of absence of up to four months. Time off may be requested for prenatal care, severe morning sickness, doctor-ordered bed rest and recovery from childbirth.

### *Election Days*

Provided an employee's schedule does not allow time for voting outside of work, and that he/she is a registered voter, he/she may take up to two hours, with pay, at the beginning or end of a workday, to vote in local, state or national elections.

## **Section 5. Employment Benefits**

The following is merely an overview of the Company's benefits package. It does not contain all relevant information. Please contact Brenda Leopold to obtain all details.

### **5.1 Unemployment Insurance**

Employees rendered unemployed through no fault of their own or due to circumstances described by law, receive unemployment insurance. State agencies administer this insurance and determine benefit eligibility, amount (if any), and duration.

### **5.2 Workers' Compensation**

Workers' Compensation laws compensate for accidental injuries, death and occupational disabilities suffered in the course of employment. World HeadQuarters provides Workers' Compensation Insurance for all employees. Generally, this includes lost wages, disability payments and hospital, medical and surgical expenses (paid directly to hospital/physician) and assistance in injured employees in returning to suitable employment.

### **5.3 Social Security Benefits (FICA)**

Both employees and the company contribute funds to the federal Social Security Program, which provides retirees with benefit payments and medical coverage.

### **5.4 Additional Benefits**

The Company may also provide the following benefits:

Paid Time Off

Vacation Days

Family Days

Community Service Days

Employee Referral Program

### **5.5 Flexible Scheduling**

World HeadQuarters understands that employees deal with many different situations. That's why we offer flexible scheduling to those who would benefit from an adjusted work schedule. If you would like to change your schedule to better fit your lifestyle, please contact your immediate supervisor to discuss your options. The Company will consider flexible scheduling requests on a case-by-case basis. When deciding whether to grant your request, we may consider the nature of your job, your work history, and our staffing needs, among other things.

Please follow the link to learn more about employee benefits:

[Google Employee Benefits document](#)

## **Section 6. Rules of Conduct**

### **6.1 On the Job**

#### *Reporting for Work*

Employees are expected to begin and end each shift at the time and on the day appointed. You must inform your supervisor *before* the start of the work day if you will be absent or late, and obtain his or her permission to leave early. Absences and late arrivals will be recorded. Should your absences or tardiness exceed a reasonable limit, you will be subject to disciplinary action and possible termination. Failing to call one's supervisor or report to work for consecutive workdays will be considered voluntary resignation, and result in removal from payroll.

#### *Staying Safe*

Safety in the workplace is the Company's number one priority. You must inform your supervisor in the event of unsafe conditions, accident or injury, and use safe working methods at all times.

#### *Meals & Breaks*

Unless defined otherwise by Wisconsin state law, non-exempt employees are entitled to a paid 10-minute break for every four hours of work, as well as an unpaid 30-minute meal break for any shift lasting longer than five hours.

#### *Cell Phone Use*

We understand that cell phones are used for work purposes as well as personal, because of this, cell phones are allowed to be used during the work day. However, it is preferred that you utilize company provided desk phones and computer equipment whenever possible as it provides a better quality experience for our customers. Either way, we expect that you use your time wisely and respect others around you when in possession of your cell phone. If cell phone use interferes with operations in any way, an employee's cell phone privilege may be rescinded and disciplinary action, up to and including termination, may be used.

### **6.2 Rules & Policies**

#### *Workplace Behavior*

As an employee at World Headquarters, you are expected to be professional whenever you are dealing with internal customers, external customers, visitors, and when you are on company ground. Your attitude reflects the way people will see the Company. Professional conduct includes, but is not limited to:

- following all of the rules in this Handbook that apply to you
- refraining from rude, offensive or outrageous behaviour
- refraining from ridicule or hostile jokes
- treating coworkers, customers, and vendors with patience, respect, and consideration
- being courteous and helpful to others, and
- communicating openly with supervisors, managers, and coworkers.

Individuals who act unprofessionally will face discipline up to and including termination.

### *Confidentiality*

No previous or current employee may disclose or give access to confidential Company information, in any way or at any time, unless otherwise authorized by Management.

### *Discrimination & Harassment*

In keeping with our Equal Opportunity Employment clause, the Company will not tolerate on-site discrimination or harassment on any legally protected basis, including that of physical characteristics, mental characteristics, age, marital status, arrest or conviction record, military service, race, religious or political views, nationality, disability, medical condition, sex, sexual preference, or gender identification. Also, you cannot be discriminated for declining to attend a meeting or participating in any communication about religious matters or political matters, and the use or nonuse of lawful products off duty and off site will not be held against you. Harassment and discriminatory behaviour among employees or contractors will result in disciplinary action, with the possibility of termination. Discrimination and harassment by customers or other business associates should be immediately reported to your supervisor, at which point the Company will investigate and take corrective action. You are welcome to seek legal relief if you find the Company's actions inadequate.

### *Drugs & Alcohol*

Good performance on the part of our employees is crucial to World Headquarters' success. For this reason, we strictly forbid employees to do the following while at work\*:

- Drinking alcohol and selling, purchasing or using illegal drugs at work. An "illegal drug" is any drug that has not been obtained by legal means. This includes prescription drugs being used for non-prescribed purposes.
- Possession of any non-prescribed controlled substance, including alcohol and legal illegally obtained prescription drugs.
- Reporting for work intoxicated. We reserve the right to test employees for substance abuse. Illegal drugs, illegal drug metabolites, or excessive alcohol in your system will result in disciplinary action.

The Company cares about the overall health and well-being of its employees. Any employee who feels that he/she is developing a substance abuse problem is urged to seek help. The Company will grant time off (within reason) for rehabilitation. Be advised, however, that this will not excuse a substance-related offense. In some cases, completion of Company-approved rehabilitation program may serve as an alternative to termination.

### *Conflicts of Interest*

We depend on our employees for the success of the Company, because of this, and because they depend so much on us, we expect all employees to devote their energies and loyalties to World Headquarters. We do not prohibit the following actions:

- working for the competitor or customer or vendor as a part-time employee, full-time employee, consultant or independent contractor, or in any other capacity
- owning an interest in a competitor, customer, vendor, or anyone else who seeks to do business with this Company
- using the resources of this Company for personal gain, and
- using your position in this company for personal gain.

World HeadQuarters understands the different situations that may arise in your working career, although the above actions are not against our policy, we would appreciate mutual respect and loyalty while working with us.

### **6.3 Disciplinary Action**

The Company takes disciplinary matters very seriously, and will exact discipline as it sees fit for any unacceptable action or behaviour. These may include:

- Excessive lateness and/or absence
- Improper or indecent conduct
- Poor communication
- Uncooperative attitude
- Abuse, perfunctory or unauthorized use, or unauthorized possession of Company property
- Unauthorized use or disclosure of Company information
- Possession and/or use of illegal drugs, weapons or explosives
- Illegal harassment and/or discrimination - of any kind
- Violation of Company policy

Disciplinary action may consist of anything from verbal/written warnings and counselling to demotion, transfer, suspension or termination. Rather than follow rote procedures, the Company will handle each matter individually to ensure fairness to all involved. Please review and internalize the list of "Don'ts" above, and make an effort to use good judgment at all time.

#### *Workplace Inspections*

At World HeadQuarters, we have a responsibility to protect our employees and our property. For this reason, we reserve the right to inspect the following, at any time, with or without notice:

- Offices
- Computers and other equipment
- Company vehicles
- Any personal possessions brought onto Company premises, such as handbags, briefcases, and vehicles.

All inspections are compulsory. Those who resist inspection may be denied access to Company premises.

### **6.4 Complaint Procedures**

Our company is committed to providing a safe and productive work environment , free of threats to the health, safety, and well-being of our workers. These threats include, but are not limited to, harassment, discrimination, violations of health and safety rules, and violence.

Any employee who witnesses or is subject to inappropriate conduct in the workplace should bring the issue to the attention of Brenda Leopold, or any Company officer, immediately. Any supervisor, manager, or Company officer who receives a complaint about, hear of, or witnesses any inappropriate conduct is required to immediately notify Brenda Leopold. Failure to bring concerns to your supervisor or Brenda Leopold prevents our business from protecting its employees and creating a comfortable work environment, therefore this failure to act may also be grounds for disciplinary action. Inappropriate conduct includes any conduct prohibited by our

policies about harassment, discrimination, discipline, workplace violence, health and safety, wages and hours, and drug and alcohol use. In addition, we encourage employees to come forward with any workplace complaint, even if the subject of the complaint is not explicitly covered by our written policies.

We encourage you to come forward with complaints immediately, so we can take whatever action is needed to handle the problem. For serious complaints, we will immediately conduct a complete and impartial investigation.

We expect all employees to cooperate fully in Company investigations by, for example, answering questions completely and honestly and giving the investigator all documents and other material that might be relevant. All complaints will be handled as confidentially as possible. When the investigation is complete, the company will take corrective actions, if appropriate.

We will not engage in or allow retaliation against any employee who makes a good-faith complaint or participates in an investigation. If you believe you are being subjected to any kind of negative treatment because you made or were questioned about a complaint, please report the conduct immediately.

# Handbook Acknowledgement Form

Employee Name: \_\_\_\_\_

I acknowledge that I have received a copy of the World HeadQuarters Employee Handbook, which contains vital information on the Company's policies, procedures and benefits.

I understand that this handbook and its policies are intended only as guidelines, not as a contract of employment. I understand that my employment is on "at-will" terms and therefore subject to termination, with or without notice or obvious reason, by myself or the Company. Changes to my "at-will" status may only take the form of a written agreement signed by an authorized member of the Company as well as myself. This agreement supersedes all prior/contemporaneous inconsistent agreements.

I understand that the Company may change its policies, procedures and benefits at any time at its discretion, as well as interpret or vary them however it deems appropriate.

I have read (or will read) and agree to abide by all policies and procedures contained therein.

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Employee Signature

Date

Signed Acknowledgement received from employee by,

---

Printed Name of Supervisor Receiving Form on behalf of World HeadQuarters

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Supervisor Signature

Date