

SafeHarbor Insurance

Employee Handbook & IT Policy

Effective: January 2025 | Version: 3.2

1. Company Mission & Values

SafeHarbor Insurance is committed to providing trustworthy and accessible insurance solutions. Our core values are: Integrity, Customer Care, Teamwork, and Innovation. All employees are expected to uphold these values in every interaction.

2. Working Hours & Flexibility

- Standard Hours: 9:00 AM to 5:00 PM, Monday to Friday.
- Flexible Work Policy: Eligible employees may request flexible start/end times or hybrid remote work (up to 3 days per week) with manager approval. Core collaboration hours are 10:00 AM - 3:00 PM.
- Overtime: Must be pre-approved by your department head.

3. Leave Policy

- Vacation: Employees accrue 15 days of paid vacation per year.
- Sick Leave: 10 days of paid sick leave annually.
- Parental Leave: 12 weeks of paid parental leave for primary caregivers.
- All leave requests must be submitted through the "PeoplePortal" system at least two weeks in advance where possible.

4. IT Security & Acceptable Use

- Password Policy: All employees must use strong passwords (minimum 12 characters, with letters, numbers, and symbols) and enable multi-factor authentication (MFA) on all company systems.
- Data Protection: Customer Personal Identifiable Information (PII) must never be stored on personal devices or transmitted via unapproved channels (e.g., personal email).

- Software: Only IT-approved software may be installed on company hardware. Contact the IT Help Desk for new software requests.
- Phishing: Report all suspicious emails immediately to `it-security@safeharbor.example.com`. Do not click on links or open attachments from unknown senders.

5. Equipment & Assets

- Company-issued laptops and mobile devices are for business purposes. Limited personal use is permitted but must not interfere with work or violate security policies.
- All equipment must be returned upon termination of employment.
- Loss or theft of equipment must be reported to IT and HR within 24 hours.

6. Code of Conduct & Compliance

- Employees must act ethically and comply with all insurance industry regulations.
- Conflicts of interest must be disclosed to your manager or the Legal department.
- A zero-tolerance policy is in place for harassment, discrimination, or retaliation of any kind.

7. Expense Reimbursement

- Business-related expenses (travel, client meals) require pre-approval from a manager.
- Submit receipts through the "ExpenseTrack" portal within 30 days of purchase for reimbursement. Expenses over \$500 require VP-level approval.

8. Important Contacts

- HR General Inquiries: `hr@safeharbor.example.com` | Ext. 2200
- IT Help Desk: `helpdesk@safeharbor.example.com` | Ext. 4357 (HELP)
- IT Security Incident Reporting: `it-security@safeharbor.example.com`
- Office Manager / Facilities: Ext. 2100

Acknowledgment: I have received, read, and agree to comply with the policies in the SafeHarbor Insurance Employee Handbook & IT Policy.

Employee Signature Date