

## **Employee Frequently Asked Questions (FAQs)**

### **General Employment Questions**

#### **Q1: What are the working hours at MarkAtlas?**

**A1:** The standard working hours are from 9:00 AM to 5:00 PM, Monday to Friday. Some departments may have different schedules, so please check with your supervisor for specific hours.

#### **Q2: How do I report an absence or request time off?**

**A2:** To report an absence or request time off, please use the company's time-tracking system or notify your supervisor directly. For planned absences, submit your request as early as possible for approval.

#### **Q3: What is the company's dress code policy?**

**A3:** Our dress code is business casual. Employees are expected to dress professionally and appropriately for their role. Casual attire may be permitted on Fridays or for specific events.

### **Compensation and Benefits**

#### **Q4: When will I receive my first paycheck?**

**A4:** Employees are paid bi-weekly. You will receive your first paycheck on the next scheduled pay date after you begin your employment, provided all necessary payroll documentation has been completed.

#### **Q5: What benefits does MarkAtlas offer?**

**A5:** We offer a comprehensive benefits package, including health insurance, dental and vision coverage, retirement plans, and paid time off. Detailed information about our benefits can be found in the Benefits Guide.

#### **Q6: How do I enroll in or make changes to my benefits?**

**A6:** Benefits enrollment and changes can be made during the annual open enrollment period or following a qualifying life event (e.g., marriage, birth of a child). Contact the HR department for assistance.

#### **Q7: What is the policy on overtime pay?**

**A7:** Non-exempt employees are eligible for overtime pay for hours worked in excess of 40 hours per week. Overtime must be pre-approved by your supervisor.

### **Leave Policies**

**Q8: How does Paid Time Off (PTO) accrue?**

**A8:** PTO accrues based on your length of service and employment status. Full-time employees typically accrue PTO at a rate specified in the Leave Policy. Check your employee portal for your current PTO balance.

**Q9: What is the company's policy on sick leave?**

**A9:** Employees are entitled to sick leave for personal illness or to care for an immediate family member. Sick leave accrual rates and usage policies are detailed in the Leave Policy.

**Q10: What is the Family and Medical Leave Act (FMLA) policy?**

**A10:** Eligible employees may take up to 12 weeks of unpaid leave per year for certain family and medical reasons. Advance notice and documentation are required. Refer to the Leave Policy for more details.

**Professional Development**

**Q11: Does the company offer training programs?**

**A11:** Yes, MarkAtlas offers various training programs to help employees develop their skills and advance their careers. Employees are encouraged to participate in relevant training opportunities.

**Q12: Is there a tuition reimbursement program?**

**A12:** Yes, the company provides tuition reimbursement for job-related courses and degree programs. Prior approval is required, and eligibility criteria must be met.

**Workplace Policies**

**Q13: What is the policy on workplace harassment?**

**A13:** MarkAtlas is committed to providing a work environment free from harassment. Any form of harassment, including sexual harassment, is not tolerated. Employees should report any incidents of harassment to the HR department.

**Q14: How do I report a workplace safety hazard?**

**A14:** Employees should report any workplace safety hazards to their supervisor or the Safety Officer immediately. The company is committed to maintaining a safe work environment.

**Q15: Can I use social media during work hours?**

**A15:** Personal use of social media should be minimal and not interfere with work duties. Employees must not share confidential company information on social media platforms.

**Technology and IT**

**Q16: What is the company's policy on the use of technology resources?**

**A16:** Employees must use the company's technology resources responsibly and in accordance with IT policies. Personal use should be minimal and not interfere with work duties. Inappropriate use, such as accessing prohibited sites, is not allowed.

**Q17: How do I report an IT issue?**

**A17:** Report IT issues to the IT Help Desk through the company's ticketing system or by contacting the IT department directly.

**Q18: What steps should I take to ensure data security?**

**A18:** Protect the security of company data by using strong passwords, securing devices, and following data protection protocols. Report any data breaches or security incidents immediately.

**Performance and Conduct**

**Q19: How are performance reviews conducted?**

**A19:** Performance reviews are conducted regularly to evaluate job performance and discuss career development opportunities. Your supervisor will provide feedback and set goals for the upcoming review period.

**Q20: What is expected of me regarding employee conduct?**

**A20:** Employees are expected to conduct themselves professionally, uphold the company's values, and adhere to policies outlined in the Employee Handbook. This includes being respectful, ethical, and responsible in all interactions.

**Remote Work**

**Q21: Does the company have a remote work policy?**

**A21:** Yes, MarkAtlas has a remote work policy that provides guidelines for employees who are approved to work remotely. The policy covers eligibility, work hours, communication, and data security.

**Q22: How do I request to work remotely?**

**A22:** Submit a formal request for remote work to your supervisor and the HR department. Approval will be based on your role, performance, and the company's operational needs.

**Q23: What equipment and resources are provided for remote work?**

**A23:** The company may provide necessary equipment and supplies for remote work. Employees are expected to take care of company property and use it solely for work-related purposes.

## **Acknowledgment**

By acknowledging receipt of these FAQs, I confirm that I have read and understood the information provided. I agree to adhere to the policies and procedures outlined herein.

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

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

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

For any additional questions or further clarification, please contact the HR department. We are here to support you and ensure you have a positive and productive experience at MarkAtlas.