

Employee Handbook

Heimlich Maneuvers

Effective Date: 06/12/2024

Welcome to Heimlich Maneuvers

We are delighted to have you as part of our team. You have joined a company that is committed to providing high-quality services in the field of emergency response and first aid training. We value your skills, experience, and enthusiasm, and we hope that you will find your work here rewarding and fulfilling.

This employee handbook is designed to help you understand the policies and procedures that govern your employment at Heimlich Maneuvers. It covers the topics such as company mission and values, code of conduct, employee benefits, leave and attendance, health and safety, performance and feedback, and termination and resignation. Please read it carefully and familiarize yourself with its contents. If you have any questions or concerns, please do not hesitate to contact your supervisor or the human resources department.

This handbook is not a contract of employment and does not create any contractual rights or obligations. Heimlich Maneuvers reserves the right to modify, amend, or terminate any of the policies or benefits described in this handbook at any time, with or without notice, at its sole discretion. Nothing in this handbook should be construed as a guarantee of continued employment or a limitation on the company's right to terminate the employment relationship at will, with or without cause or notice.

We hope that you will enjoy working at Heimlich Maneuvers and that you will contribute to our success and growth. We look forward to a long and productive relationship with you.

Company Mission and Values

Our mission is to save lives and prevent injuries by providing high-quality emergency response and first aid training to individuals, businesses, and organizations. We believe that everyone should have the knowledge and skills to respond to emergencies and help others in need. We strive to deliver our services with professionalism, integrity, and compassion.

Our values are the guiding principles that shape our culture and behavior. They are:

- **Excellence:** We aim for excellence in everything we do. We set high standards for ourselves and our services, and we constantly seek to improve and innovate.
- **Respect:** We respect our clients, our partners, our colleagues, and ourselves. We treat everyone with dignity, courtesy, and fairness. We value diversity and inclusion, and we celebrate our differences.

- **Teamwork:** We work as a team to achieve our goals. We collaborate, communicate, and support each other. We share our ideas, feedback, and knowledge. We recognize and appreciate each other's contributions.
- **Responsibility:** We take responsibility for our actions and decisions. We are accountable to our clients, our partners, our colleagues, and ourselves. We honor our commitments and obligations. We act ethically and lawfully.
- **Care:** We care about our clients, our partners, our colleagues, and ourselves. We show empathy, kindness, and compassion. We listen to and understand the needs and expectations of others. We help and support each other in times of need.

We expect all our employees to uphold our mission and values in their daily work. By doing so, we can create a positive and productive work environment that benefits everyone.

Code of Conduct

As an employee of Heimlich Maneuvers, you are expected to conduct yourself in a professional and ethical manner at all times. You are a representative of the company and your actions and behavior reflect on the company's reputation and image. You are responsible for complying with all the policies and procedures outlined in this handbook, as well as any other rules or regulations that may apply to your specific job or location. You are also expected to follow the laws and regulations of the state and federal government, as well as any other jurisdictions where you may perform your work.

The following are some examples of conduct that is unacceptable and may result in disciplinary action, up to and including termination of employment:

- Engaging in any form of harassment, discrimination, or retaliation based on race, color, religion, sex, national origin, age, disability, genetic information, or any other protected characteristic.
- Engaging in any form of violence, threats, intimidation, or coercion against any person or property.
- Engaging in any form of fraud, theft, embezzlement, or misappropriation of company or client funds, property, or resources.
- Engaging in any form of dishonesty, falsification, or misrepresentation of information or records.
- Engaging in any form of insubordination, disobedience, or refusal to follow instructions or directions.
- Engaging in any form of negligence, carelessness, or incompetence that affects the quality or safety of your work or the work of others.
- Engaging in any form of substance abuse, including the use, possession, distribution, or impairment by alcohol, drugs, or any other intoxicating substances while on company premises, during work hours, or while performing company business.
- Engaging in any form of conflict of interest, including accepting or soliciting gifts, favors, or bribes from any person or entity that may influence or appear to influence your judgment or decisions.

- Engaging in any form of unauthorized use, disclosure, or access of company or client confidential or proprietary information, including trade secrets, intellectual property, or personal data.
- Engaging in any form of unauthorized use, damage, or destruction of company or client property, equipment, or resources, including computers, phones, or internet.
- Engaging in any form of unprofessional or inappropriate behavior, including using profanity, obscenity, or vulgarity, making offensive or derogatory remarks, or displaying or distributing offensive or inappropriate materials.
- Engaging in any form of misconduct or violation of any other policy or procedure that may harm the company, its clients, its partners, or its employees.

This list is not exhaustive and does not cover all possible situations or scenarios. The company reserves the right to determine what constitutes unacceptable conduct and to take appropriate disciplinary action, depending on the nature and severity of the offense, the employee's work history, and any other relevant factors.

If you witness or become aware of any conduct that violates this code of conduct, you have a duty to report it immediately to your supervisor, the human resources department, or any other appropriate authority. You may also use the company's anonymous hotline or email to report any concerns or complaints. The company will investigate all reports promptly and thoroughly, and will take appropriate corrective action. The company will also protect the confidentiality and anonymity of the reporter, to the extent possible, and will prohibit any form of retaliation against anyone who reports or participates in an investigation of misconduct.

Employee Benefits

As an employee of Heimlich Maneuvers, you are eligible for a variety of benefits that are designed to enhance your well-being and satisfaction. The company offers the following benefits to its full-time employees:

- **Health insurance:** The company provides health insurance coverage to its employees and their dependents, including medical, dental, and vision plans. The company pays a portion of the premium costs and the employee pays the remaining portion through payroll deductions. The employee may choose from different plans and options, depending on their needs and preferences. The employee may enroll in the health insurance plan within 30 days of their hire date or during the annual open enrollment period.
- **Retirement plan:** The company provides a 401(k) retirement plan to its employees, which allows them to save and invest for their future. The company matches a percentage of the employee's contributions, up to a certain limit, and the employee may choose from different investment options, depending on their risk tolerance and goals. The employee may enroll in the retirement plan after completing six months of service and may change their contribution amount or investment options at any time.
- **Life insurance:** The company provides life insurance coverage to its employees, which pays a lump sum benefit to the employee's designated beneficiary in the event of the employee's death. The company pays the full cost of the coverage and the employee may choose the

amount of coverage, up to a certain limit, depending on their needs and preferences. The employee may enroll in the life insurance plan within 30 days of their hire date or during the annual open enrollment period.

- **Disability insurance:** The company provides disability insurance coverage to its employees, which pays a portion of the employee's income in the event of a short-term or long-term disability that prevents the employee from working. The company pays the full cost of the coverage and the employee may choose the amount of coverage, up to a certain limit, depending on their needs and preferences. The employee may enroll in the disability insurance plan within 30 days of their hire date or during the annual open enrollment period.
- **Paid time off:** The company provides paid time off to its employees, which allows them to take time off from work for various reasons, such as vacation, sick leave, personal days, holidays, jury duty, bereavement, or voting. The company grants a certain number of paid time off days to each employee, based on their length of service and position, and the employee may accrue and carry over unused days, up to a certain limit, from year to year. The employee may request and use their paid time off days in accordance with the company's policies and procedures.
- **Employee assistance program:** The company provides an employee assistance program to its employees, which offers confidential and professional counseling and referral services for various personal and work-related issues, such as stress, anxiety, depression, substance abuse, family problems, legal matters, or financial difficulties. The company pays the full cost of the program and the employee may access the program at any time, free of charge, by calling a toll-free number or visiting a website.
- **Training and development:** The company provides training and development opportunities to its employees, which help them enhance their skills, knowledge, and performance. The company offers various types of training and development programs, such as orientation, on-the-job training, coaching, mentoring, online courses, workshops, seminars, or conferences. The company pays the full or partial cost of the programs and the employee may participate in the programs with the approval of their supervisor and the human resources department.
- **Employee recognition:** The company provides employee recognition to its employees, which acknowledge and reward their achievements, contributions, and performance. The company offers various types of employee recognition programs, such as thank you notes, certificates, plaques, trophies, gift cards, bonuses, or promotions. The company grants employee recognition to the employees who meet or exceed the company's standards and expectations, based on the feedback and evaluation of their supervisors and peers.

This list is a summary and does not include all the details and conditions of the benefits. The company reserves the right to modify, amend, or terminate any of the benefits at any time, with or without notice, at its sole discretion. The company will provide the employees with the official plan documents and summary plan descriptions that contain the complete and accurate information about the benefits. The employees should refer to these documents for the eligibility requirements, enrollment procedures, coverage options, benefit amounts, claim processes, and other terms and

conditions of the benefits. The employees should also contact the human resources department for any questions or concerns about the benefits.

Leave and Attendance

As an employee of Heimlich Maneuvers, you are expected to maintain regular and punctual attendance at work. You are responsible for following the company's policies and procedures regarding your work schedule, hours, breaks, and overtime. You are also responsible for requesting and obtaining approval for any leave of absence from work, whether paid or unpaid, in accordance with the company's policies and procedures.

The following are some examples of leave and attendance policies and procedures that apply to all employees:

- **Work schedule:** The company's normal business hours are from 9:00 a.m. to 5:00 p.m., Monday to Friday, except for holidays. The company may assign different work schedules to different employees, depending on their job duties, location, and client needs. The company may also change the work schedules from time to time, with or without notice, at its sole discretion. The employees are expected to adhere to their assigned work schedules and to report to work on time.
- **Hours and breaks:** The company's standard workweek is 40 hours, consisting of five 8-hour workdays. The company may require the employees to work more or less than 40 hours per week, depending on the workload, deadlines, and client needs. The company may also require the employees to work on weekends, evenings, nights, or holidays, as necessary. The employees are expected to record their hours of work accurately and honestly, using the company's timekeeping system. The employees are entitled to a 30-minute unpaid lunch break and two 15-minute paid rest breaks during each 8-hour workday. The employees are expected to take their breaks at the designated times and to return to work promptly after their breaks.
- **Overtime:** The company may require the employees to work overtime, which is any work in excess of 40 hours per week. The company will pay the employees overtime compensation, at the rate of one and a half times their regular hourly rate, for any overtime work, in accordance with the state and federal laws. The employees are expected to obtain prior approval from their supervisor before working any overtime. The employees are also expected to record their overtime hours accurately and honestly, using the company's timekeeping system.
- **Vacation:** The company provides vacation leave to its employees, which allows them to take time off from work for rest and relaxation. The company grants a certain number of vacation days to each employee, based on their length of service, as follows:
 - Less than one year of service: 10 days per year, accrued at the rate of 0.83 days per month.
 - One to five years of service: 15 days per year, accrued at the rate of 1.25 days per month.
 - More than five years of service: 20 days per year, accrued at the rate of 1.67 days per month.

The employees may carry over up to 10 unused vacation days from one year to the next, but any excess days will be forfeited. The employees may not use their vacation days before they are

accrued or borrow them from future accruals. The employees may request and use their vacation days in accordance with the company's policies and procedures. The employees are expected to submit their vacation requests at least two weeks in advance and to obtain approval from their supervisor. The company may approve or deny the vacation requests, depending on the operational needs and the availability of staff. The company may also cancel or reschedule the approved vacation requests, with or without notice, at its sole discretion. The company will pay the employees for their unused vacation days upon termination of employment, unless the termination is for cause.

Sick leave: The company provides sick leave to its employees, which allows them to take time off from work for illness or injury, either their own or their family members'. The company grants 10 sick days per year to each employee, accrued at the rate of 0.83 days per month. The employees may carry over up to 10 unused sick days from one year to the next, but any excess days will be forfeited. The employees may not use their sick days before they are accrued or borrow them from future accruals. The employees may request and use their sick days in accordance with the company's policies and procedures. The employees are expected to notify their supervisor as soon as possible, preferably before the start of their workday, if they are unable to work due to illness or injury. The employees are also expected to provide a doctor's note or other documentation to verify their illness or injury, if requested by the company. The company may approve or deny the sick leave requests, depending on the validity and sufficiency of the documentation. The company may also require the employees to undergo a medical examination or evaluation, at the company's expense, to determine their fitness for duty. The company will not pay the employees for their unused sick days upon termination of employment, regardless of the reason.

Personal leave: The company provides personal leave to its employees, which allows them to take time off from work for any personal reason, such as family matters, education, or civic duties. The company grants 5 personal days per year to each employee, accrued at the rate of 0.42 days per month. The employees may not carry over or accumulate their personal days from one year to the next. The employees may not use their personal days before they are accrued or borrow them from future accruals. The employees may request and use their personal days in accordance with the company's policies and procedures. The employees are expected to submit their personal leave requests at least one week in advance and to obtain approval from their supervisor. The company may approve or deny the personal leave requests, depending on the operational needs and the availability of staff. The company may also cancel or reschedule the approved personal leave requests, with or without notice, at its sole discretion. The company will not pay the employees for their unused personal days upon termination of employment, regardless of the reason.

Holidays: The company observes the following holidays each year, on which the company's offices are closed and the employees are not required to work:

- New Year's Day (January 1)
- Martin Luther King Jr. Day (third Monday in January)
- Presidents' Day (third Monday in February)
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)

- Columbus Day (second Monday in October)
- Veterans Day (November 11)
- Thanksgiving Day (fourth Thursday in November)
- Day after Thanksgiving (fourth Friday in November)
- Christmas Day (December 25)

The company may designate additional holidays or change the dates of the holidays, with or without notice, at its sole discretion. The company will pay the employees for the holidays, at their regular rate of pay, if they are eligible and meet the following conditions:

- The employee is a full-time employee who has completed at least 90 days of service.
- The employee works the scheduled workday before and after the holiday, unless the absence is approved by the company.
- The employee does not work on the holiday and receives holiday pay, unless the holiday falls on a non-workday for the employee.

The employee works on the holiday and receives regular pay plus holiday pay, or an alternative day off with pay.

Social Media Use Policy

The company recognizes that social media platforms can be a valuable tool for communication, collaboration, and information sharing. However, the company also expects its employees to use social media responsibly and professionally, and to avoid any potential harm or damage to the company's reputation, brand, or interests. The following guidelines apply to all employees who use social media in relation to their work or the company:

- Employees should use their personal accounts for social media activities, and not create or use any accounts that impersonate or represent the company without authorization.
- Employees should identify themselves clearly and honestly when posting or commenting on social media, and not mislead or deceive others about their identity or affiliation with the company.
- Employees should respect the privacy and confidentiality of the company, its clients, partners, and suppliers, and not disclose any sensitive, proprietary, or confidential information on social media without permission.
- Employees should respect the intellectual property rights of the company and others, and not infringe or violate any copyrights, trademarks, patents, or other legal rights on social media.
- Employees should comply with the terms and conditions of the social media platforms they use, and not engage in any illegal, unethical, or inappropriate behavior on social media, such as spamming, trolling, phishing, hacking, or cyberbullying.
- Employees should be respectful and courteous to others on social media, and not post or share any content that is offensive, abusive, discriminatory, defamatory, or harmful to the company or anyone else.

- Employees should exercise good judgment and common sense when using social media, and not post or share anything that could damage the company's image, reputation, or credibility, or expose the company to legal liability or risk.

- Employees should report any violations or concerns regarding this policy to their supervisor or the human resources department.

The company reserves the right to monitor, review, and remove any social media content that is posted or shared by its employees, and to take appropriate disciplinary action for any breach of this policy, up to and including termination of employment.

AI Tool Use Policy

The company acknowledges that artificial intelligence (AI) tools can provide various benefits and advantages for its business operations, such as improving efficiency, accuracy, innovation, and customer satisfaction. However, the company also recognizes that AI tools pose certain challenges and risks, such as ethical, legal, social, and technical issues, that require careful and responsible use. The following principles and guidelines apply to all employees who use or interact with AI tools in relation to their work or the company:

- Employees should use AI tools only for authorized and legitimate purposes, and not for any unlawful, malicious, or harmful activities, such as fraud, deception, discrimination, harassment, or sabotage.

- Employees should respect the human dignity, rights, and interests of all stakeholders who are affected by or involved with AI tools, such as customers, employees, partners, suppliers, regulators, and society at large, and not use AI tools in a way that could harm or disadvantage them.

- Employees should ensure that the AI tools they use are reliable, trustworthy, and transparent, and that they can explain and justify the inputs, outputs, and processes of the AI tools, as well as their impacts and implications, to the relevant stakeholders.

- Employees should adhere to the highest standards of quality, accuracy, and integrity when using AI tools, and verify and validate the data, algorithms, models, and results of the AI tools, and correct any errors, biases, or inconsistencies that may arise.

- Employees should safeguard the security, privacy, and confidentiality of the data and information that is collected, processed, or generated by the AI tools, and protect them from unauthorized access, use, disclosure, or modification.

- Employees should continuously monitor, evaluate, and improve the performance, functionality, and usability of the AI tools, and seek feedback and input from the users and beneficiaries of the AI tools, and incorporate them into the design and development of the AI tools.

- Employees should report any issues or concerns regarding this policy to their supervisor or the human resources department.

The company reserves the right to audit, inspect, and assess any AI tools that are used or developed by its employees, and to take appropriate corrective or preventive measures for any non-compliance or deviation from this policy, up to and including termination of employment.