US HR Policies and Guidelines for HR Chatbot

HANDBOOK

**Grievances**

It is the policy of Clarity Debt Resolution, Inc. to maintain a harmonious workplace environment. Clarity Debt Resolution, Inc. encourages its employees to express concerns about work-related issues, including workplace communication, interpersonal conflict, and other working conditions.

Employees are encouraged to follow the established grievance procedure:

1. Raise all concerns with their supervisors.
2. If not resolved by his or her supervisor, an employee may submit, in writing, a grievance to the Human Resources Department.
3. Clarity Debt Resolution, Inc. will promptly, thoroughly, and fairly investigate every issue that is brought to its attention. This investigation may include meeting with the employee, his or her immediate supervisor, and any other individuals who may assist in the investigation or resolution of the issue. All discussions related to the grievance will be limited to those involved with, and who can assist with, resolving the issue. Reports documenting the investigation will be kept confidential to the maximum extent possible.
4. Clarity Debt Resolution, Inc. will take disciplinary action, when appropriate, up to and including termination of employment.

Clarity Debt Resolution, Inc. assures that all employees filing a grievance or complaint can do so without fear of retaliation or reprisal. Prohibited retaliation includes, but is not limited to: Reassignment, demotion, suspension, termination, reduction in hours or pay, denial of promotion, or change in work duties.

**Meal and Rest Breaks**

Employees in different states may be subject to different meal and rest period requirements, and the Company will comply with each state’s meal and rest period laws. Employees should contact the Human Resources Department for specific information on state laws other than California, which are summarized below.

#### Meal Periods

Clarity Debt Resolution, Inc. provides non-exempt California employees an unpaid and duty-free meal period of at least 30 minutes before the end of the fifth hour of work when working more than five hours in a workday. Non-exempt employees who work more than 10 hours in a workday are provided a second unpaid and duty-free meal period of at least 30 minutes before working more than 10 hours in a workday. Employees are relieved of all duty during the unpaid meal period and are free to leave the premises. Employees can work with their manager to determine the length of the meal break (e.g., 30 or 60 minutes), but once determined the breaks taken must be consistent. Meal breaks for all employees are unpaid.

Non-exempt employees who work a period of 6 hours or less in one workday may choose to waive the unpaid meal period. Employees who work no more than 12 hours in one workday and have not waived their first meal period may choose to waive their second unpaid meal period with the written consent of their supervisor. Requests to waive a meal period must be made in writing, using the Company’s Meal Period Waiver form.

Non-exempt employees must record the actual start and stop time of their meal periods using Clarity Debt Resolution, Inc.'s timekeeping system.

Failure to adhere to this policy will result in disciplinary action up to and including termination of employment.

#### Rest Periods

Non-exempt employees whose daily total work time is three and a half hours (3.5 hours) or more are authorized and permitted to take a paid and duty-free rest period of at least 10 minutes during every 4 hours or work or major fraction thereof. This means that employees are entitled to paid rest break periods as follows:

* One 15-minute break period for shifts of 3.5 to 6 hours
* Two 15-minute break periods for shifts of more than 6 hours up to 10 hours
* Three 15-minute break periods for shifts of more than 10 hours up to 14 hours

Non-exempt employees are relieved of all duty during the paid rest periods and are free to leave the premises. An employee may not work through meal or rest periods to make up lost time, nor may he

or she add rest periods to a meal period to extend the meal period. Supervisors may schedule meal and break periods in order to accommodate the Company's operating requirements. Where possible, breaks will be scheduled in the middle of each work period.

Employees must take their meal and break periods, but if for any reason a non-exempt employee does not take the applicable meal or break period, the employee must notify his or her supervisor immediately.

If a non-exempt employee is discouraged, deterred, or otherwise impeded from taking a meal or break period they must notify the Human Resources Department. Failure to report a rest or meal break that an employee wanted but could not take may result in discipline, up to and including termination. Similarly, failure to report an incomplete or not fully relieved rest or meal period may result in discipline, up to and including termination. For questions regarding this policy, please speak to the Human Resources Department.

**Break Time for Nursing Mothers (California Employees)**

For questions regarding this, please contact the HR Department.

**Holidays**

Clarity Debt Resolution, Inc. observes the following paid holidays:

* New Year’s Day
* Martin Luther King, Jr. Day
* President’s Day
* Memorial Day
* Juneteenth
* Independence Day
* Labor Day
* Indigenous Peoples Day
* Veterans Day
* Thanksgiving Day
* Christmas Day

Employees must report to work on the business day preceding and the business day following the holiday in order to qualify to receive pay for a holiday, with the exception of pre-approved time off.

Due to the nature of our business, Clarity Debt Resolution, Inc. may require employees to work on a holiday.

**Paid Time Off**

Paid Time Off (PTO) is a time off policy for eligible employees to use for vacation or personal business. PTO is payable in the same manner as the regular salary and is subject to the same withholding elections. Only full-time employees are eligible to earn and use PTO as described in this policy.

Eligible employees will begin accruing PTO on the first day of their employment. However, employees will not be able to utilize PTO hours until they have completed 90 days of employment. Employees may use accrued PTO with their supervisor’s approval. Eligible employees will accrue 3.3 hours of PTO per pay period, for a total of 80 hours of PTO per year. All employees are encouraged to use their available PTO each year. However, in the event an employee does not use their accrued PTO, the time will not be forfeited and will be carried over from year to year, up to the maximum accrual cap.

Employees can accrue up to 160 hours of PTO before a cap will be placed on the accrual of additional time off. Once this cap is reached, employees must use a portion of their accrued PTO before they can continue to accrue additional time off.

Paid time off is paid at your base pay rate at the time of the absence. It does not include overtime or any special forms of compensation, such as incentives, commissions, bonuses, or shift differential.

Upon termination of employment, Clarity Debt Resolution, Inc. will pay employees their earned and unused paid time off at his or her final rate of pay. Questions surrounding paid time off with the Company should be directed to the Human Resources Department.

Work-related accidents and illness are covered by Workers' Compensation Insurance, pursuant to the requirements of the laws in the state(s) in which Clarity Debt Resolution, Inc. operates. The PTO policy outlined above does not apply to those illnesses or injuries that are covered by an applicable Workers' Compensation policy.

**Paid Sick Leave**

Eligible employees are entitled to paid sick leave under the Healthy Workplaces, Healthy Families Act.

#### Eligible Employees:

To be eligible for paid sick leave, employees must work [in California] for Clarity Debt Resolution, Inc. for 30 or more days within a year of their hire date. Employees can begin using paid sick leave after 90 days of service with Clarity Debt Resolution, Inc.

**Deposit of Paid Sick Leave**:

Employees will receive a bank of 40 hours or five days of paid sick time each calendar year on January 1st for use during the 12-month period ending December 31st. Paid sick time not used by the end of the calendar year will be forfeited before the new bank of time is granted on January 1st. New employees will receive a bank of 40 hours (5 days) of paid sick time on their hire date. Paid sick time not used by the end of the calendar year will be forfeited before employees receive their new bank of 40 hours or five days on January 1st for use during the calendar year. An employee who is rehired will not receive previously accrued and unused sick time. Instead, they will be treated as new employees and receive a deposit of 40 hours in their bank.

#### Basic Leave Entitlement:

Eligible employees may take up to 40 hours or five days of paid sick leave per year for any reason allowed under California law including.

* + The diagnosis, care, or treatment of an existing health condition of, or preventive care for, an employee or an employee's family member
  + To attend legal proceedings, or to obtain care, counseling, or other victims’ services for

domestic violence, sexual assault, or stalking.

Sick leave is paid at the employee’s regular rate of pay at the time the leave is taken.

Upon separation from Clarity Debt Resolution, Inc., employees are not entitled to compensation for unused paid sick days.

#### Notice:

To the extent possible, employees must provide reasonable notice of their need for leave under this policy. For example, employees should obtain prior approval for routine, scheduled healthcare provider appointments. If the need for leave is not foreseeable, an employee must provide notice as soon as practicable. To the extent permitted by law. The company may require employees using more than three consecutive days to present a written note from a healthcare provider verifying the need for the employee to be absent from work and identifying a return-to-work date.

#### Benefits Continuation:

Leave under this policy will not constitute a break in the employee's continuous service for the purpose of Clarity Debt Resolution, Inc. benefits and seniority.

#### Job Restoration:

Upon expiration of the leave, an employee will generally be reinstated to his or her position with equivalent seniority, benefits, pay, and other terms and conditions of employment.

Employees will not be subjected to retaliation or discrimination for using or requesting paid sick time, filing a complaint regarding this policy, or engaging in any other related activity protected under the paid sick leave laws.

#### Relationship with Other Leave Policies:

If a law, regulation, or policy provides for greater accrual or use of sick days, the law, regulation, or policy with the greater protection may apply. For questions regarding the interplay between your entitlement to leave under other laws, regulations, or Clarity Debt Resolution, Inc. policies and your entitlement to leave under the Act, please contact the Human Resources Department.

**Bereavement Leave**

Bereavement leave provides paid time off for eligible employees in the event of a death in their immediate family. To be eligible for bereavement leave, an employee must have been employed with Clarity Debt Resolution, Inc. for at least 30 days before taking the leave.

An immediate family member for purposes of Clarity Debt Resolution, Inc.'s bereavement leave policy includes the following:

* Spouse or domestic partner
* Child (including foster children and stepchildren)
* Parent (including legal guardian and stepparent)
* In-laws (including mother- and father-in-law and brother- and sister-in-law)
* Grandparent or grandchild
* Sibling

Employees are eligible for up to five days of paid bereavement leave. There is no requirement that these days be used consecutively, however bereavement leave must be taken within three months following the death of the person for whom you are taking the leave. Employees are expected to notify their supervisors at the earliest opportunity so that the supervisor can try to arrange coverage for the employee's absence. In addition, Clarity Debt Resolution, Inc. will require verification of the need for the leave which must be provided within 30 days of the first day of the employees’ leave. Examples of proper documentation include: a copy of a death certificate, published obituary, written verification of death, burial, or memorial service from a mortuary, funeral home, burial society, crematorium, religious institution, or government agency, a program or flyer including the date, the name of the mortuary or place of service, etc.

Note: Employees must submit verification of the need for leave to the HR Department. This leave cannot be approved by a supervisor until HR has determined that the employee has provided verification of the need for this leave.

**Jury Duty**

Clarity Debt Resolution, Inc. encourages employees to fulfill their civic responsibilities when called upon to serve as a juror. Employees must provide their immediate supervisor with a copy of their jury summons as soon as possible so that the supervisor may make arrangements to accommodate their absence.

Employees on jury duty must report to work on workdays, or parts of workdays, when they are not required to serve. Either Clarity Debt Resolution, Inc. or the employee may request an excuse from jury duty if it is determined that the employee's absence would create serious operational difficulties. Leave for jury duty is unpaid.

Note: Employees must submit their jury duty summons to the HR Department. This leave cannot be approved by a supervisor until HR has determined that the employee has provided verification of the need for this leave.

**Other Leave Types**

Reproductive Loss Leave  
Military Leave  
Family Leave under the Federal Family and Medical Leave Act  
Family Leave under the California Family Rights Act (California Employees)  
Paid Family Leave (California Employees)  
Bone Marrow Donation Leave (California Employees)  
Organ Donation Leave (California Employees)  
Civil Air Patrol Leave (California Employees)  
Crime Victims Leave (California Employees)  
Domestic Violence Leave (California Employees)  
Voting Leave (California Employees)

Note: For questions regarding these types of leave, please contact the HR department.

POLICIES

**Attendance Policy**

The success of our Company depends upon the cooperation and commitment of each member of our team. Your attendance and punctuality are extremely important as your fellow employees must bear the burden in your absence. Regular and punctual attendance is considered an essential function of your job. Employees must be present at the designated workstation ready to begin work by the start of each shift, at the time determined by their manager. The purpose of this policy is to outline Clarity Debt Resolution, Inc.’s policy and procedures regarding employee absences and tardiness to promote efficient operations and minimize unscheduled absences.

Absences and Tardiness

An absence is defined as the failure of an employee to report to work as scheduled. There are two types of absences: Excused and Unexcused.

**Excused Absences** will not be considered in determining whether an employee has excessive absences. Excused absences include approved time off from work, such as approved leaves of absence (including for work-related injuries), eligible sick time, approved use of PTO, required military duty, and bereavement leave. For time off to be approved, an employee should provide their manager with at least 24 hours’ notice of their need for time off, if possible. If 24 hours’ notice is not possible, the employee should notify their manager immediately upon learning of the need for time off.

**Unexcused Absences** will be considered in determining whether an employee has excessive

absences. Unexcused absences occur when an employee’s time off is not approved.

**Tardiness** is defined as the employee’s failure to report for work at the time scheduled.

**Excessive Absences** and **Excessive Tardiness** are defined as three or more occurrences of unexcused absences or unexcused tardies within a six-month period. Additionally, given that the first three weeks of your employment are vital to your training, any instance of unscheduled absence or tardiness during the formal training period and/or more than two unscheduled absences or tardiness during your first 90 days of employment will be considered Excessive Absences and/or Excessive Tardiness. **Excessive Absences and Excessive Tardiness will result in disciplinary action, up to and including termination.**

Your supervisor may make a note of any absence or tardiness, and the reason, in your personnel file. Your attendance record may be considered when evaluating compensation, promotions, transfers, leaves of absence, and approved time off.

Employees should provide at least 24 hours’ notice of a scheduled absence or tardiness if possible. If an employee is late or absent due to an emergency, the employee must notify their supervisor no later than the scheduled start time of their shift.

Employees who must leave work prior to the end of their scheduled shift must notify their manager in advance, or as soon as is practicable and receive a response.

Clarity Debt Resolution, Inc. recognizes that emergencies, illnesses, or pressing personal matters may arise that cannot be arranged outside of work hours and may make it necessary for an employee to be absent from work. If you are running late, or will be absent you’re required to notify your manager directly, and send an email to [attendance@usclarity.com.](mailto:attendance@usclarity.com) Employees must report each day they are late, absent, or working from home temporarily, via email to their manager and [attendance@usclarity.com](mailto:attendance@usclarity.com) (not via teams, text, or phone call). Failure to call-out one hour before your shift may be classified as a No Call/No Show. Should undue or recurrent absence and tardiness become apparent, the employee will be subject to disciplinary action, up to and including termination. A No Call/No Show for two consecutive workdays will be considered a voluntary resignation of employment from the firm.

Timekeeping

You are responsible for accurately recording your work hours using the designated system. In addition to accurately recording your start and end times, non-exempt employees are required to accurately clock out at the start of each meal period and back in at the end of the meal period. You must also clock out when leaving for any non-work reason. Do not clock out for your scheduled rest breaks.

It is your responsibility to submit your time records accurately. If system problems prevent you from properly clocking in or out, or you forget to clock in or out, you must immediately advise your supervisor and/or the Human Resources Department.

If you are a non-exempt employee, you are not permitted to start work before your scheduled start time or to work past your scheduled end time without prior permission from your manager. Clarity Debt Resolution, Inc. strictly prohibits non-exempt employees from working off the clock for any reason.

Time off Requests

Employees are required to submit written time off requests in advance to their supervisor for approval. In addition, employees must submit the time off request in Paylocity for payroll and attendance tracking purposes. Once approval is granted, please inform staff of your approved absence by sending an email to [attendance@usclarity.com](mailto:attendance@usclarity.com). Whenever possible, please submit your request at least two weeks prior to the requested day(s). Your request must be approved by your manager. You must have PTO available when requesting time off. At the discretion of your manager, you may be able to take unpaid time off.

Adjusting Your Shift or Ending Your Shift Before Your Scheduled Time

If a shift adjustment is needed, please submit a written request in advance to your supervisor and inform staff of your approved adjustment by sending an email to [attendance@usclarity.com.](mailto:attendance@usclarity.com.) Employees must also submit the time off request in Paylocity for payroll and attendance tracking purposes. Whenever possible please submit your request at least two weeks prior to the requested day(s). Your request must be approved by your manager. You may also request permission from your manager to make up any missed time; if approved, this will not count against you.

Earn Rewards for Good Attendance

If three or fewer unexcused absences are accumulated during any progressive 12-month period, the company will reward the employee with one day (8 hours) off with pay.

Safely Return to Work After Illness or Injury

If you are absent for three consecutive days due to illness or injury, you must provide a note from a health care provider clearing you to return to work. You must provide the document no later than your first day back.

**Tardy Policy**

The success of our Company depends upon the cooperation and commitment of each member of our team. Therefore, your attendance and punctuality are extremely important in order to keep Clarity Debt Resolution, Inc. running smoothly and effectively. Employees are expected to be present and ready to perform their duties on time, each regularly scheduled day.

In an effort for each team member to succeed we are implementing a 5-minute rule policy.

Tardy

* Clocking in within 0 - 5 minutes of your regular scheduled shift start will be considered on- time.
* Clocking in 6 minutes or greater after your regular scheduled shift start will be considered tardy.

**Dress Code Policy**

Clarity Debt Resolution, Inc. seeks to present a professional image at all times. In addition, the building management company requires that all tenant employees dress professionally. Therefore, Clarity Debt Resolution, Inc. maintains a dress code for all staff when working in the office. Employees are also required to adhere to the dress code when representing the firm at professional events.

Our dress code is business casual. Because that may be interpreted in many ways, we’ve

provided some guidelines:

All employees must be clean and well-groomed. Grooming styles reflective of religion and ethnicity are not restricted. All clothing must project professionalism. Employees are expected to wear clean clothing that is in good shape, free of holes, tears, and other signs of wear. Clothing fit for workouts and outdoor activities are not acceptable. Clothing that is revealing or inappropriate is not acceptable.

Permitted:

* Shirts such as button downs, polos, blouses, etc.
* Well-kept bottoms free from holes, tears, visible signs of wear or aging such as slacks, chinos, appropriate length skirts, jeans, etc.
* Dress shoes, flats, heels, well-kept tennis shoes, etc.
* Sports jackets, cardigans, dress coats, etc.

NOT Permitted:

* Inappropriate, offensive, explicit, revealing, oversized, or baggy clothing
* Hats
* T-shirts with graphic design or logo, tank tops, crop tops, etc.
* Jeans that show wear with holes, tears, visible signs of wear or aging
* Shorts
* Lounge or athletic wear such as sweatpants, yoga pants, etc.
* Sandals, flip flops, etc.
* Athletic footwear such as running shoes, etc.
* Sweatshirts, hooded sweatshirts, zip up sweatshirts, etc.

Dress Code Violations

Managers and/or supervisors are expected to inform employees when they are violating the dress code. Employees in violation are expected to immediately correct the issue. This may include having to change clothes. Violations may result in disciplinary action up to and including termination of employment.

**Clean Desk Policy (Confidentiality and Safety of Sensitive Information)**

Clarity Debt Resolution, Inc., maintains a clean desk policy as part of an overall security strategy. The purpose of this policy is to reduce the organization’s risk of theft, fraud, or a security breach resulting from sensitive information being left unattended and visible.

For purposes of this policy, sensitive information includes any current, former, or prospective

client’s:

* + Name
  + Home and/or mailing address
  + Email address
  + Phone number(s)
  + Birth date
  + Social Security number
  + Client ID number
  + Account number of any debt, regardless of whether we are assisting the client with the account and any other information that the client might reasonably expect will be kept confidential.

To ensure that client information is safeguarded:

* + Do not leave any document that includes any of the information specified above unattended on your desk, on any common surface (e.g., on the counter or in the lunch room), or in a printer. Such documents include any notes, Post-its, or other handwritten material that you created and includes any of the client information outlined above. All such material must be secured in a drawer or discarded.
  + At the end of your work shift, your desk must be clear of any sensitive documents. Documents you no longer need must be discarded. Any documents you need to retain should be in a secured drawer. The drawer must be locked when you leave for the day.
  + Documents containing sensitive information must not be discarded in wastebaskets or trash bins. Such documents must be discarded only in the locked bins designated for shredding.
  + You must lock your computer each time you step away from your desk. Locking it means that the computer may only be accessed after entering a unique password.
  + You must not share the password to your computer, or the passwords to any Web site or program used to perform your job, with anyone. The only exception to this is sharing a password with the company’s IT Specialist for the purpose of getting help with your system.

Failure to comply with this policy will result in progressive discipline, up to and including termination of employment.

**Social Media Use Policy**

Clarity Debt Resolution, Inc. recognizes that the internet provides unique opportunities to participate in interactive discussions and share information on particular topics using a wide variety of social media, such as Facebook, LinkedIn, Twitter, TikTok, Instagram, Pinterest, Tumblr, blogs, and wikis. However, employees' use of social media can pose risks to Clarity Debt Resolution, Inc.’s confidential and proprietary information, expose the company to discrimination and harassment claims, and can jeopardize the company's compliance with business rules and laws. To minimize these business and legal risks, Clarity Debt Resolution, Inc. expects its employees to adhere to the following guidelines and rules regarding social media use. This applies to both company-sponsored social media and personal use as it relates to Clarity Debt Resolution, Inc.

**Please DO:**

* Protect Client Information: disclosing any current, former, or prospective client’s name, email, social security number, or account numbers, or any other sensitive information on social media sites is strictly prohibited.
* Respect Intellectual Property and Company Information: disclosing confidential information, including the Company’s intellectual property and information that is not otherwise public, is strictly prohibited.
* Keep your behavior online consistent with the professional standards of Clarity Debt Resolution, Inc.’s Standards of Conduct.
* Express only your personal opinions. Never represent yourself as a spokesperson for Clarity Debt Resolution, Inc. If Clarity Debt Resolution, Inc. is the subject of the content you are creating, be clear that your views do not represent those of Clarity Debt Resolution, Inc. For example, consider such language as “the views in this posting reflect my personal views and do not represent the views of my employer.”
* Use a personal e-mail address (not your Clarity Debt Resolution, Inc. address) as your primary means of identification when posting online.
* Use good judgment. Remember social media is everywhere. It may be read by clients, their families, your supervisor, your co-workers, and even your future employers, for years to come. If you would not say something in a crowded room, you should not say it online.

**Please do NOT:**

* + Post confidential or proprietary photos or information about Clarity Debt Resolution, Inc. employees, clients or other third parties who have a relationship with Clarity Debt Resolution, Inc.
  + Post comments concerning confidential financial or legal matters involving any Clarity Debt Resolution, Inc. business.
  + Post on behalf of Clarity Debt Resolution, Inc. without authorization.
  + Post any material that is, or could be viewed as, malicious, obscene, defamatory, profane, libelous, threatening, intimidating, harassing, abusive, or hateful to another person or entity.
  + Create Clarity Debt Resolution, Inc.-branded social media sites.
  + Use information created by or for Clarity Debt Resolution, Inc.—such as logos, pictures, and videos— without the written approval of Clarity Debt Resolution, Inc.
  + Use Clarity Debt Resolution, Inc.’s name to endorse or oppose political candidates or initiatives.
  + Use Clarity Debt Resolution, Inc.’s name, systems, or resources to solicit money for fundraising.

This policy is not intended to preclude or dissuade employees from engaging in communications or action protected by state or federal law.

Please be aware that violation of this policy may result in disciplinary action up to and including termination. Additionally, because you are legally responsible for your posting you may be subject to personal liability if your posts are found to be defamatory, harassing, or in violation of any other applicable law.

If you are unsure about any particular social media position, please refer to this policy or contact your supervisors or the Human Resources department.

**Cell Phone Use Policy**

Clarity Debt Resolution, Inc. maintains a cell phone use policy as part of an overall security strategy. The purpose of this policy is to reduce the organization’s exposure to potential risks and create a productive work environment.

* All cell phone and personal device use is prohibited during active working hours. Employees are expected to power off or set cell phones and personal devices to silent during working hours.
* Cell phones and personal devices should be clear from working areas and may be kept in a desk drawer. Cell phone and personal device use is permitted while employees are on break or meal periods in break areas only. Photography and/or videography of confidential or proprietary information or any activities or participants of Clarity Debt Resolution, Inc. is strictly prohibited.
* We understand that an emergency may arise. In the event of an emergency employees are to inform their immediate supervisor and step away from their designated work area to address the matter.

Failure to comply with this policy will result in progressive discipline, up to and including termination of employment.

**Workplace Romantic Relationships Policy**

To minimize the risk of potential conflicts of interest, promote fairness, reduce favoritism or the appearance of favoritism, avoid interference with reporting requirements, prevent personal conflicts from affecting the workplace, and discourage situations where management judgment could be compromised, Clarity Debt Resolution, Inc. (“Clarity”) maintains the following policy with respect to romantic (excluding marital relationships or registered domestic partnerships) relationships in the workplace:

**Romantic Relationships**

Romantic or dating relationships between Clarity employees are permitted, except for the following circumstances:

* + No person in a management or supervisory position shall have a romantic or dating relationship with an employee whom he or she directly, or indirectly, supervises or whose terms or conditions of employment he or she may influence (such as promotion, termination, discipline, and compensation).
  + No employees working in the same department shall have such a relationship. A department is defined as a group of employees who report directly, or indirectly, to the same supervisor.
  + No employees shall have a romantic or dating relationship that creates a harassing, demeaning, or hostile working environment for any employee.

**Prior Employee Relationships**

To the extent possible, a supervisor or manager who has had a previous romantic or dating relationship with a subordinate or employee whose terms and conditions he or she may influence will not be involved in decisions relating to that individual's promotions, compensation, raises, termination, or other terms and conditions of employment.

**Policy Protocols and Consequences**

All employees engaged in a romantic or dating relationship with another employee are required to promptly notify Human Resources.

Individuals involved in a relationship covered by this policy may be asked to sign a document acknowledging that their relationship is entirely consensual and free from coercion and harassment. If the relationship is covered by this policy and is between a more senior and more junior employee, the more senior employee may be subject to demotion to eliminate the conflict of interest. At the discretion of Clarity, in addition to or instead of demotion, one of the individuals involved in the relationship may be subject to transfer or termination of employment. If transfer or termination is appropriate, to the extent possible, Clarity will give individuals involved in the relationship the opportunity to select one employee in the relationship who will be subject to a change in employment status (transfer or termination). If the individuals involved in the relationship decline to make this decision, Clarity will do so.

**Professionalism**

Employees are expected to conduct themselves in a professional manner at all times. Workplace dating or romantic relationships must not interfere with any employee's professionalism, including treating others with respect and refraining from behavior or actions that may make others feel uncomfortable (such as overt physical displays of affection and/or using sexual language).

**Discretion and Non-Discrimination**

Clarity retains discretion in its enforcement of this policy. Decisions made under this policy will be made based on operational and business reasons and without regard to age, ancestry, color, marital status, medical condition, mental disability, national origin, physical disability, race, religious creed, sex, sexual orientation, membership or service (current or past) in the armed forces of California or the United States, genetic information, or any other protected characteristic under federal, state, or local law.

**Conduct Not Prohibited by This Policy**

This policy is not intended to restrict or dissuade employee communications or actions protected or required by state or federal law.

**Expense Policy**

1. Purpose

The purpose of these expense policies is to provide guidelines and ensure consistency in the purchase and reimbursement of business-related expenses incurred by employees. These policies aim to control costs, maintain transparency, and uphold ethical standards while ensuring that employees have the necessary resources to carry out their professional duties effectively.

# Expenses approval

All employees must obtain prior approval from their respective managers and head of the Finance department before proceeding, any unauthorized purchases and expenses may result in the employee being held financially responsible for them.

# Eligible Expenses

* 1. Travel Expenses: Reasonable and necessary expenses incurred during business travel, including transportation (flights, trains, taxis, etc.), accommodation, meals, and incidentals.
  2. Meals and Entertainment: Expenses related to client meetings, business lunches, and other work- related meals and entertainment activities.
  3. Office Supplies and Equipment: Expenses for office supplies, software, hardware, and other equipment necessary for employees to carry out their job responsibilities.
  4. Professional Development: Expenses related to professional development activities such as conferences, seminars, workshops, and training sessions.
  5. Miscellaneous Expenses: Other reasonable and necessary expenses directly related to business activities, subject to approval by the appropriate supervisor or designated authority.

# Reimbursement Procedure

* 1. Employees must submit expense reports within a reasonable timeframe, usually within 30 days of incurring the expense.

1. Employees are required to fill out the attached expense reimbursement form and provide original, itemized receipts, indicating the date, amount, and nature of the expense.
2. All expenses must be submitted in compliance with applicable tax laws and regulations.
3. Employees are responsible for ensuring that expenses are accurately and honestly reported, and any fraudulent or non-compliant claims may result in disciplinary action.

# Non-Reimbursable Expenses

* 1. Personal expenses unrelated to business activities.
  2. Expenses incurred by family members or non-employees.
  3. Fines, penalties, or legal fees resulting from non-compliance with laws and regulations.
  4. Expenses deemed unreasonable, excessive, or extravagant.

# Policy Violations

* 1. Any violations of the expense policies may result in the employee being held personally responsible for the expenses incurred.
  2. Repeated or serious violations may lead to disciplinary action, up to and including termination.

These expense policies are subject to periodic review and may be revised or updated as deemed necessary by the company. Employees are expected to familiarize themselves with these policies and comply with them in all expense-related matters.

**Corporate Travel Policy**

# Objective:

The objective of this corporate travel policy is to ensure that all employees traveling on behalf of the company have a clear understanding of the guidelines, procedures, and expectations related to business travel. It aims to provide a framework that balances the needs of the company with the well-being and convenience of the employees.

# Travel Authorization:

* 1. All employees must obtain prior approval from their respective managers and head of the Finance department before making any travel arrangements.
  2. Approval should be based on the justiﬁcation of the business purpose and the estimated travel expenses.

# Booking and Reservations:

* 1. Employees are encouraged to make travel bookings well in advance to secure the best available rates.
  2. Preferred travel vendors or agencies should be used whenever possible, taking into consideration cost-eﬀectiveness and convenience.
  3. Employees are expected to select the most economical travel options that meet the required business objectives.

# Transpiration:

* 1. Air Travel:
     + Economy class should be the standard choice unless there are exceptional circumstances.
     + Employees may seek approval to upgrade to a higher class for ﬂights longer than 12 hours or if it is more cost-eﬀective in terms of overall travel expenses.
     + b. Ground Transportation:
     + Employees should use cost-eﬀective car rental services whenever feasible.
     + Taxis or rideshare services can be used if they are more convenient or cost-eﬀective compa red to other options.

# Accommodators:

* 1. Employees should select accommodation that is reasonably priced and conveniently located.
  2. Preferred hotels or accommodation should be considered whenever possible, considering safety and security concerns.

# Meal and Incidental Expenses:

* 1. Employees are expected to exercise reasonable judgment when incurring meal expenses, considering the local cost of living and company policies.
     + The travel expense allowance will cover reasonable meal expenses, including breakfast, lunch, and dinner.
     + Employees need to seek approval ﬁrst before planning to cover for other employees and business partners for work-related purposes.
     + Alcoholic beverages will not be reimbursed.
  2. Incidental Expenses:
     + The travel expense allowance will cover incidental expenses such as transportation, internet fees, business-related phone calls, and tips.
     + Expenses should be reasonable and directly related to the business purpose of the trip.
  3. Other Expenses:
     + Other necessary and reasonable expenses directly related to the business purpose of the trip, such as conference registration fees or public transportation fares, will be reimbursed.

# Travel Insurance:

* 1. The company strongly recommends that employees have appropriate travel insurance coverage to protect against unforeseen circumstances.
  2. The company will reimburse approved travel insurance protection.

# Reimbursement Procedure

* 1. Employees must submit expense reports within a reasonable timeframe, usually within 30 days of incurring the expense.

1. Employees are required to fill out the attached expense reimbursement form and provide original, itemized receipts, indicating the date, amount, and nature of the expense.
2. All expenses must be submitted in compliance with applicable tax laws and regulations.
3. Employees are responsible for ensuring that expenses are accurately and honestly reported, and any fraudulent or non-compliant claims may result in disciplinary action.

# Personal Time and Extended Stay:

* 1. Employees may extend their stay for personal reasons after obtaining approval from their respective department managers.

# Non-Reimbursable Expenses:

* 1. Personal expenses unrelated to business activities such as personal entertainment or personal items.
  2. Expenses incurred by family members or non-employees.
  3. Fines, penalties, or legal fees resulting from non-compliance with laws and regulations.
  4. Expenses deemed unreasonable, excessive, or extravagant.
  5. Expenses incurred during personal time or extended stays beyond the business purpose of the trip will not be covered.

# Compliance and Documentation:

* 1. Employees are responsible for complying with all applicable laws, regulations, and travel restrictions during their business travel.
  2. All necessary travel documentation, such as visas, passports, and health certiﬁcates, must be obtained by the employee before travel.

# Safety and Security:

* 1. Employee safety and security are of utmost importance. Employees should stay informed about travel advisories, register with appropriate authorities if required, and take necessary precautions during their trip.
  2. The company may provide emergency contact information and guidelines for employees to follow in case of unexpected situations.

# Policy Violations:

* 1. Any violation of this travel expense allowance policy may result in the employee being required to reimburse the company for any ineligible or excessive expenses.
  2. Repeated or intentional policy violations may result in disciplinary action, up to and including termination of employment.

**Hybrid Work Eligibility Policy**

The purpose of this policy is to define the criteria, outline the eligibility requirements, and provide clear expectations for consideration and continuance of an approved Hybrid Work Schedule with our organization.

This policy only applies to current, US, full-time, salaried employees. C-Level and Executive Management Team are exempt from this benefit.

To be considered eligible for a hybrid schedule, an employee must meet the following criteria guidelines:

* The employee must live a minimum of 30 miles from the office and commute one hour or more each way daily (the company reserves the right to request validation of commute time).
* The employees have successfully completed their new hire onboarding and probationary period with the company.
* The employee is consistently performing at expectation level or above in their role
* The employee is not on any disciplinary action programs such as probation or an active PIP.

Employees will also be required to comply with the following:

* The Hybrid schedule will be a 3/2 design, 3 days onsite, 2 days remote
* Mondays will be mandatory onsite working days for all, the 2 remote days must be scheduled on Tuesday – Friday only, and not consecutive in pattern.
* If there are meetings scheduled, company audits, clients, or external visitors coming into the office, hybrid employees are required to return to work onsite each day.
* All hybrid staff will be required to return to the office 5 days a week if we have team members from other Clarity regions visiting in the US.
* The company reserves the right to revoke any employees authorized remote hybrid schedule at any time should they deem it necessary.

Procedure

For employees who meet the hybrid work schedule criteria the following procedure should be followed:

1. Employee submits a request in writing to their direct manager for consideration and approval.
2. The manager will collaborate with the HR department to review and determine eligibility.
3. Once approved, the manager and the employee will document the set schedule of onsite and hybrid days and submit to HR for the employee’s file.
4. The approved schedule must remain the same and consistent, employees are not allowed to change their hybrid days week to week.
5. The employees’ working hours are to remain the same and consistent each day, employees are not to alter their start and end times per day.

**Process for Requesting Time Off**

1. Employee submits written time off request in advance to their supervisor for approval. Per our attendance policy, time off requests should be submitted at least two weeks prior to the requested day(s). Employee should also submit the time off request in Paylocity for payroll and attendance tracking purposes.
2. Once approval is granted, employees should inform staff of the approved absence by sending an email to [attendance@usclarity.com](mailto:attendance@usclarity.com).

**Use of the** [**attendance@usclarity.com**](mailto:attendance@usclarity.com) **Email**

What *should*be sent to this email:

* Notification of approved time off
* Reporting if you are running late
* Reporting if you will be absent (calling out, without receiving prior approval)

What *should not* be sent to this email:

* Medical documentation (doctor's notes, etc.)
* Time off requests
* Any sensitive personal or medical information

Please remember that the attendance@usclarity.com emails are viewed by multiple members of management and is not intended for confidential HR communications. If you need to share medical documentation or other sensitive information, please send an email directly to HR.

**Referral Program Policy**

Clarity Debt Resolution, Inc. is always in search of quality employees. If you know of someone that would make a good addition to Clarity Debt Resolution, Inc., you may be awarded a referral bonus. For every candidate referral that is hired by Clarity Debt Resolution, Inc. and employed for 90 consecutive days, the employee that referred the candidate will receive a bonus. The referring employee must be employed by Clarity Debt Resolution, Inc. at the time the referred employee reaches 90 days of employment to qualify for the bonus.

Rules and Requirements

To qualify for the bonus, the referring employee must complete and provide the referral form to the Human Resources department. If more than one employee refers the same candidate, only the employee that first provides the referral form qualifies to receive the bonus.

If hired, the candidate must be a full-time employee for the referring employee to qualify to receive the bonus.

Supervisors cannot receive a referral bonus for a position in which they are directly responsible.

Details

For the referral of a non-exempt employee that is hired by Clarity Debt Resolution, Inc., is employed for 90 consecutive days, and meets the above-mentioned rules and requirements, the referring employee will be eligible to receive a bonus of $250.

For the referral of an exempt employee at management level, that is hired by Clarity Debt Resolution, Inc., is employed for 90 consecutive days, and meets the above-mentioned rules and requirements, the referring employee will be eligible to receive a bonus of $500.

**Eligibility for Rehire Policy**

The purpose of this policy is to define the rules, outline the eligibility requirements, and provide the procedure for any former employee to be considered for rehire with our organization.

This policy will apply to any former employee who terminated their employment with our organization either voluntarily or involuntarily.

To be considered Eligible for rehire, a former employee must meet the following criteria.

* They were laid off or part of a department layoff due to business reasons unrelated to the employee’s performance
* They were on contract and said contract expired
* The employee completed their probationary period when hired
* The employee consistently performed at expectation level or above in their role

Employees are ineligible and will not be considered for rehire if one or more of the following apply:

* The employee was terminated for any company policy violation
* The employee was terminated for non-compliance
* The employee had any performance warnings or write ups during their employment
* The employee had any attendance warnings or write ups during their employment
* Any form of job abandonment
* Less than 2 weeks advance written notice was provided

Procedure

For any employee who contacts the organization regarding the potential for rehire, the following procedure should be followed:

1. Employees are directed to the HR Department for communication and consideration
2. The HR department will review employees’ personnel records to determine eligibility
3. The company must have a current opening or business need for additional staff
4. The employee still meets the requirements and is able to perform all essential functions of the role
5. The former employee is submitted to the department hiring manager for review and approval
6. If approved, the HR department will onboard employee

**Employee Promotion Policy**

Purpose: To provide our employees with the opportunity for growth and advancement within the organization by recognizing individual talent, performance and commitment overall. This policy aims to ensure fairness, transparency and an equitable work environment.

Scope: This policy will apply to all qualified employees. The promotion may be defined as a position of higher title, authority levels, responsibilities, leadership, and may include an increase in compensation.

Employees are eligible for promotions within their current departments or to another department within the organization.

Eligibility:

* Demonstrated and measurable performance in their current role
* Consistently meet performance goals
* Job function and industry knowledge
* Competency level
* Identified leadership skills
* Emotional Intelligence
* Professionalism
* Communication skills and style
* Tenure / minimum of 6 months/years in their current position
* No performance issues, warnings, or disciplinary actions in the last 6 months
* No department transfers in the last 6 months
* Attendance Record

Ineligible Promotion Criteria:

* Managers personal preference without objective justification
* Discriminatory practices
* Fraternization
* Favoritism
* Nepotism

Process:

* Department managers identify potential candidates for promotion based on demonstrated performance and company needs
* Managers are to receive approval for promotion recommendations
* Managers will develop or provide the existing job description criteria for the new role to Human Resources
* Human Resources will review the selected employees and ensure they meet the eligibility criteria
* Upon successful review, HR and the department manager will discuss, determine timeline of promotion, and compensation increase (if applicable)
* Human Resources will lead communication with employees, offer the promotion in writing, outlining the new role, responsibilities, and compensation.
* The employee's current manager will work with HR to create a transition plan and ensure a smooth handover of responsibilities.

**Internal Job Posting and Hiring Process Policy**

1. Requisition Identification:

-The hiring manager of a department identifies the need to either increase or replace headcount in their staff. They initiate the process by following the requisition procedure applicable in their region. Their direct manager is to approve the requisition. Submission and approval is sent to Human Resources (HR) and Learning & Development (L&D) teams 3-4 weeks before the intended date to hire. A list of the fastest growing roles can be compiled by HR. Competencies, skill set examples, and criteria necessary to fill the role will be shared by the department manager. This information will assist the L&D team in preparing online skill assessments to determine eligibility.

2. Assessment Preparation:

- L&D team to prepare an online assessment based on the required skills and competencies for the role. Allow a lead time of 7 days for assessment development.

3. Job Posting:

- Simultaneously, HR posts the job opening through a shared mailbox, and internal job board incorporating an eligibility criterion to eliminate unintended recipients, ensuring targeted distribution (e.g., supervisor vacancies only reaching leads or those in people management roles).

4. Initial Screening by Human Resources (HR) based on hiring managers position criteria:

- HR reviews applications, removing ineligible candidates for the Internal Job Posting.

5. Eligibility Criteria Check:

- Establish eligibility criteria specific to that department. Examples include no active warnings, not currently on a performance improvement plan, not on probation, and no role changes within the past 6 months.

6. Assessment Round:

- Eligible candidates undergo the assessment round completing the skills test assigned, candidate shortlisting based on a cutoff defined by the hiring manager. Rejection emails based on overall assessment are sent to unsuccessful candidates. The applicant’s manager is included and aware of their progress and respective results as they clear/fail each phase.

7. Interview Scheduling:

- Candidates meeting the cutoff proceed to interview rounds with the hiring manager. The hiring manager completes interviews within one week and provides a list of final selections to HR.

8. Feedback and Rejection:

- Once the list is received, rejection emails with reasons/feedback are sent unsuccessful candidates. This ensures transparency and aids in candidate development

9. I J P Approval:

- The hiring manager (or relevant authority) signs off on the internal transfer, confirming the final selection. Human Resources prepares the new employee offer letter or IJP form, determines if a change in compensation applies, and formally administers the internal transfer. This step completes the internal hiring process.

This process ensures a systematic and transparent approach to internal job postings, from requisition identification to the final approval of internal transfers.

BENEFIT INFORMATION

**Medical, Dental and Vision Insurance**

All Insurance enrollment is completed through our online platform, Ease.

Link to Ease: [plgstaffing.ease.com/?CCh5DmKolLIXrWjfVuX7nA==\_2517a82cc29415d44309d582250ac8a214728d788298e9e98e3d1d8b30b83380ec](https://plgstaffing.ease.com/?CCh5DmKolLIXrWjfVuX7nA==_2517a82cc29415d44309d582250ac8a214728d788298e9e98e3d1d8b30b83380ec)

Medical Insurance options are available through Kaiser and Anthem

Dental Insurance is available through Anthem

Vision Insurance is available through Anthem

The company covers a portion of the premiums for your primary insurance. Depending on the level of coverage you choose, there may be an additional monthly cost to you.

If you have any questions about coverage options, enrollment, or any other questions, please contact the HR Department.

**Aflac Supplemental Insurance**

Available options are:

* Accident Coverage
* Cancer Care
* Hospital Indemnity
* Short Term Disability

If you have any questions about coverage options, enrollment, or any other questions, please contact the HR Department.

**Life Insurance**

The company offers life insurance through Anthem at no cost to you.

If you have any questions, please contact the HR Department.

**401(k)**

The link for John Hancock 401(k) is: [https://myplan.johnhancock.com/us/en?\_gl=1\*1b8gc6o\*\_ga\*NDYyNDU3MjUuMTc0NjczMzIwNA..\*\_ga\_H70LFVJLDH\*czE3NDY3MzMyMDMkbzEkZzEkdDE3NDY3MzMyMDckajU2JGwwJGgw](https://myplan.johnhancock.com/us/en?_gl=1*1b8gc6o*_ga*NDYyNDU3MjUuMTc0NjczMzIwNA..*_ga_H70LFVJLDH*czE3NDY3MzMyMDMkbzEkZzEkdDE3NDY3MzMyMDckajU2JGwwJGgw)

If you have any questions, please contact the HR Department.

OTHER INFORMATION

**Payroll**

Our pay schedule is semi-monthly.

The pay dates are the 5th and the 20th.

The pay periods are divided as follows:

From the 1st to the 15th of the month.

From the 16th to the last day of the month.

If a regularly scheduled payday falls on weekend or holiday, employees will be paid on the preceding workday.

**Current Holiday Schedule 2025**

New Year’s Day – Wednesday, January 1stMLK Day – Monday, January 20th  
President’s Day – Monday, February 17th  
Memorial Day – Monday, May 26th   
Juneteenth – Thursday, June 19th  
Independence Day – Friday, July 4th  
Labor Day – Monday, September 1st  
Indigenous Peoples Day – Monday, October 13th  
Veterans Day – Tuesday, November 11th  
Thanksgiving Day – Thursday, November 27th  
Christmas Day -Thursday, December 25th