

Employee Procedures Manual

Company: Demo Business Solutions

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Overview

This manual outlines essential procedures for all employees including time-off requests, attendance policies, workplace safety, and professional conduct standards.

Time-Off and Leave Policies

Paid Time Off (PTO) Requests

Advance Notice Requirements

- **1-2 days off:** Minimum 48 hours notice
- **3-5 days off:** Minimum 1 week notice
- **1+ weeks off:** Minimum 2 weeks notice
- **Holiday periods:** Minimum 30 days notice (Thanksgiving, Christmas, etc.)

Request Process

1. **Submit PTO request** via employee portal or paper form
2. **Include specific dates** (start/end dates, including weekends)
3. **Specify reason** (vacation, personal, medical, etc.)
4. **Wait for approval** before making non-refundable plans
5. **Check coverage** - ensure your responsibilities are covered

Approval Criteria

- **Adequate staffing** must be maintained
- **No conflicts** with other approved requests
- **Sufficient PTO balance** available
- **Business needs** permit absence
- **First-come, first-served** for holiday periods

Emergency Leave Procedures

Immediate Family Emergency

1. **Call your supervisor** as soon as possible
2. **Explain the situation** and expected duration
3. **Submit documentation** within 3 business days
4. **Coordinate coverage** for critical responsibilities
5. **Provide updates** if timeline changes

Medical Leave (Employee)

- **Notify HR immediately** for leaves over 3 days
- **Provide medical documentation** from healthcare provider
- **Complete FMLA paperwork** if applicable
- **Maintain communication** regarding return date
- **Submit fitness-for-duty clearance** before returning

Bereavement Leave

- **Immediate family:** Up to 3 paid days
- **Extended family:** 1 paid day or unpaid leave
- **Documentation required:** Obituary or service program
- **Additional time:** May use PTO or unpaid leave

Attendance and Punctuality

Standard Work Schedule

- **Core hours:** As specified in your employment agreement
- **Break schedules:** 15 minutes morning/afternoon, 30-60 minute lunch
- **Flexibility:** Some positions may allow flexible start times
- **Remote work:** Subject to management approval and policy

Tardiness Policy

First occurrence: Verbal reminder **Second occurrence (30 days):** Written warning **Third occurrence (60 days):** Final written warning **Fourth occurrence (90 days):** Termination consideration

Calling In Late or Absent

1. **Call supervisor directly** - don't text or email for same-day absences

2. **Call before shift start time** or as soon as possible
3. **Explain expected delay/absence** and provide estimated return
4. **Arrange coverage** if you have that authority
5. **Follow up in writing** for absences over 1 day

Workplace Safety Procedures

General Safety Guidelines

Daily Safety Practices

- **Keep work areas clean** and free of hazards
- **Report unsafe conditions** immediately to management
- **Use proper lifting techniques** - bend knees, not back
- **Wear appropriate footwear** - closed-toe, non-slip soles
- **Follow equipment guidelines** - use tools as intended only

Personal Protective Equipment (PPE)

- **Safety glasses:** Required in designated areas
- **Gloves:** Use when handling chemicals or sharp objects
- **Hard hats:** Required in construction/warehouse zones
- **High-visibility vests:** Required in vehicle areas
- **Hearing protection:** Available in high-noise areas

Workplace Injury Procedures

Immediate Response

1. **Seek medical attention** if injury is serious - call 911
2. **Notify supervisor immediately** about any injury, no matter how minor
3. **Do not move seriously injured person** unless in immediate danger
4. **Preserve accident scene** when possible for investigation
5. **Complete incident report** within 24 hours

Documentation Requirements

- **Time and date** of incident
- **Location** where injury occurred

- **Description** of what happened
- **Witnesses** present at time of incident
- **Body parts affected** and type of injury
- **Medical treatment** received or declined

Workers' Compensation Process

1. **Report injury** to HR within 24 hours
2. **Complete workers' comp forms** provided by HR
3. **See approved medical provider** for treatment
4. **Keep all medical documentation** and receipts
5. **Maintain communication** with HR regarding status
6. **Return-to-work clearance** required from doctor

Emergency Procedures

Fire Emergency

1. **Pull fire alarm** if you discover fire
2. **Evacuate immediately** via nearest exit
3. **Go to designated assembly point** (parking lot)
4. **DO NOT use elevators**
5. **Account for all personnel** at assembly point
6. **Do not re-enter building** until authorized

Medical Emergency

1. **Call 911** for serious medical emergencies
2. **Notify management** immediately
3. **Provide first aid** only if trained and certified
4. **Clear area** of non-essential personnel
5. **Stay with injured person** until help arrives
6. **Complete incident report**

Severe Weather

- **Tornado warning:** Move to interior room on lowest floor

- **Severe thunderstorm:** Avoid windows and electrical equipment
- **Flooding:** Move to higher ground, avoid electrical hazards
- **Power outage:** Use emergency lighting, avoid candles
- **Follow management instructions** for early dismissal

Professional Conduct Standards

Dress Code Policy

Business Professional

- **Men:** Dress shirts, ties, dress pants, dress shoes
- **Women:** Blouses, dress pants/skirts, professional dresses, closed-toe shoes
- **Colors:** Conservative colors preferred
- **Accessories:** Minimal, professional jewelry

Business Casual

- **Acceptable:** Khakis, polo shirts, blouses, sweaters, loafers
- **Not acceptable:** Jeans, shorts, flip-flops, tank tops, athletic wear
- **Friday casual:** Jeans allowed if in good condition

Uniform Requirements (if applicable)

- **Company-provided uniforms** must be worn during work hours
- **Keep uniforms clean** and in good repair
- **Name tags/badges** must be visible at all times
- **Personal modifications** to uniforms not permitted

Communication Standards

Email Etiquette

- **Professional subject lines** that clearly indicate content
- **Proper greetings** and closings in external emails
- **Reply promptly** to business emails within 24 hours
- **Use company email** for business purposes only
- **Proofread** before sending important communications

Phone Etiquette

- **Answer promptly** within 3-4 rings
- **Professional greeting:** "Good morning, [Company Name], this is [Your Name]"
- **Active listening** - let caller finish speaking
- **Clear speaking** - speak slowly and distinctly
- **Proper hold procedure** - ask permission before placing on hold

In-Person Interactions

- **Professional demeanor** with customers and colleagues
- **Respectful communication** at all times
- **Appropriate volume** - consider others in workspace
- **Body language** - maintain professional posture and eye contact
- **Personal conversations** kept to minimum during work hours

Social Media and Technology

Company Device Usage

- **Business use primarily** - limited personal use permitted
- **No inappropriate content** - no adult content, gambling, etc.
- **Password protection** required on all devices
- **Report lost/stolen devices** immediately
- **Return all equipment** upon termination

Social Media Policy

- **Personal accounts** should not reference company without permission
- **Professional representation** if identified as company employee
- **Confidential information** must never be shared
- **Respectful content** - nothing that reflects poorly on company
- **Work time usage** should be minimal

Performance and Development

Performance Expectations

Quality Standards

- **Accuracy:** Work completed correctly the first time
- **Timeliness:** Deadlines met consistently
- **Initiative:** Proactive approach to responsibilities
- **Teamwork:** Collaborative and supportive of colleagues
- **Customer focus:** Professional service delivery

Review Process

- **90-day review:** New employee performance evaluation
- **Annual reviews:** Comprehensive performance and goal setting
- **Ongoing feedback:** Regular check-ins with supervisor
- **Goal setting:** Quarterly objectives and development plans
- **Documentation:** Performance records maintained in personnel file

Training and Development

Required Training

- **New employee orientation:** Company policies and procedures
- **Safety training:** Annual updates and certifications
- **Job-specific training:** Role-related skills and knowledge
- **Compliance training:** Legal and regulatory requirements
- **Customer service:** Annual refresher training

Professional Development

- **Internal training:** Skills workshops and seminars
- **External training:** Industry conferences and certification programs
- **Cross-training:** Learning other departmental functions
- **Mentorship programs:** Pairing with experienced employees
- **Career pathing:** Discussion of advancement opportunities

Disciplinary Procedures

Progressive Discipline Policy

Step 1: Verbal Warning

- **Informal discussion** about performance or conduct issue
- **Clear expectations** communicated
- **Documentation** in supervisor notes
- **Improvement timeline** established
- **Follow-up meeting** scheduled

Step 2: Written Warning

- **Formal written documentation** of continued issues
- **Specific examples** of problematic behavior
- **Clear consequences** if improvement not shown
- **Employee signature** acknowledging receipt
- **Copy placed in personnel file**

Step 3: Final Written Warning

- **Last chance** before termination consideration
- **Detailed improvement plan** with specific timelines
- **Clear understanding** that termination may result
- **HR involvement** in process
- **Employee assistance** resources offered if applicable

Step 4: Termination

- **Decision made** by management and HR
- **Final meeting** with employee
- **Return of company property** required
- **Final paycheck** and benefit information provided
- **Exit interview** may be conducted

Serious Misconduct

The following may result in immediate termination:

- **Theft or dishonesty**
- **Violence or threats of violence**
- **Harassment or discrimination**

- **Substance abuse at work**
 - **Violation of confidentiality**
 - **Insubordination**
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All employees are required to read, understand, and acknowledge receipt of this manual. Questions should be directed to HR or your immediate supervisor.