

EMPLOYEE HANDBOOK

Technology Solutions Inc.

Effective Date: January 1, 2025

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1. WELCOME MESSAGE

Welcome to Technology Solutions Inc.! We are excited to have you join our team of innovative professionals dedicated to delivering cutting-edge technology solutions to our clients worldwide. This handbook contains important information about our company policies, procedures, benefits, and expectations. Please read it carefully and keep it as a reference throughout your employment. Our success depends on the contributions of each team member. We encourage open communication, continuous learning, and collaborative problem-solving. Together, we will continue to grow and achieve excellence in everything we do.

2. COMPANY OVERVIEW

Mission Statement

To provide innovative technology solutions that empower businesses to achieve their goals while maintaining the highest standards of quality, security, and customer service.

Core Values

Value	Description
Innovation	We embrace new technologies and creative solutions
Integrity	We conduct business with honesty and transparency
Excellence	We strive for the highest quality in all our work
Collaboration	We work together to achieve common goals

Customer Focus	We prioritize our customers' success and satisfaction
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3. EMPLOYMENT POLICIES

Work Schedule

Standard business hours are Monday through Friday, 9:00 AM to 5:00 PM EST. We offer flexible work arrangements including hybrid remote work options. Employees may work from home up to 2 days per week with manager approval.

Attendance Policy

Regular attendance is essential for business operations. If you cannot report to work, notify your supervisor as soon as possible, preferably before your scheduled start time. Excessive absenteeism may result in disciplinary action.

Performance Reviews

Performance evaluations are conducted annually, with quarterly check-ins throughout the year. Reviews assess job performance, goal achievement, and professional development opportunities. Employees are encouraged to provide feedback and discuss career aspirations during these sessions.

4. BENEFITS AND COMPENSATION

We offer a comprehensive benefits package designed to support your health, financial security, and work-life balance:

Benefit	Details
Health Insurance	Medical, dental, and vision coverage with company contribution
Retirement Plan	401(k) with 4% company match after 90 days
Paid Time Off	15 days vacation, 10 sick days, 12 holidays annually
Professional Development	\$2,000 annual budget for training and conferences
Life Insurance	Company-paid life insurance equal to annual salary
Flexible Spending	FSA accounts for healthcare and dependent care expenses

5. CODE OF CONDUCT

All employees are expected to maintain the highest standards of professional conduct: • Treat all colleagues, clients, and partners with respect and dignity • Maintain confidentiality of proprietary and client information • Avoid conflicts of interest and disclose potential conflicts to management • Comply with all applicable laws, regulations, and company policies • Report any suspected violations of this code to HR or management • Use company resources responsibly and for business purposes only Violations of this code may result in disciplinary action, up to and including termination.

6. IT AND SECURITY POLICIES

Password Requirements

• Minimum 12 characters with uppercase, lowercase, numbers, and special characters • Change passwords every 90 days • Do not reuse the last 12 passwords • Enable multi-factor authentication on

all business accounts

Data Protection

- Encrypt all devices containing company or client data
- Use approved cloud storage services only
- Report data breaches immediately to the security team
- Follow clean desk policy - secure all sensitive materials

Acceptable Use

Company IT resources are provided for business use. Limited personal use is permitted but should not interfere with work responsibilities. Prohibited activities include: accessing inappropriate content, installing unauthorized software, or using resources for personal business ventures.

7. EMERGENCY PROCEDURES

In case of emergency, follow these procedures: Fire Emergency: 1. Evacuate immediately using nearest exit 2. Do not use elevators 3. Proceed to designated assembly area in parking lot 4. Wait for all-clear from emergency personnel Medical Emergency: 1. Call 911 immediately 2. Notify building security at ext. 9999 3. Provide first aid if trained and safe to do so 4. Do not move injured person unless in immediate danger Security Incident: 1. Report to security immediately at ext. 9999 2. Do not confront suspicious individuals 3. Secure your work area if safe to do so 4. Follow instructions from security personnel

8. CONTACT INFORMATION

Department	Phone	Email
Human Resources	ext. 4200	hr@techsolutions.com
IT Help Desk	ext. 4357	helpdesk@techsolutions.com
Security	ext. 9999	security@techsolutions.com
Facilities	ext. 4500	facilities@techsolutions.com
Emergency Line	911	N/A

This handbook is effective as of January 1, 2025, and supersedes all previous versions. The company reserves the right to modify these policies at any time with appropriate notice. For questions about this handbook, please contact Human Resources. Document Version: 2.1 Last Updated: 2025-06-07