



productops

EMPLOYEE HANDBOOK 2014

Confidential

This handbook supersedes and replaces all previous handbooks and other statements of productOps policies, rules and procedures.



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“Always code as if the guy who ends up maintaining your code will be a violent psychopath who knows where you live.”

- Martin Golding

AT WILL EMPLOYMENT

Employment is at-will which means either party can end the employment relationship at any time, for any reason and with or without notice. Only the CEO can make an agreement to the contrary on the behalf of productOps and by written agreement only.

RIGHT TO REVISE

productOps retains the right to revise this handbook at any time. The most current version will be maintained online at GitHub.

EQUAL EMPLOYMENT OPPORTUNITY

productOps is an equal opportunity employer and makes employment decisions on the basis of merit. We want to have the best available talent in every job. Company policy prohibits unlawful discrimination based on race, color, creed, gender (including gender identity and gender expression), religion (all aspects of religious beliefs, observance or practice, including religious dress or grooming practices) marital status, registered domestic partner status, age, national origin or ancestry, physical or mental disability, medical condition (including cancer or a record or history of cancer, and genetic characteristics), sex (including pregnancy, childbirth, breastfeeding or related medical condition), genetic information, sexual orientation, veteran status or any other consideration made unlawful by federal, state, or local laws. It also prohibits unlawful discrimination based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics. Discrimination can also include failing to reasonably accommodate religious practices or qualified individuals with disabilities where the accommodation does not pose an undue hardship to the Company.

All such discrimination is unlawful.

The Company is committed to compliance with all applicable laws providing equal employment opportunities. This commitment applies to all persons involved in Company operations and prohibits unlawful discrimination by any employee of the Company, including supervisors and coworkers.

If you believe you have been subjected to any form of unlawful discrimination, submit a written complaint to your supervisor or the individual with day-to-day personnel responsibilities. Your complaint should be specific and should include the names of the individuals involved and the names of any witnesses. If you need assistance with your complaint, or if you prefer to make a complaint in person, contact Bob Cagle. The Company will immediately undertake an effective, thorough, and objective investigation and attempt to resolve the situation.

If the Company determines that unlawful discrimination has occurred, effective remedial action will be taken commensurate with the severity of the offense. Appropriate action also will be taken to deter any future discrimination. The Company will not retaliate against you for filing a complaint and will not knowingly permit retaliation by management employees or your coworkers.

To comply with applicable laws ensuring equal employment opportunities to qualified individuals with a disability, the Company will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee, unless undue hardship to the Company would result.

Any applicant or employee who requires an accommodation in order to perform the essential functions of the job should contact a Company representative with day-to-day personnel responsibilities and discuss the need for an accommodation. The Company will engage in an interactive process with the employee to identify possible accommodations, if any, that will help the applicant or employee perform the job. An applicant or employee who requires an accommodation of a religious belief or practice (including religious dress and grooming practices, such as religious clothing or hairstyles) job should contact a Company representative with day-to-day personnel responsibilities and discuss the need for an accommodation. If the accommodation is reasonable and will not impose an undue hardship, the Company will make the accommodation.

SAFETY AND SECURITY

We love our great downtown Santa Cruz location. It is convenient to restaurants, retail and enjoying some fresh air. However, it is important that we are mindful of the safety of our employees and the security of our equipment and client data. Please carry your office key and building card key with you when you leave the building. Outside doors are locked at predetermined hours controlled by the landlord. Currently the doors are unlocked from 7:15am to 5:30pm.

If you are the first to arrive in the morning, and you will not be seated next to the front door, please lock the door behind you until there is a critical mass of employees on site. If you are the last to leave the office, please ensure the doors are locked upon your departure.

If you need to walk across town alone at night to the parking garage and would prefer to be accompanied, please call the non-emergency number of the police department, 831-471-1131 at least one hour in advance. They will send an escort. We ask that all of our employees err on the side of safety.

Security cameras are installed in the common area hallways for monitoring activity 24/7 to aid in keeping our work area secure.

PERSONAL PROPERTY

Please be aware that productOps can not be responsible for your personal property if it is left at the office. Ensure that anything of importance is locked up or better yet, please take it home.

Please keep your work area free from clutter and maintain a professional workspace. Please help keep common areas clear as well.

EMPLOYMENT CLASSIFICATIONS

Exempt or Non-exempt

All employees are either classified as exempt from wage and hour laws or non-exempt from wage and hour laws. The criteria for classification are based on federal and state laws. Exempt employees are paid a salary and are not eligible for overtime pay among other wage and hour requirements. Non-exempt employees are paid hourly, are eligible for overtime, minimum wage, meal and rest period and other wage and hour requirements.

Full-Time or Part-Time Status

Employees who are scheduled to regularly work 30 or more hours per week are considered to be full-time with regard to benefits eligibility. However, most full-time employees are regularly scheduled to work 40 or more hours per week. Work hours do not include time taken for lunch breaks.

Temporary or Contractor Status

From time to time productOps will contract with temporary employment agencies and/or independent contractors to provide services. These individuals must be employed by an agency or clearly qualify for independents contractor status and are not eligible for benefits.

Our agenda and process are straightforward. Our job is to make our clients successful. To do that we work with them to face risks up front, find hidden opportunities, and iterate rapidly.



BENEFITS

Paid Leave

Paid Time Off (PTO)

All Full-Time employees are eligible for PTO time. PTO may be used for any time off regardless of whether it is vacation, sick time, doctor's visits or any other personal time off need. For the first two years of employment full-time staff who are regularly scheduled to work at least 40 hours per week are eligible for 15 days PTO per calendar year – accruing at the rate of 5.00 hours per pay period employed, effective immediately from start date. Employees regularly scheduled to work less than 40 hours per week will have a prorated accrual.

After two years of continuous employment, full-time staff who are regularly scheduled to work 40 hours per week will be eligible for 20 days PTO per calendar year – accruing at the rate

of 6.67 hours per pay period employed, commencing at the second anniversary of their start date. Employees regularly scheduled to work less than 40 hours per week will have a prorated accrual.

The maximum time that may be accrued is dependent on the accrual rate. See the table below.

Once the maximum accrual has been accrued, no more can be accrued until some accrued PTO has been used. Additional PTO will be accrued when the hours drop below the maximum accrual.

See chart on next page →



Years of Service	Accrual Rate	Accrual Cap
0-2	15 days/year (5.00 hours/pay period)	150 hours (1.25x annual accrual)
3-4	20 days/year (6.67 hours/pay period)	200 hours (1.25x annual accrual)

After six months of employment with the Company, employees are allowed to use up to 40 hours of PTO in advance of it being accrued (e.g., going negative).

Upon termination of employment, voluntary or involuntary, any accrued but unused PTO hours will be paid to the employee in the final paycheck at the employee’s current hourly pay rate. Although the accrual is normally done each payroll cycle, if employment is terminated for any reason, the PTO accrual will be prorated on a daily basis and paid out accordingly.

It is incumbent on the employee to provide three weeks notice to the line manager, the office manager, the Management Team and to record planned PTO in GitHub. PTO should be taken in a minimum of half- day increments.

Current accrued PTO hours and hours taken within the most recent pay period are shown on Intuit ViewMyPayCheck pay-stubs.

Some examples of when to record PTO in Harvest:

- Full-time employee regularly scheduled to work 40 hours per week is on vacation for a week, record 40 hours
- Full-time employee regularly scheduled to work 30 hours per week is on vacation for a week, record 30 hours
- Doctor’s appt so out of the office for a few hours, record a half day
- Sick enough to not want to be in the office spreading germs, but not so sick you can’t check email and be partially productive, record a half day
- Coughing and not want to be in the office spreading germs, but not so sick you can’t be completely productive working from home, don’t record any PTO
- Sick and need to rest, record a full day

Paid Holidays

There are ten paid holidays per year. The specific days for each you will be announced in December the year prior, but will typically fall on

- New Years Day
- Presidents’ Day
- Tax Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving Day
- Christmas Eve
- Christmas Day

Holidays falling on a Saturday are normally observed on the preceding Friday.

Holidays falling on a Sunday are normally observed on the following Monday.

Compensatory Time Off (Comp Time)

If you are a non-exempt employee, you are entitled to additional pay if you work overtime. Non-exempt employees may not be given comp time in lieu of overtime pay. Exempt employees are not entitled to overtime or time off in lieu of overtime. From time to time however, managers may allow an employee who has traveled extensively or worked a large number of hours to take some comp time off without reporting it as paid time off. However, this compensatory time may not be provided on a one hour off for one hour worked basis and must be authorized by your manager.

Some examples of Comp time:

- Employee works multiple weekends in a row on a critical client project in addition to his/her normal work week. Manager tells employee to take a morning off as comp time.
- Employee works 4 hours on a Saturday. It is NOT appropriate for the manager to tell the employee to take 4 hours off as comp time on a normal work day.

Jury Duty

Any full-time employee called for jury duty will be excused from work on days which the employee is at jury duty, and will receive full pay for each day he/she otherwise would have worked, up to a maximum of thirty (30) working days. The Employee must show proof of jury service. On any day of jury service in which an Employee is excused entirely or in sufficient time to permit him/her to return to work for a minimum of 1/2 his/her regularly scheduled hours, he/she will be required to report to work. An Employee receiving a notice to report for jury duty should notify his/her Manager immediately. Any full-time Employee who is called as a witness in a court hearing will be paid for that period of time, as long as the Employee provides a court appearance document, which must be turned into his/her Manager prior to the date he/she is to appear in court. PTO does not need to be used for Jury Duty.

If an employee is requested to volunteer for service on a Grand Jury and wishes to do so, he/she must speak to his Manager immediately. A decision whether to authorize this will be based on client needs. If the Grand Jury duty is authorized, the employee will receive full pay for each day he/she otherwise would have worked, up to a maximum of thirty (30) working days.

Bereavement

In the event of the death in an employee’s immediate family, employees will be allowed bereavement leave with pay for up to 3 working days.

Immediate family is defined as a spouse, mother, father, son, daughter, brother or sister; step-mother, step-father, step-sister, step-brother, step-child, current mother-in-law, current father-in-law, grandparents and grandchildren.

Bereavement leave should be reported to your Manager and should be indicated as such on your weekly time sheet. PTO does not need to be used when on bereavement leave.

Pregnancy Disability Leave (PDL)

A pregnant employee can take up to four months of leave when disabled by her pregnancy. A pregnant employee may use PTO for the first seven calendar days of disability or take

it unpaid. Following the first seven calendar days, she may be eligible for State Disability Insurance (SDI).

Health benefits will be continued while the employee is on PDL, however the employee will not accrue PTO during the leave. If the employee pays a contribution to health benefits normally, arrangements must be made to continue these contributions during the leave. No HSA contributions, if applicable, will be made by the company during the leave.

PDL is a leave of absence. The employee is entitled to job reinstatement upon return from the leave.

Paid Family Leave (PFL)

PFL is a state-sponsored insurance program within the State Disability Insurance (SDI) program. PFL provides employees with partial wage replacement for up to six weeks in any 12-month period while absent from work to care for a seriously ill or injured family member or bonding with a minor child within one year of the child’s birth or placement in connection with foster care or adoption.

Employees can apply for benefits online through their SDI online account at www.edd.ca.gov/disability/ or by requesting a claim form by calling 1-877-238-4373. There is a seven calendar day waiting period for PFL during which PTO may be used. Employee may use his/her PTO balance to supplement the PFL benefit as long as the total benefit does not exceed the employee’s regular wages earned.

PFL benefits are subject to Federal income tax but not State income tax.

PFL is not a leave of absence and there is no guarantee that the employee will be reinstated into their prior role upon return.

Relationship Between PDL, SDI and PFL

- PDL defines the time frame an employee can legally take off of work due to her pregnancy and still be entitled to reinstatement to the job she had prior to her leave.
- SDI is a state sponsored program for receiving pay during the time the employee is disabled by pregnancy.
- PFL is a mechanism for receiving pay during the time the employee is bonding with a new baby.
- If PFL is used by a woman following a pregnancy leave, the seven calendar day wait period is waived, so the employee is not subject to two wait periods – the one for SDI and the one for PFL.



Unpaid Leave

An Unpaid Leave of Absence is defined as time taken off that is more than two weeks without pay. Unpaid leave requests may or may not be honored. Please submit the request to your manager and the Management Team. During an unpaid leave, there is no PTO accrual, no HSA contributions are made and the employee must either be offered COBRA or pay their own health insurance premiums depending on the duration of the leave.

Medical

All full-time employees are eligible on hire date to participate in a health insurance program for themselves and their families through our broker and insurance carrier. There is a range of medical insurance plans to choose from, and the company contributes up to a maximum amount determined by a benchmark plan. Employee premiums are pre-tax, and are deducted from each paycheck.

Dental

The company offers HealthEdge CalDent Voluntary Dental Plan. <http://www.healthedgeinc.com/index.cfm/fuseaction/Pages.Page/id/342>

401K

Safe Harbor: All full-time employees are eligible on hire date to participate in our 401K program, managed through our broker and Great-West Retirement Services (<https://www.gwrs.com>). Employee elective contributions are pre-tax, and are deducted from each paycheck. The company contributes 3% of employee base salary. Employer and employee contributions are deposited each pay period.

Profit Sharing Contributions: Based on company performance productOps may make a discretionary, across the board, annual contribution in March to plan participants of up to 2% of their base salary.

All plan contributions are vested 100% immediately.

The IRS applies stringent guidelines to 401K contributions including an annual limit on total contributions, and the amount an employee can contribute pre-tax. It is the responsibility of the individual employee to ensure their understanding and compliance with these regulations.

Parking

The company pays the cost of parking in downtown Santa Cruz lots for all employees as needed. Details are supplied by the office manager.

Cell Phones

Depending on role, some employees will be provided a company cell phone and service or the company will reimburse them for all or part of their phone. This is managed on an employee by employee basis. Please see your manager with questions.

PERFORMANCE MANAGEMENT

Supervisors will provide performance feedback on a regular basis. Additionally once per year a more formal performance review will be conducted. This will be a focal review meaning all employees will be reviewed at one point during the year as opposed to individuals being reviewed on an employment anniversary basis.

COMPENSATION

Our compensation philosophy is to pay our employees fairly based on the external market, internal equity, the employee's personal performance, and to some extent the company performance. We will look at employee compensation on an annual (focal) basis to ensure we are in line with the market and to make any adjustments due to market shifts or internal job changes. Promotional adjustments may be made outside of the focal review. Employees will not automatically receive a raise on an annual basis.

Timekeeping

Accurate timekeeping is the key to our success. ProductOps is a professional services firm and bills for projects on a time and materials or fixed price basis. In either case, an accurate measure of the effort invested is critical to maintain profitability, facilitate project management and drive process-improvement.

Scrupulous commitment to Harvest. Harvest is our time-tracking, reporting and invoicing tool, and a fundamental responsibility of all staff is to maintain current, accurate records of time spent on their various projects. Timecards should preferably be updated daily as it is easier to remember the details of what was worked on. However, at a minimum, timecards must be completed by the end of the day each Sunday. At least two time entries per day with sufficiently detailed notes are required. Failure to do so is grounds for termination of employment.

Expense Reports

All receipts for travel, meals and other purchases must be maintained and submitted along with an expense report no later than 7 days after the expenditures are incurred. Ask management for guidance on what is an authorized expense and how to submit receipts.

Payroll

We have two pay periods each month, with checks deposited on the 15th and the last day of each month. All payslip details can be accessed online with Intuit ViewMyPaycheck.

Bonuses

Bonuses are discretionary and are typically based on company and individual performance. Because productOps is a small company, it is very important that we maintain tight controls on our fixed costs. We believe that everyone should benefit from the firm's success and we try to reward overall contribution with a 'quality' bonus whenever possible. While this will have some degree of subjectivity, primary factors would include overall team mentality and attitude, quantity and quality of hours billed, contribution to company IP, and engagements secured due to your direct contribution. Additional contribution outside of standard business hours is considered a very positive element of the subjective bonus.

EXPECTATIONS

Attendance and Punctuality

The normal hours of operation are 7:30 am – 6:30 pm. We expect employees to generally be in the office within the boundary of these normal hours. While it is important for each of us to structure our schedules to maintain work/life balance, we do expect full-time, exempt employees to work a minimum of 40 hours per week. If you have problems meeting scheduling expectations, please discuss this immediately with your manager.

Job Abandonment

It is essential that you inform your supervisor immediately if you will be unable to come to work unexpectedly. If you fail to inform your supervisor and are absent from work for three days, you will have abandoned your job and your employment will be terminated effective immediately.

Office Environment

We expect our office environment to be energetic, productive and inclusive. It is important that employees feel they are able to work in a comfortable environment. Work areas should be maintained professional, neat and clear of garbage. Please deposit food containers in the kitchen garbage/recycling area. Desk and surrounding area should be neat and professional. The Management Team may advise staff to remove excessive personal items from their desk area.

Because all client information is confidential, it is very important that it not be left visible on desks or computer screens when you are away from your work area.

Respect and consideration for clients

We are a business and exist only because clients are willing to pay for our services. Our attitude, behavior and appearance should never cause clients to question their decision to work with us. Bear that in mind whenever clients (or vendors) visit our office, or we visit theirs, and make appropriate decisions about your choice of clothes and general appearance – business casual is always the best option. The Management Team may help staff make the appropriate decisions if necessary.

Pets

No pets are allowed on company premises at any time for any reason.

Electronic Equipment and Use

All electronic equipment (e.g., computers, servers, printers, cell phones, tablets) provided by the Company and information contained on that equipment (including email) is the property of productOps and subject to inspection at any time. Computer equipment must be password protected at all times.

We expect our employees to understand that they are ambassadors of productOps in person and when they are represented online. Please take care to present a professional image and never use your affiliation with the Company to blog or to express opinions without the written permission of the CEO of productOps.

Upon termination of employment, all company equipment must be returned to the office on the last day of employment and under no circumstances may any Company information be copied to other media.

Alcohol

Alcohol may be served or made available on company premises or at company-sanctioned gatherings. productOps will arrange for and pay for a taxi for any employee or guest who is impaired with no questions asked. An employee may either pay for the taxi himself/herself and submit for reimbursement via expense report (simply indicate "taxi") or ask a member of the management team to make arrangements and pay for the taxi. Under no circumstances should an employee or their guest operate a moving vehicle after drinking alcohol on company premises or at a company-sanctioned event.



DISCIPLINARY PROCESS

We believe in clear, honest communication. All employees are expected to follow the rules, policies and guidelines described in this handbook and to meet or exceed the expectations of their role. Depending on the severity, if an employee is not meeting the goals and objectives of his/her role or breaks a policy, the supervisor will attempt to inform the employee of the missed expectations and provide coaching on how to improve to an acceptable level of performance. This communication may be written or verbal. However, management may make a decision to terminate employment at any time for any non-discriminatory reason.

TERMINATION OF EMPLOYMENT

We request that employees who plan to voluntarily discontinue their employment provide two weeks of notice. Employees must return all company equipment, badges, keys, etc to the office on their last day of employment. Additional termination paperwork must be completed on the last day of employment.

- If an employee quits with more than 72 hours’ notice (clock hours, not business hours), productOps will have the final paycheck ready to give to the employee on his/her last day of work.
- If an employee quits with less than 72 hours’ notice (clock hours, not business hours), productOps will have the final paycheck ready for the employee within 72 hours of when the employee gave notice.
- If productOps terminates an employee, productOps will hand the employee the final paycheck when the employee is informed that he or she is terminated.

“Any fool can write code that a computer can understand.
Good programmers write code that humans can understand.”

- Martin Fowler



EMPLOYEE HANDBOOK ACKNOWLEDGEMENT

I acknowledge that I have received a copy of productOps Employee Handbook. I understand that my employment is at-will which means either party can end the employment relationship at any time, for any reason and with or without notice. Only the CEO can make an agreement to the contrary on the behalf of productOps and by written agreement only.

I acknowledge that I have been informed that the complete productOps employee handbook is available online accessible to all productOps employees.

_____	_____	_____
Employee Name	Employee Signature	Date



