

The purpose of this document is to serve as an Employee Handbook to inform employees of the company policies in place. These policies are subject to change with written notice to employees.

General Office Information

Office Hours: The office hours are 8:30 am to 5:00 pm EST. Employees are expected to be in the office during this time unless they are previously scheduled off, on site with a customer, or on lunch.

Lunch: Lunch is 30 minutes unpaid. Lunch should be taken between the hours of 12:00 and 1:00 when possible. There should always be at least one person available to take phone calls at all times.

Extended Hours: It may be necessary for salary or contract employees to put forth more than the standard forty hours per week and/or weekends or holidays in order to complete the company minimum standards. Employees should be aware and agree to put in the necessary time in order to meet those standards. Salaried employees do not receive overtime pay.

Payroll: Payroll is distributed twice a month. The first pay is on the 15th of the month for the time since the last payroll and the second pay is on the 30th of the month (or last day for months with less than 30 days) for the time since the last payroll. All checks are distributed via direct deposit (unless unable to do so) that is set up during the hiring process. If the pay date falls on the weekend, the pay will be distributed the Friday prior to the weekend. If the pay date falls on a holiday, the pay will be distributed the business day before the holiday.

Dress Code: Office dress is office casual or professional if required. Office casual is determined by the CEO and is subject to change. If an employee's clothing is not deemed to be appropriate, that employee could be directed to change. When going to a customer's site, employees should be wearing dress pants and a collared shirt.

Paid Time Off

ADI Business Solutions recognizes the importance of providing time off for employees to have the opportunity to rest and relax without the responsibility of regular office duties. This PTO Policy provides such time as a reward for service.

Requirements for PTO

- Must be a full-time employee
- Must have 90 days of service prior to being eligible to take accumulated PTO
- Unscheduled days are available to be used for sick or personal time
- During the first year of service, PTO time is accumulated on a monthly basis; from the first full year of service forward, PTO time is made available at the beginning of the year
- The PTO schedule, with exception to the first partial year of service, is from January through December

General PTO Information

Paid Time Off includes PTO time based on schedule provided, funeral time, holidays listed in this policy, and jury duty.

Included in this policy is a form to request time off. Employee must fill out this form and turn it in to management to request days off. The PTO form is also available to submit online at <https://pomodosoftware.com/p0m0d01nt3rn/>. Days can be taken in half day increments and must be approved through management. Time off is granted in on first come, first serve basis unless otherwise communicated. Only one person per department can be off at one time. If a conflict arises it will be addressed at the time of the conflict by management.

Any days taken in excess of the days allotted to an employee will be deducted from their paycheck. Five or more days taken in addition to the allotted days could be grounds for termination.

Termination of Employment

Upon termination of employment regardless of the reason, voluntary or involuntary, any remaining paid time off is not available to be taken during the notice period given by the employee. If employee provides more than a two week notice, PTO time can be taken in the amount of days over two weeks. As a courtesy, we ask that you provide 2-4 weeks' notice, if possible, so that the company can properly prepare to replace you or cover your duties.

Travel Compensation Time

Employees will be required to travel to customer sites from time to time and will sometimes return home late. If an employee returns home later than 10:00 pm, they are permitted to come in at 1:00 pm the next day. This half day can only be used the day after returning home late and cannot be carried over in any way.

- Predetermined- The half day can be predetermined based on what is scheduled. This should be approved prior to the trip.
- Unscheduled- The employee must make management aware of the half day prior to the start of the work day in which they will be coming in late.

PTO Schedule

Year	PTO	Unscheduled
1	10*	5
2-4	15	5
5-10	23	5
10+	28	5

* For new employees the PTO time is accumulated from the time employment is started through the end of the calendar year at the rate of 1 day for each month of service up to the given number of days. These days cannot be taken until after the probation period of 90 days is complete.

Schedule Explanation

Year- The year is a calendar year from January through December. Year 1 is the first partial year served by an employee. Year 2 is the first full calendar year of employment.

PTO- This is the number of days an employee has to take throughout the calendar year. These must be preapproved by management and specific days can never be guaranteed. Approval of days will be contingent upon company schedule as well as previously requested time off by employees in the same or similar department. Employees in the same department should try to avoid taking back to back weeks off, however if employees in the same department taking back to back weeks off, there needs to be at least 1 day in between where both employees are here to avoid having multiple weeks where support tickets or other issues are not addressed. Please note that any vacation in excess of 5 consecutive business days should be requested as far in advance as possible, and may not be approved depending on company resources. To request time off, employee must fill out the PTO request form and turn in to management for approval.

Unscheduled- Unscheduled PTO days are days that can be used as “call off” days where the employee does not pre-schedule the day off. These should be used for sick and personal time. If an employee calls off and is sick for 2 consecutive days, that is considered one unscheduled occurrence but will be considered 2 PTO days. The unscheduled days listed in the chart above are part of the PTO time, so the total time allowed is what is listed in the PTO. Call off days beyond what is allotted are considered to be disruptive to the company, so if an employee calls off after all allotted unscheduled days are used, they will be given a warning. Any additional call offs after the warning, will be unpaid and this is considered grounds for termination of that employee.

Carry Over

No PTO days can be carried over to the next year unless the following requirements are met:

1. Employee is in year 2 or higher
2. Employee has not used all of PTO days allotted

If these requirements are met, any unused PTO days will be automatically carried over into an “extended medical leave of absence” bank. This can only be accumulated up to 60 days. An employee’s extended medical leave of absence bank cannot be cashed in at the end of employment for compensation, and can only be used with a doctor’s excuse. An extended period of absence for medical reasons is anything over 5 working days. All PTO time for the year must be used prior to using this.

Holidays

ADI recognizes national holidays and gives employees time off to spend this time with their family and friends. The days listed below are considered holidays for employees to have off. On call schedules will rotate so that on call employees will not be on call for consecutive holidays. The on call employee will have the option to choose to receive additional PTO time for any holiday they are on call equivalent to the time off OR receive holiday pay at the current rate per holiday on call. These days are subject to change at any time.

Holidays	Time Off
New Year’s Day	Full
Good Friday	Half
Memorial Day	Full
4th of July	Full
Labor Day	Full
Thanksgiving	Full
Christmas Eve	Full
Christmas	Full

If paid holiday falls on a Saturday, employees will have Friday off. If paid holiday falls on a Sunday, employees will have Monday off. Employee on call will have the option to choose to receive extra PTO days for these days along with the holiday day or holiday pay per observed holiday worked.

If employees opt to take Holiday pay instead of receiving an extra PTO day, the holiday pay will be in the paycheck following the holiday or observed holiday (given that there is enough time to turn in to payroll). Employee must notify management of their choice as early as possible and will not be able to change that choice later than 1 week in advance of the holiday/observed holiday. If no notification is provided to management, employee will automatically get the extra PTO time. A row has been added to the PTO Request form, so that Holiday Pay can be requested in writing.

Doctor Appointments

Employees can make up, up to 2 hours of time for doctor appointments. If the appointment is going to take longer than 2 hours PTO time must be taken. If it is under two hours the employee must make up the time out of the office for the appointment within 5 business days.

Funeral Leave/Bereavement

Employees are entitled to up to 3 workdays of paid funeral leave to make arrangements or attend the funeral of an immediate relative which includes spouse, child, father, father-in-law, mother, mother-in-law, son-in-law, daughter-in-law, brother, sister, stepfather, stepmother, stepbrother, stepsister, stepson or stepdaughter.

Employees are entitled to one workday of paid funeral leave in the event of the death of employee's brother-in-law, sister-in-law, aunt, uncle, grandparent, grandchild, or spouse's grandparent. Funeral Leave is not taken from regular PTO time. Any time taken beyond the allotted time will be deducted from PTO time available.

PTO Request Form

Employee Name: _____

Date Request Made: _____

Type of Request	Explanation*	Number of Days**	Dates Requested
PTO			
Funeral/Bereavement			
Jury Duty			
Extended Medical Leave			
Holiday Pay			

*Explanation is not necessary for regular vacation time (PTO).

** More than 5 consecutive business days may not get approved- please make these requests as far in advance as possible.

For Management Use Only

Approved: _____ YES _____ NO

If no, explain:

X

Beth DiGuardi

Healthcare

Eligibility

Employees are eligible for healthcare after 60 days of service, unless otherwise negotiated. Current employees, who have been with the company for over 90 days, and would like to opt into Healthcare plan, can only do so during open enrollment.

Coverage

The employee is covered by the current plan that the company is set up with. Healthcare is not guaranteed and can be removed from the employee offering at any time should the company no longer be able to provide it. It is required that 50% of eligible employees must be enrolled in the company's plan in order to continue to offer it. If participation drops below 50%, the company may no longer be able to offer it.

The company pays for a percentage of the employee's monthly premium for insurance. The remainder of that monthly premium is deducted from the employee's paycheck.

Family members can be covered under the company policy, but the company does not pay for any percentage of the premium. If an employee decides to cover their family under the healthcare policy currently in place, it is at the expense of the employee.

IRA

Eligibility

Employees are eligible to participate in an IRA program after 1 year of service. The match amount, if available will be provided at the time of opting in, and is subject to change.

Telework

In certain circumstances, it might be necessary to allow or require employees to work remotely. If working remotely, please follow these guidelines:

- Please ensure that you have a suitable, quiet place to work especially when dealing with customers or vendors on the phone. You must have all of the essential equipment (whether provided by employee or company) to complete day to day tasking.
- Performance and functions done by employee and required by the company should be in accordance with employees' usual standards and the expected standards of the company.
- Employee must have permission from the company to perform their duties remotely, and the ability for the employee to work remotely can be revoked at any time.
- Unless otherwise agreed upon between employee and company, employee's compensation, benefits, work hours, and performance expectations will not change with teleworking.
- Attendance at the office may be required from time to time or based on an agreed upon schedule.
- Emergency Conditions
 - o In the event that local, state, or federal officials declare an emergency condition that prevents or discourages public gatherings or requires office closures, individuals will be authorized to telework in accordance with the guidelines and procedures set forth.
 - o Employees unable to perform their duties while teleworking may be required to take leave, paid or unpaid, or could potentially be laid off until after restrictions have been lifted or changed.

Policies for Company Vehicle Use

1. You must maintain a valid PA driver's license. You must have a good driving record and be approved by ADI's insurance company. It is the employee's responsibility to report any changes. If not approved by ADI's insurance company, employee might be required to use their own vehicle for work.
2. All company vehicles are only to be used for business purposes identified and approved by management.
3. Non ADI employees should not be in the vehicle at any time. ADI's insurance policy does not cover non employees and should this policy be violated, any accidents would be the responsibility of the employee's personal insurance.

4. If you use a company vehicle, you must bring your own vehicle to work and pick up the company vehicle there. Upon returning, you must part the company vehicle at AI and take your personal vehicle home.
5. All speeding tickets, violations, and parking tickets are the driver's responsibility. If the company vehicle needs repair or maintenance, it is to be cleared with management. Car washes are not paid for by the company. Any expenses that are not approved will be the responsibility of the employee.
6. The mileage log must be filled out for each trip to and from the final destination.
7. Unauthorized personal use of a company vehicle while under the influence of alcohol or illegal drugs will result in immediate termination.

Policy for Credit Card Use and Expense Reimbursement

Meals

- Meals are paid for only if you are 30 miles or more away from the Johnstown office
- Meal maximum is \$40/day
- All meal receipts must be submitted to management upon returning to the office

Gas/Tolls

- Gas and tolls will be paid to and from customer's locations and the Johnstown office
- Gas is for company vehicles only, unless otherwise approved
- All gas and toll receipts must be submitted to management upon returning to the office

Lodging

- All lodging must be pre-approved by management prior to the trip
- All lodging receipts must be submitted to management upon returning to the office

Vehicle

- All vehicle maintenance and repair expenses must be approved prior to having the service done
- Car washes, air fresheners or any other unnecessary expenses will not be reimbursed unless otherwise approved

Personal Use

- Using the company credit card for anything other than business use is strictly prohibited and under no circumstances should a company credit card be used for personal use to include any pre-authorizations, card holds, etc

Additional Notes

- All receipts from the previous week must be turned in to management during the company's Monday morning meeting
 - All receipts should have a customer, trip, or reason written on them
- Cash advances are not permitted
- Any missing receipts, receipt inaccuracies or invalid charges will be noted and must be paid back to ADI or will be deducted from employee's pay
- Purchases over \$150 must be approved in advance and an expense form must be completed
- Purchases/charges on behalf of a customer must be signed off on and approved by the customer so they can be billed
- Misuse or violations of this policy can result in termination of credit card rights or termination of employment

Employee Performance Reviews

Employees will have their performance regularly evaluated by management. At the employee review, management will provide the employee with an evaluation form that will note what areas the employee excels in as well as what areas need work. The following schedule will be followed for performance reviews:

New Employees:

30 Day Review

90 Day Review

6 Month Review

All Employees:

Yearly Review

Deficiencies: If there are any areas where an employee is considered "deficient", the employee will be notified and have 30 to 60 days (by management's discretion) to improve upon that deficiency. The employee will have access to management for help in taking steps to improve. The employee will then be re-evaluated to determine whether the necessary effort has been made. If little or no efforts have been taken to make improvements, it will be grounds for termination of that employee.

Employee Disciplinary Policy

The following procedures will be followed in any case where disciplinary action needs to be taken with an employee and is not otherwise defined in this Handbook.

First Offense: Employee will receive a written warning explaining the offense, including why it is considered a problem. Employee will have to sign off on the written warning confirming that they understand the warning and they are aware that they have a warning on file.

Second Offense: Employee will receive a second written warning explaining the offense, including why it is considered a problem. Employee will have to sign off on the written warning confirming that they understand the warning and they are aware that this is the second warning on file.

Third Offense: Employee could be terminated or suspended without pay based on management's discretion.

Employee Conduct with Customers

ADI Employees are expected to be respectful and professional with customers at all times. This includes during business hours as well as after hours. Due to the nature of the ADI Cliental, which includes a lot of local businesses, it is important that employees are as professional when visiting a customer on their own time, as when they are on the clock.

If an employee is at a customer location and is not on call or on the clock, they should refer the customer to someone who is if they ask for help. Anything done with the customer's POS system, hardware, networking, etc., by an ADI employee will ultimately be the responsibility of ADI, so keep that in mind at all times.

ADI Employees should not be argumentative with customers at any time, so if frustration starts to build, immediately contact management and let them know what is going on. Employees should always speak to customers in a knowledgeable and respectful way, as they are representing ADI as a company.

Never:

- Show frustration with a customer or situation. Remain calm at all times when in front of the customer.
- Act or speak with disrespect.
- Raise your voice to a customer.

- Let the customer believe they are more knowledgeable about the software than you are.
- Speak negatively about any ADI employees or ADI as a company to a customer.
- Install or reinstall software during business hours of the merchant unless it's an absolute emergency and the system is completely down.
- Let the customer think we cannot get an answer or solution for them.

Employee Communications

ADI will make every attempt to ensure that employees are treated fairly and all communication is clear. However, it is in both ADI's best interested and the employee's best interest to have any changes in compensation, policies, or any other changes that affect the employee or ADI in writing. ADI will make every attempt to ensure that this happens, but the employee can request written notification at any time to ensure that both parties have the same understanding regarding any important matters.

Employee handbook will be made available on our website at:

<https://pomodosoftware.com/p0m0d01nt3rn/>

Email notification will be sent out when any updates are made. It is the employee's responsibility to be up on all policies within the handbook.

Handbook Updated: October 23, 2020