

Employee Handbook

This handbook and all information therein as well as additional information including workplace posters can be acquired by logging in to the employee website at www.spotstosparkles.com/employees. The password can be obtained from your manager.

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1. Welcome

1.1. History, Goals, & Culture

Welcome and thank you for choosing to work with us! Spots to Sparkles LLC is happy to have you on the team. We truly care about our employees and work to ensure your health and safety as a valued member of our team. Spots to Sparkles LLC was formed in 2017 by Hillary Ault. She started her cleaning career as a housekeeper working at a large hospital where she was expected to use harsh chemicals on a daily basis. After experiencing increasing discomfort and respiratory issues as a result of using these chemicals she decided to take her health and future well-being into her own hands and began cleaning homes with environmentally friendly cleaners as a hobby. Through word-of-mouth this hobby slowly grew and took form. Today, she services many clients in the Olympia area with hopes of further growing her business and spreading awareness concerning the well-being of our environment as well as inspiring other business owners to reduce their environmental impact. We are always striving to improve and

welcome you to join us on this journey!

1.2. Purpose of Handbook

This handbook has been prepared to inform new employees of the policies and procedures of Spots to Sparkles LLC and to establish the company's expectations. It is not all-inclusive or intended to provide strict interpretations of our policies; rather, it offers an overview of the work environment. This handbook is not a contract, expressed or implied, guaranteeing employment for any length of time and is not intended to induce an employee to accept employment with the company.

The company reserves the right to unilaterally revise, suspend, revoke, terminate or change any of its policies, in whole or in part, whether described within this handbook or elsewhere, in its sole discretion. If any discrepancy between this handbook and current company policy arises, conform to current company policy. Every effort will be made to keep you informed of the company's policies, however we cannot guarantee that notice of revisions will be provided. Feel free to ask questions about any of the information within this handbook.

This handbook supersedes and replaces any and all personnel policies and manuals previously distributed, made available or applicable to employees.

1.3. At-Will Employment

Employment at this company is at-will. An at-will employment relationship can be terminated at any time, with or without reason or notice by either the employer or the employee. This at-will employment relationship exists regardless of any statements by office personnel to the contrary.

2. Workplace Commitments

2.1. Equal Opportunity Employment

This company is an equal opportunity employer and does not unlawfully discriminate against employees or applicants for employment on the basis of an individual's race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status, or any other status protected by applicable law. This policy applies to all terms, conditions and privileges of employment, including recruitment, hiring, placement, compensation, promotion, discipline, and termination.

Whenever possible, the company makes reasonable accommodations for qualified individuals with disabilities to the extent required by law. Employees who would like to request a reasonable accommodation should contact their manager.

2.2. Non-Harassment / Non-Discrimination

This company prohibits discrimination or harassment based on race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status, or any other status protected by applicable law. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and is free from discriminatory practices, including without limitation harassment. Consistent with its workplace policy of equal employment opportunity, the company prohibits and will not tolerate harassment on the basis of race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status, or any other status protected by applicable law. Violations of the policy will not be tolerated.

Discrimination includes, but is not limited to: making any employment decision or employment relation action on the basis of race, color, religion, creed, age, sex, disability, national origin, marital or veteran status, or any other status protected by applicable law.

Harassment is generally defined as unwelcome verbal or non-verbal conduct, based upon a person's protected characteristic, that denigrates or shows hostility or aversion toward the person because of the characteristic, and which affects the person's employment opportunities or benefits, has the purpose or effect of unreasonably interfering with the person's work performance, or has the purpose or effect of creating an intimidating, hostile or offensive working environment. Harassing conduct includes, but is not limited to: epithets; slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward and individual or group based on their protected characteristic.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal, visual or physical conduct of a sexual nature, when: 1. submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; 2. submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or 3. such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Examples of sexual harassment include: unwelcome or unsolicited sexual advances; displaying sexually suggestive material; unwelcome sexual flirtations, advances or propositions; suggestive comments; verbal abuse of a sexual nature; sexually oriented jokes; crude or vulgar language or gestures; graphic or verbal commentaries about an individual's body; display or distribution of obscene materials; physical contact such as patting, pinching, or brushing against someone's body; or physical assault of a sexual nature.

Reporting: Any company employee who feels that he or she has been harassed or discriminated against, or has witnessed or become aware of discrimination or harassment in violation of these policies, should bring the matter to the immediate attention of his or her manager. The company will promptly investigate all allegations of discrimination and harassment, and take action as appropriate based on the outcome of the investigation. An investigation and its results will be treated as confidential to the extent feasible, and the company will take appropriate action based on the outcome of the investigation.

No employee will be retaliated against for making a complaint in good faith regarding a violation of these policies, or for participating in good faith in an investigation pursuant to these policies. If an employee feels he/she has been retaliated against, the employee should file a complaint using the procedures set forth above.

2.3. Drug Free / Alcohol Free

Employees are prohibited from unlawfully consuming, distributing, possessing, selling, or using controlled substances while on duty. In addition, employees may not be under the influence of any controlled substance, such as drugs or alcohol, while at work, on company premises or engaged in company business. Prescription drugs or over-the-counter medications, taken as prescribed, are an exception to this policy.

Anyone violating this policy may be subject to disciplinary action, up to and including termination.

2.4. Open Door Policy

Spots to Sparkles LLC has an open door policy and takes employee concerns and problems seriously. We value each and every employee and strives to provide a positive work experience. Employees are encouraged to bring any workplace concerns or problems they might have or know about to their supervisor or some other member of management.

3. Company Policies and Procedures

3.1. Code of Professional Conduct

Spots to Sparkles LLC expects its employees to adhere to a standard of professional conduct and integrity. This ensures that the work environment is safe, comfortable, and productive. Employees should be respectful, courteous, and mindful of others' feelings and needs. General cooperation between coworkers and supervisor is expected. Individuals who act in an unprofessional manner may be subject to disciplinary action.

3.2. Dress Code

An employee's personal appearance and hygiene is a reflection on the company's character. Employees are expected to dress appropriately for their individual work responsibilities and position. Spots to Sparkles LLC does not provide uniforms at this time; however, we do expect you to dress appropriately. We are providing homeowners with home cleaning services. Open-toed shoes, too short or garments which are too revealing, as well as garments which contain offensive slogans or terms are not appropriate. Protective materials provided must be worn while cleaning. This includes gloves and face masks as appropriate.

3.3. Payday

(Paychecks are distributed every [date] after [time]. If the pay date lands on a holiday, paychecks will be distributed on the closest business day before the holiday. / The paycheck will reflect work performed for the [enter pay period dates, commission period dates, etc.] period. Paychecks include salary or wages earned less any mandatory or elected deductions. Mandatory deductions include federal or state withholding tax, and other withholdings. Elected deductions are deductions authorized by the employee, and may include, for example, contributions to benefit plans. Employees may contact their manager to obtain the necessary authorization forms for requesting additional deductions from their paychecks. / Notify a manager if the paycheck appears to be inaccurate or if it has been misplaced. The company reserves the right to charge a replacement fee for any lost paychecks. Advances on paychecks are not permitted. Information regarding final paychecks can be found under the termination section of this handbook. / Any change in name, address, telephone number, marital status or number of exemptions claimed by an employee must be reported to their manager immediately. --- consult state and local law for wage payment requirements, such as means of payment including opportunity to pay by direct deposit, timeframe for paying wages, and information that must be included on paycheck stubs!)

3.4. Company Property

Company property, such as equipment, cleaners, and supplies, is not for private use. These items are to be used strictly for company business. Company property must be used in the manner for which it was intended. Upon termination, employees are required to surrender any company property they possess. Company website passwords are a privileged resource, and must be used only to complete essential job-related functions. Spots to Sparkles LLC requests that employees not receive personal calls while on duty. If urgent, please keep personal calls to a minimum and conversations brief.

3.5. Privacy

Employees, employers, and clients share a relationship based on trust and mutual respect. However, the company retains the right to access all company property including equipment, cleaners, and supplies at any time. Employees should not entertain any expectations of privacy when using company property. All equipment, cleaners, and supplies, received, or maintained on or through the company are the property of the company, not the employee.

Information received from Spots to Sparkles LLC or the client directly regarding or pertaining to Spots to Sparkles LLC clients information including address, phone numbers, key hide-aways or any other personal and private information is not to be shared with anyone including by not limited to family or friends. Employees found to be sharing clients' personal information may be subject to disciplinary action up to and including termination.

3.6. Personnel Files

Spots to Sparkles LLC maintains a personnel file on each employee. These files are kept confidential to the extent possible. Employees may review their personnel file upon request.

It is important that personnel files accurately reflect each employee's personal information. Employees are expected to inform the company of any change in name, address, home phone number, home address, marital status, number of dependents or emergency contact information.

4. Employment Classification

Spots to Sparkles LLC assigns positions, determines wages, and compensates employees for overtime in accordance with state and local laws and the Fair Labor Standards Act.

4.1. Exempt

Exempt employees are those that are excluded from the overtime pay requirements of the Fair Labor Standards Act. Exempt employees are paid a salary and are expected to work beyond their normal work hours whenever necessary to accomplish the work of the company. Exempt employees are not eligible to receive overtime compensation. Employees should consult with an administrator if they have questions regarding their classification as an exempt employee.

4.2. Non-Exempt

Non-exempt employees are those eligible for overtime pay of 1.5 times the regular hourly rate of pay for all hours worked over 40 hours per work week. All overtime must be approved in advance. Employees should consult with an administrator if they have questions regarding their classifications as a non exempt employee.

4.3. Part-time, Full-time, or Temporary Status

Part-time or full-time status depends on the number of hours per week an employee works. Regular employees who work fewer than 30 hours receive part-time classification. Part-time employees are not eligible for employee benefits as described in this handbook. Regular employees who work at least 30 hours receive full-time classification.

From time to time the company may hire employees for specified projects or periods of time. Temporary employees may work either part or full-time, but generally are schedule to terminate by a certain date. Temporary employees who remain on duty past the schedule termination remained classified as temporary. Only the manager may change an employee's temporary status. Temporary employees are not eligible for employment benefits.

5. Attendance Policies

5.1. General Attendance

Spots to Sparkles LLC maintains normal working hours between 9 AM to 9 PM . Hours may vary depending on work location and job responsibilities. The manager will provide employees with their work schedule. Should an employee have any questions regarding his/her work schedule, the employee should contact the supervisor.

The company does not tolerate absenteeism without excuse. Employees who will be late to or absent from work should notify a supervisor in advance, or as soon as practicable in the event of an emergency. Chronic absenteeism may result in disciplinary action.

Employees who need to leave early, for illness or otherwise, should inform a supervisor before departure. Unauthorized departures may result in disciplinary action.

5.2. Tardiness

Employees are expected to arrive on time and ready for work. An employee who arrives 15 minutes after their schedule arrival time is considered tardy. Spots to Sparkles LLC recognizes that situations arise which hinder punctuality; regardless, excessive tardiness is prohibited, and may be subject to disciplinary action.

5.3. Breaks

When expected to work more than 5 hours, employees are entitled to 1 hour unpaid lunch break to be taken not less than two and no more than five hours from the beginning of their shift. Employees are not required to stay at the job site and may leave the site during this time.

Employees are not expected to work more than 3 hours without a paid 10 minute rest break. Employees are expected to stay at the job site and may not leave the site during this time.

All rest periods, breaks, and lunches are expected to be documented.

6. Leave Policies

6.1. Vacations

Spots to Sparkles LLC does not offer paid vacations; however, if you would like to take a vacation notify your manager and accommodations will be made.

6.2. Sick Leave

Spots to Sparkles LLC offers paid sick leave for employees to care for themselves or a family member. An employee may use paid sick leave if your child's school or place of care has been closed by order of a public official for any health-related reason. An employee may use paid sick leave for absences that qualify for leave under Washington state's Domestic Violence Leave Act.

Paid sick leave time shall accrue at a rate of one hour of paid sick leave for every 40 hours worked. An employee is entitled to use accrued paid sick leave beginning on the 90th calendar day after the start of employment. Unused paid sick leave of 40 hours or less may be carried over to the following year.

6.3. Family and Medical Leave Act

Spots to Sparkles LLC is a small business at this time, employing less than 50 employees and is not required under FMLA law to offer FMLA leave; however, if you or a family member is ill we encourage you to return to employment upon recovery and will do everything we can to welcome you back to our company. We cannot guarantee you will return to the same clients or the same number of hours immediately.

6.4. Holidays

Spots to Sparkles LLC observes the following holidays: New Year's Day, Martin Luther King Jr Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas

Holidays are observed on an unpaid basis for all employees and employees will not be asked to work on these days.

6.5. Jury Duty

Spots to Sparkles LLC understands that occasionally employees are called to serve on a jury. Employees who are selected for jury duty must provide a copy of their jury summons to a manager. Time taken for jury duty is granted on an unpaid basis. Employees will not be expected to work at all on the date of their jury duty.

6.6. Voting

Employees are encouraged to participate in elections. The company grants time off on an unpaid basis to cast a ballot in an election.

6.7. Military Leave

Employees called to active military duty, military reserve or National Guard service may be eligible to receive time off under the Uniformed Services Employment and Reemployment Rights Act of 1994. To receive time off, employees must provide notice and a copy of their report orders to a manager. Military leave is granted on an unpaid basis. Upon return with an honorable discharge an employee may be entitled to reinstatement and any applicable job benefits they would have received if present, to the extent provided by law.

6.8. Leave of Absence

Regular full-time employees may request an unpaid leave of absence after the exhaustion of paid leave. A request for a leave of absence must be submitted in writing in advance to the employee's manager.

Leave of absences that are granted are unpaid, and will not be considered until an employee has exhausted all appropriate accrued leave balances. Continuation of employee benefits during a leave of absence will be addressed on an individual basis, as required by law.

7. Work Performance

7.1. Expectations

Spots to Sparkles LLC expects every employee to act in a professional manner. Satisfactory performance of job duties and responsibilities is key to this expectation. Employees should attempt to achieve their job objectives, and act with diligence and consideration at all times. Poor job performance can result in disciplinary action, up to and including termination.

7.2. Reviews

Spots to Sparkles LLC may periodically evaluate an employee's performance. The goal of a performance review is to identify areas where an employee excels and areas that need improvement. The company uses performance reviews as a tool to determine pay increases, promotions and/or terminations.

All performance reviews are based on merit, achievement, and other factors may include but are not limited to: quality of work, attitude, knowledge of work, job skills, attendance and punctuality, teamwork and cooperation, compliance with company policy, past performance reviews, improvement, acceptance of responsibility and constructive feedback.

Employees should note that a performance review does not guarantee a pay increase or promotion. Written performance evaluations may be made at any time to advise employees of unacceptable performance. Evaluations or any subsequent change in employment status, position or pay does not alter the employee's at will relationship with the company.

Forward any questions about performance expectation or evaluation to the manager conducting the evaluation.

7.3. Insubordination

Supervisors and employees should interact with mutual respect and common courtesy. Employees are expected to take instruction from supervisors or other persons of authority. Failure to comply with instructions or unreasonably delaying compliance is considered insubordination. Acts of insubordination are subject to disciplinary action, up to and including termination.

If an employee disagrees with a manager, the employee should first try to mediate the situation by explaining their position. If possible, a compromise might be met and accusations of insubordination avoided.

8. Discipline Policy

8.1. Grounds for Disciplinary Action

Spots to Sparkles LLC reserves the right to discipline and/or terminate any employee who violates company policies, practices, or rules of conduct. Poor performance and misconduct are also grounds for discipline or termination.

The following actions are unacceptable and considered grounds for disciplinary action. This list is not comprehensive; rather, it is meant merely as an example of the types of conduct that this company does not tolerate. These actions include, but are not limited to: engaging in acts of discrimination or harassment in the workplace; possessing, distributing, or being under the influence of illicit controlled substance; being under the influence of a controlled substance or alcohol at work, on company premises, or while engaged in company business; unauthorized use of company property, equipment, devices or assets; removing company property without prior authorization or disseminating company information without authorization; falsification, misrepresentation, or omission of information, documents, or records; lying; insubordination or refusal to comply with directives; failing to adequately perform job responsibilities; excessive or unexcused absenteeism or tardiness; disclosing confidential or proprietary company information without permission; illegal or violent activity; falsifying injury reports or reasons for leave; possessing unauthorized weapons on premises; disregard for safety and security procedures; disparaging or disrespectful managers and/or co-workers; and any other action or conduct that is inconsistent with company policies, procedures, standards or expectations.

This list exhibits the types of actions or events that are subject to disciplinary action. It is not intended to indicate every act that could lead to disciplinary action. The company reserves the right to determine the severity and extent of any disciplinary actions based on the circumstances of each case.

8.2. Procedures

Disciplinary actions is any one of a number of options used to correct unacceptable behavior or actions. Discipline may take the form of oral warnings, written warnings, probation, suspension, demotion, discharge, removal or some other disciplinary action, in no particular order. The course of action will be determined by the company at its sole discretion as it deems appropriate.

8.3. Termination

Employment with the company is on an at-will basis and may be terminated voluntarily or involuntarily at any time.

Upon termination, an employee is required: to continue to work until the last scheduled day of employment; to turn in all reports and paperwork required to be completed by the employee when due and no later than the last day of work; to return all files, documents, equipment, keys, access cards, supplies, cleaners or other property belonging to the company that are in the employee's possession, custody or control, and turn in all passwords to his/her supervisor; and to participate in an exit interview.

9. Employee Health and Safety

9.1. Workplace Safety

The company takes every reasonable precaution to ensure that employees have a safe working environment. Safety measures and rules are in place for the protection of all employees. Ultimately, it is the responsibility of each employee to help prevent accidents. To ensure the continuation of a safe workplace, all employees should review and understand all provisions of the company's workplace safety policy. Employees should use all safety and protective equipment provided to them, and maintain work areas in a safe and orderly manner, free from hazardous conditions. Employees who observe an unsafe practice or condition should report it to a manager immediately. Employees are prohibited from making threats against anyone in connection with his/her work or engaging in violent activities while in the employ of the company. Any questions regarding safety and safe practices should be directed to the manager.

In the event of an accident, employees must notify a manager immediately. Report every injury, regardless of how minor, to a manager immediately. Physical discomfort caused by repetitive tasks must also be reported. For more information about on the job injuries, refer to the worker's compensation section of this handbook.

Employees should recognize any potential fire hazards and be aware of fire escape routes and fire drills. Do not block fire exits, tamper with fire extinguishers or otherwise create fire hazards.

Materials safety data sheets may be found online through the Employee Resources and Information area at www.spotstosparkles.com/employees. The password will be provided by your manager upon hiring. You may also report an illness or injury as well as incident or property damage from www.spotstosparkles.com/employees.

9.2. Workplace Security

Employees must be alert and aware of any potential dangers to themselves or their coworkers. Take every precaution to ensure that your surroundings are safe and secure. Guard personal belongings and company property. Visitors should be escorted at all times. Report any suspicious activity to a supervisor immediately.

9.3. Emergency Procedures

In the event of an emergency, dial 911 immediately. If you hear a fire alarm or other emergency alert system, proceed quickly and calmly to the nearest exit. Once the building has been evacuated, only a manager may authorize employees to reenter. OSHA workplace posters as well as safety data sheets for accepted cleaning products may be found in the Employee section of Spotstosparkles.com

10. Benefits

10.1. Health Insurance

Spots to Sparkles LLC does not currently offer health insurance.

10.2. Retirement Plans

Spots to Sparkles LLC does not provide retirement plans; however, employees are encouraged to participate in myRA, a starter retirement savings account from the United States Department of the Treasury. More information can be found at myra.gov

10.3. Worker's Compensation

As required by law, the company provides workers' compensation benefits for the protection of employees with work-related injuries or illnesses.

Workers' compensation insurance provides coverage to employees who receive job-related injuries or illnesses. If an employee is injured or becomes ill as a result of his/her job, it is the employee's responsibility to immediately notify a supervisor of their injury in order to receive benefits. Report every illness or injury to a manager, regardless of how minor it appears. The company will advise the employee of the procedure for submitting a workers' compensation claim. If necessary, injured employees will be referred to a medical care facility. Employees should retain all paperwork provided to them by the medical facility. Failure to report a work-related illness or injury promptly could result in denial of benefits. An employee's report should contain as many details as possible, including date, time, description of the illness or injury, and the names of any witnesses.

A separate insurance company administers the worker's compensation insurance. Representatives of this company may contact the injured

employees regarding their benefits under the plan. Additional information regarding workers' compensation is available from your manager.

10.4. Disability Coverage

Spots to Sparkles LLC does not provide disability coverage at this time.

11. Termination Policies

11.1. Voluntary Termination

Spots to Sparkles LLC recognizes that personal situations may arise which require a voluntary termination of employment. Should this occur, the company requests that the employee provide two weeks advance notice in writing. This request does not alter an employee's at-will relationship with the company.

All rights and privileges of employment with the company terminate upon the date of separation. As further discussed in Section 8.3, terminating employees are required to return all company property assigned to them. Failure to do so may result in the partial withholding of their final paycheck.

11.2. Final Paycheck

Employees who terminate employment with the company will be given their final pay check on the following regularly scheduled payday. Should the employee be unable to personally retrieve their paycheck, it will be mailed to the address on file.

11.3. COBRA Continuation of Benefits

There is no employer sponsored health plan offered by Spots to Sparkles LLC at this time to which COBRA applies.

11.4. Exit Interview

Spots to Sparkles LLC may request an exit interview upon notice of termination. The purpose of the exit interview is to complete necessary forms, collect company property, and discuss employment experiences with the company.

12. Acknowledgements of Receipt

12.1. Employee Copy:

I acknowledge that I have received a copy of the Employee handbook. I understand that I am responsible for reading the information contained in the Handbook.

I understand that the handbook is intended to provide me with a general overview of the company's policies and procedures. I acknowledge that nothing in this handbook is to be interpreted as a contract, expressed or implied, or an inducement for employment, nor does it guarantee my employment for any period of time.

I understand and accept that my employment with the company is at-will. I have the right to resign at any time with or without cause, just as the company may terminate my employment at any time with or without cause or notice, subject to applicable laws. I understand that nothing in the handbook or in any oral or written statement alters the at-will relationship.

I acknowledge the company may revise, suspend, revoke, terminate, change or remove, prospectively or retroactively, in whole or in part, with or without notice at any time, at the company's sole discretion.

Employee signature: _____ Date: _____

Hiring manager: _____ Date: _____

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12.2. Employer Copy:

I acknowledge that I have received a copy of the Employee handbook. I understand that I am responsible for reading the information contained in the Handbook.

I understand that the handbook is intended to provide me with a general overview of the company's policies and procedures. I acknowledge that nothing in this handbook is to be interpreted as a contract, expressed or implied, or an inducement for employment, nor does it guarantee my employment for any period of time.

I understand and accept that my employment with the company is at-will. I have the right to resign at any time with or without cause, just as the company may terminate my employment at any time with or without cause or notice, subject to applicable laws. I understand that nothing in the handbook or in any oral or written statement alters the at-will relationship.

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Employee signature: _____ Date: _____

Hiring manager: _____ Date: _____