



## 4 Cable TV, Inc. Employment Manual

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### Prepared By

Document Owner(s)	Project/Organization Role

### Employment Manual Version Control

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1.2	6/6/2013	GES	Full time, holidays, drug testing

**Note** The content of a manual does not constitute nor should it be construed as a promise of employment or as a contract between 4 Cable TV, Inc and any of its employees.

4 Cable TV, Inc at its option, may change, delete, suspend, or discontinue parts or the policy in its entirety, at any time without prior notice.

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## **1 INTRODUCTION**

This document has been developed by Human Resources Department in order to familiarize employees with 4 Cable TV, Inc and provide information about working conditions, key policies, procedures, and benefits affecting employment at 4 Cable TV, Inc.

### **1.1 Welcome**

Welcome to 4 Cable TV, Inc! We are happy to have you as a new member of our family!

The mission of 4 Cable TV, Inc is to adapt and improve the CATV industry through innovation and creative pioneering. We are an organization that prides itself on our out-of-the-box approach to everyday problems, and we strive to adapt our knowledge to an ever-changing and growing industry.

### **1.2 History**

4 Cable TV, Inc was founded by Steven Richey and Andrew Staniak. The two founders have over 90 years of combined experience in Cable TV. Between the two of them they have built thousands of miles of plant and have engineered and overseen thousands of successful amplifier module upgrades.

### **1.3 Changes in Policy**

This manual supersedes all previous employee manuals and memos.

While every effort is made to keep the contents of this document current, 4 Cable TV, Inc reserves the right to modify, suspend, or terminate any of the policies, procedures, and/or benefits described in the manual with or without prior notice to employees.

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## **2 EMPLOYEE DEFINITION AND STATUS**

An “employee” of 4 Cable TV, Inc is a person who regularly works for 4 Cable TV, Inc on a wage or salary basis.

### **2.1 Employment Classification**

Employees of 4 Cable TV, Inc are classified as either “exempt” or “non-exempt.” This is necessary because, by law, employees in certain types of jobs are entitled to overtime pay for hours worked in excess of forty (40) hours per workweek.

In addition to the above overtime classifications, every employee is assigned an employment status classification: regular full-time, regular part-time, temporary (full-time or part-time), regular hourly, contingent hourly, etc. A full time employee is defined as someone “reasonably expected to work on average at least 30 hours per week.” (<http://www.irs.gov/pub/irs-drop/n-12-58.pdf>)

### **2.2 Probationary Period for New Employees**

4 Cable TV, Inc monitors and evaluates every new employee's performance for three months to determine whether further employment in a specific position or with 4 Cable TV, Inc is appropriate.

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### **3 EMPLOYMENT POLICIES**

#### **3.1 Equal Employment Opportunity**

4 Cable TV, Inc is an equal employment opportunity employer. Employment decisions are based on merit and business needs, and not on race, color, citizenship status, national origin, ancestry, gender, sexual orientation, age, weight, religion, creed, physical or mental disability, marital status, veteran status, political affiliation, or any other factor protected by law.

#### **3.2 Affirmative Action/Diversity**

4 Cable TV, Inc is committed to affirmative actions that will build on the strengths of our current workforce and continually enhance the diversity of our organization.

#### **3.3 Americans with Disabilities Act**

It is the policy of 4 Cable TV, Inc to comply with all the relevant and applicable provisions of the Americans with Disabilities Act (ADA). 4 Cable TV, Inc will not discriminate against any qualified employee or job applicant with respect to any terms, privileges, or conditions of employment because of a person's physical or mental disability.

#### **3.4 Immigration Law Compliance**

All offers of employment are contingent on verification of the candidate's right to work in the United States. On the first day of work, every new employee will be asked to provide original documents verifying his or her right to work and, as required by federal law, to sign Federal Form I-9, Employment Eligibility Verification Form.

#### **3.5 Employee Background Check**

Prior to making an offer of employment, 4 Cable TV, Inc may conduct a job-related background check. A comprehensive background check may consist of prior employment verification, professional reference checks, education confirmation, and credit check.

#### **3.6 Criminal Records**

When appropriate, a criminal record check is performed to protect 4 Cable TV, Inc's interest and that of its employees and clients.

### **3.7 Anniversary Date**

The first day an employee reports to work is his or her official anniversary date. This anniversary date is used to compute the following benefits:

- Paid holidays
- Bonuses

### **3.8 New Employee Orientation**

The formal welcoming process, or “employee orientation,” is conducted by a Human Resources representative, and includes an overview of the company.

### **3.9 Personnel Records and Administration**

The task of handling personnel records and related administration functions at 4 Cable TV, Inc has been assigned to the Human Resources Department. Personnel files will be kept confidential at all times and include some or all of the following documents:

- W-4
- I-9

All medical records, if any, will be kept in a separate confidential file.

### **3.10 Change of Personal Data**

Any change in an employee’s name, address, telephone number, marital status, dependents, or insurance beneficiaries, or a change in the number of tax withholding exemptions, needs to be reported in writing without delay to the Human Resources Department.

### **3.11 Safety**

The safety and health of employees is a priority. 4 Cable TV, Inc makes every effort to comply with all federal and state workplace safety requirements. 4 Cable TV, Inc’s workplace safety rules and regulations are the following:

- See Instructional posters in break room

Each employee is expected to obey safety rules and exercise caution and common sense in all work activities.

### **3.12 Building Security**

Employees are not allowed on 4 Cable TV, Inc property after hours without prior authorization from their supervisor.



### **3.13 Personal Property**

4 Cable TV, Inc maintains a property management system that efficiently tracks lost and found property reports. Persons seeking information about lost or found property may do so by contacting Erin. 4 Cable TV, Inc assumes no risk for any loss or damage to personal property and recommends that all employees have personal insurance policies covering the loss of personal property left at the office.

### **3.14 Health-related Issues**

Employees who become aware of any health-related issue should notify their supervisor of health status as soon as possible.

### **3.15 Employee Requiring Medical Attention**

Employees should report all work-related injuries and accidents immediately to their supervisor, and then follow these steps:

1. Notify Steve or Andrew
2. Seek medical attention as soon as possible
3. Provide necessary documentation to supervisor
4. Be aware that our insurance company reserves the right to drug test anyone who has a workplace related injury.

### **3.16 Visitors in the Workplace**

For safety, insurance, and other business considerations, only authorized visitors are allowed in the workplace. When making arrangements for visitors, employees should request that visitors enter through the main reception area.

### **3.17 Employment of Relatives**

4 Cable TV, Inc is pleased to consider for employment qualified applicants who are related to employees. When 4 Cable TV, Inc employs more than one member of a family, one family member may not supervise the other. If such a situation should arise and the employees are unable to develop a workable solution, management will decide which employee may be transferred.

### **3.18 Weather-related and Emergency-related Closings**

At times, emergencies such as severe weather, fires, or power failures can disrupt company operations. In such instances, Executive Staff will decide on the closure and Human Resources will provide the official notification to the employees.

## **4 STANDARDS OF CONDUCT**

### **4.1 General Guidelines**

All employees are urged to become familiar with [Organization Name] rules and standards of conduct and are expected to follow these rules and standards faithfully in doing their own jobs and conducting the company's business.

### **4.2 Attendance and Punctuality**

4 Cable TV, Inc expects employees to be ready to work at the beginning of assigned daily work hours, and to reasonably complete their projects by the end of assigned work hours. If you have a question about what these regular work hours are, contact your supervisor.

Employees will clock out when going to lunch and at the end of the work shift. Failure to clock in and out properly will result in the payroll manager using her discretion on assigning these times.

### **4.3 Work Schedule**

Unless otherwise specified, regular full-time employees are expected to work at least thirty two (32) hours per workweek.

### **4.4 Absence and Lateness**

From time to time, it may be necessary for an employee to be late or absent from work. 4 Cable TV, Inc is aware that emergencies, illnesses, or pressing personal business that cannot be scheduled outside work hours may arise. It is the responsibility of all employees to contact all affected parties if they will be absent or late.

### **4.5 Unscheduled Absence**

Absence from work for three (3) consecutive days without notifying management or the Human Resources Department will be considered a voluntary resignation.

### **4.6 Meal and Break Periods**

Employees are to take a lunch break, generally between the hours of 11:00 a.m. and 2:00 p.m. This is a requirement. If you take an early or late lunch for any reason, be sure that your supervisor is aware.

4 Cable TV, Inc encourages employees to take a rest period and provides a paid rest period of fifteen minutes in the morning work period and fifteen minutes in the afternoon work period.

#### **4.7 Harassment Policy**

4 Cable TV, Inc does not tolerate workplace harassment. Workplace harassment can take many forms. It may be, but is not limited to, words, signs, offensive jokes, cartoons, pictures, posters, e-mail jokes or statements, pranks, intimidation, physical assaults or contact, or violence.

#### **4.8 Sexual Harassment Policy**

4 Cable TV, Inc does not tolerate sexual harassment. Sexual harassment may include unwelcome sexual advances, requests for sexual favors, or other unwelcome verbal or physical contact of a sexual nature when such conduct creates an offensive, hostile, and intimidating working environment and prevents an individual from effectively performing the duties of their position.

#### **4.9 Violence in the Workplace**

4 Cable TV, Inc has adopted a policy prohibiting workplace violence. Consistent with this policy, acts or threats of physical violence, including intimidation, harassment, and/or coercion, which involve or affect 4 Cable TV, Inc or which occur on 4 Cable TV, Inc or client property, will not be tolerated.

#### **4.10 Confidential Information and Nondisclosure**

By continuing employment with 4 Cable TV, Inc, employees agree that they will not disclose or use any of 4 Cable TV, Inc's confidential information, either during or after their employment. 4 Cable TV, Inc sincerely hopes that its relationship with its employees will be long-term and mutually rewarding. However, employment with 4 Cable TV, Inc assumes an obligation to maintain confidentiality, even after an employee 4 Cable TV, Inc's employ.

#### **4.11 Ethical Standards**

4 Cable TV, Inc insists on the highest ethical standards in conducting its business. Doing the right thing and acting with integrity are the two driving forces behind 4 Cable TV, Inc's great success story. When faced with ethical issues, employees are expected to make the right professional decision consistent with 4 Cable TV, Inc's principles and standards.

#### **4.12 Dress Code**

Employees of 4 Cable TV, Inc are expected to present a clean and professional appearance while conducting business, in or outside of the office. Dressing in a fashion that is clearly unprofessional, that is deemed unsafe, or that negatively affects 4 Cable

TV, Inc's reputation or image is not acceptable. As a safety precaution, closed-toed shoes are to be worn at all times.

#### **4.13 Use of Equipment**

4 Cable TV, Inc will provide employees with the equipment needed to do their job. None of this equipment should be used for personal use, nor removed from the physical confines of 4 Cable TV, Inc —unless it is approved for a job that specifically requires use of company equipment outside the physical facility.

#### **4.14 Use of Electronic Devices**

4 Cable TV, Inc property, including computers, phones, electronic mail, and voice mail, should be used only for conducting company business. Incidental and occasional personal use of company computers, phones, or electronic mail and voice mail systems is permitted, but information and messages stored in these systems will be treated no differently from other business-related information and messages.

*Cellphones* - The use of cellphones (either for calling, texting, or web-browsing) is permitted only during break or in the case of emergency or family issues. Excessive use of cellphones during non-break hours will result in the loss of privilege.

*MP3/Music Device* – The use of MP3 players or streaming music devices is permitted with headphones ONLY. If the music player is found to be a distraction, usage privileges may be revoked until a time when a supervisor deems it unnecessary.

*Laptops/Tablets* – Use of laptops or tablets is allowed only during break time, except for the purpose of work or child care monitoring.

#### **4.15 Use of Internet**

Employees are responsible for using the Internet in a manner that is ethical and lawful. Use of the Internet must solely be for business purposes and must not interfere with employee productivity.

#### **4.16 Use of Computer Software**

4 Cable TV, Inc does not condone the illegal duplication of software. The copyright law is clear. The copyright holder is given certain exclusive rights, including the right to make and distribute copies. Title 17 of the U.S. Code states that “it is illegal to make or distribute copies of copyrighted material without authorization” (Section 106). The only exception is the user's right to make a backup copy for archival purposes (Section 117).

#### **4.17 Smoking Policy**

No smoking of any kind is permitted inside any 4 Cable TV, Inc office. Smoking may take place only in designated smoking areas outside 4 Cable TV, Inc facilities.

#### **4.18 Alcohol and Substance Abuse**

It is the policy of 4 Cable TV, Inc that the workplace be free of illicit drugs and alcoholic beverages, and free of their use. In addition to damage to respiratory and immune systems, malnutrition, seizures, loss of brain function, liver damage, and kidney damage, the abuse of drugs and alcohol has been proven to impair the coordination, reaction time, emotional stability, and judgment of the user. This could have tragic consequences where demanding or stressful work situations call for quick and sound decisions to be made.

#### **4.19 Gifts**

Advance approval from management is required before an employee may accept or solicit a gift of any kind from a client. Employees are not permitted to give unauthorized gifts to clients.

#### **4.20 Complaint Procedure**

Employees who have a job-related issue, question, or complaint should first discuss it with their immediate supervisor. If the issue cannot be resolved at this level, 4 Cable TV, Inc encourages employees to contact the Executive Management. Employees who observe, learn of, or, in good faith, suspect a violation of the Standards of Conduct of 4 Cable TV, Inc should immediately report the violation to their supervisor or executive management.

#### **4.21 Corrective Procedure**

Unacceptable behavior that does not lead to immediate dismissal may be dealt with in any of the following manners: (a) Oral Reminder, (b) Written Warning, (c) Termination.

#### **4.22 Crisis Suspension**

An employee who commits any serious violation of 4 Cable TV, Inc policies at minimum will be suspended without pay pending an investigation of the situation. Following the investigation, the employee may be terminated without any previous disciplinary action having been taken.

#### **4.23 Transfer Policy**

4 Cable TV, Inc recognizes that a desire for career growth and other needs may lead an employee to request a transfer to another position. An employee with proper qualifications will be eligible for consideration for transfer to another department provided that the transfer does not occur within one year of the employee's date of hire or within one year of any previous transfer.

#### **4.24 Outside Employment**

Employees may not take an outside job, either for pay or as a donation of their personal time, with a customer or competitor of 4 Cable TV, Inc; nor may employees do work on their own if it competes or interferes in any way with the sales of products or services that 4 Cable TV, Inc provides to its clients.

#### **4.25 Employment Termination/Resignation**

After the application of disciplinary steps, if it is determined by management that an employee's performance does not improve, or if the employee is again in violation of 4 Cable TV, Inc practices, rules, or standards of conduct, following a Decision-Making Leave, employment with 4 Cable TV, Inc will be terminated.

#### **4.26 Exit Interview**

In a voluntary separation situation, 4 Cable TV, Inc management would like to conduct an exit interview to discuss the employee's reasons for leaving and any other impressions that the employee may have about 4 Cable TV, Inc.

#### **4.27 Return of Company Property**

Any 4 Cable TV, Inc property issued to employees, such as computer equipment, keys, parking passes or company credit card, must be returned to 4 Cable TV, Inc at the time of termination. Employees will be responsible for any lost or damaged items.

### **5 COMPENSATION POLICIES**

#### **5.1 Base Compensation**

It is 4 Cable TV, Inc's desire to pay all employees wages or salaries that are competitive with other employers in the marketplace and in a way that will be motivational, fair, and equitable. Compensation may vary based on roles and responsibilities, individual, and company performance, and in compliance with all applicable laws.

#### **5.2 Performance Bonuses**

Performance bonuses may be given to 4 Cable TV, Inc employees at the discretion of management. There are two factors that typically determine bonus availability and amounts: (a) Company Performance—Profits, (b) Personal Performance.

#### **5.3 Timekeeping Procedures**

By law, 4 Cable TV, Inc is obligated to keep accurate records of the time worked by employees. Each employee must fill out the appropriate 4 Cable TV, Inc time record each

week, and time records must be completed in accordance with the 4 Cable TV, Inc time-reporting guidelines.

#### **5.4 Overtime Pay**

4 Cable TV, Inc currently does not compensate employees for hours worked over 40 hours in a workweek.

#### **5.5 Payroll and Paydays**

The frequency of 4 Cable TV, Inc payroll distribution is dependent upon an employee's employment status. Regular full-time salary employees (exempt or non-exempt) are paid every Friday, with timesheets being turned in the preceding Wednesday.

#### **5.6 Opportunities for Advancement—Progression and Promotion**

4 Cable TV, Inc would like to provide employees with every opportunity for advancing to other positions or opportunities within the company. Approval of progression moves or promotions depends largely upon training, experience, work record, and business need. However, 4 Cable TV, Inc reserves the right to look outside the company for potential employees as well.

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## **6 GROUP HEALTH AND RELATED BENEFITS**

### **6.1 Worker's Compensation**

All employees are entitled to Workers' Compensation benefits paid by 4 Cable TV, Inc. This coverage is automatic and immediate and protects employees from work-related injury or illness. If an employee cannot work due to a work-related injury or illness, Workers' Compensation insurance pays his or her medical bills and provides a portion of his or her income until he or she can return to work.

### **6.2 Unemployment Compensation**

Unemployment compensation is designed to provide a temporary income for those who are out of work through no fault of their own. Depending upon the circumstances, employees may be eligible for Unemployment Compensation upon termination of employment with 4 Cable TV, Inc. The Division of Unemployment Insurance of each State's Department of Labor determines eligibility for Unemployment Compensation. 4 Cable TV, Inc pays the entire cost of this insurance program.

### **6.3 Social Security**

The United States Government operates a system of mandated insurance known as Social Security. As a wage earner, employees are required by law to contribute a set amount of weekly wages to the trust fund from which benefits are paid. As employer, 4 Cable TV, Inc is required to deduct this amount from each paycheck an employee receives. In addition, 4 Cable TV, Inc matches employee contribution dollar for dollar, thereby paying one-half of the cost of employee Social Security benefits.





## **7 TIME-OFF BENEFITS**

### **7.1 Holiday Policy**

All 4 Cable TV, Inc employees of regular status are eligible for holiday pay after 6 months. Holiday pay will be based on the employment status of the employee, i.e., full-time employees will be credited with 8 hours of holiday pay and part-time employees will be credited with 4 hours of holiday pay, per holiday. 4 Cable TV, Inc recognizes the following holidays as paid holidays:

- New Years
- Memorial Day
- 4<sup>th</sup> of July
- Labor Day
- Thanksgiving
- Christmas

### **7.2 Jury Duty**

4 Cable TV, Inc is committed to supporting the communities in which 4 Cable TV, Inc operates, including supporting 4 Cable TV, Inc employees in fulfilling their responsibilities to serve as jurors whenever it is possible. When an employee receives notification regarding upcoming jury duty, it is their responsibility to notify their direct supervisor and Human Resources within one business day of receiving the notice.

### **7.3 Military Reserves or National Guard Leaves of Absence**

Employees who serve in U.S. military organizations or state militia groups such as the National Guard may take the necessary time off to fulfill this obligation and will retain all of their legal rights for continued employment under existing laws.

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## **8 EMPLOYEE COMMUNICATIONS**

### **8.1 Open Communication**

4 Cable TV, Inc encourages employees to discuss any issues they may have with a co-worker directly with that person. If a resolution is not reached, employees should arrange a meeting with their direct supervisor. If the concern, problem, or issue is not properly addressed, employees should contact the Human Resources Department. Any information discussed in an Open Communication meeting is considered confidential, to the extent possible while still allowing management to respond to the problem. Retaliation against any employee for appropriate usage of Open Communication channels is unacceptable.

### **8.2 Staff Meetings**

In order to keep the communication channels open, 4 Cable TV, Inc implements a periodic company-wide staff meeting.

### **8.3 Suggestions**

4 Cable TV, Inc encourages all employees to bring forward their suggestions and good ideas about making 4 Cable TV, Inc a better place to work and enhancing service to 4 Cable TV, Inc customers. Any employee who sees an opportunity for improvement is encouraged to talk it over with management. Management can help bring ideas to the attention of the people in the organization who will be responsible for possibly implementing them. All suggestions are valued.

### **8.4 Closing Statement**

Successful working conditions and relationships depend upon successful communication. It is important that employees stay aware of changes in procedures, policies, and general information. It is also important to communicate ideas, suggestions, personal goals, or problems as they affect work at 4 Cable TV, Inc.

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## 9 ACKNOWLEDGMENT

I acknowledge that I have received a copy of the 4 Cable TV, Inc Employment Policies, and I do commit to read and follow these policies.

I am aware that if, at any time, I have questions regarding 4 Cable TV, Inc company policies I should direct them to my manager or the Human Resources Department.

I know that 4 Cable TV, Inc company policies and other related documents do not form a contract of employment and are not a guarantee by 4 Cable TV, Inc of the conditions and benefits that are described within them. Nevertheless, the provisions of such 4 Cable TV, Inc company policies are incorporated into the acknowledgment, and I agree that I shall abide by its provisions.

I also am aware that 4 Cable TV, Inc, at any time, may on reasonable notice, change, add to, or delete from the provisions of the company policies.

\_\_\_\_\_  
Employee's Printed Name

\_\_\_\_\_  
Position

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

