

## SOP - COMPANY POLICIES - EMPLOYEE HANDBOOK

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## Company Mission and Values

### Why does Sebo exist?

To improve the overall well-being and quality of life of the people and organizations involved with Sebo Marketing by providing accountable Internet Marketing services.

This means that as a member of Sebo's team, you should personally benefit. You should be well compensated. You should gain knowledge and skills. You should have some incredible experiences. Hopefully, your family feels the benefit of you working at Sebo as well.

This also extends to our clients, networking relationships, and friends. For example, we helped one company go from 50 employees to over 250 employees. Each of those families had an income, bought cars and houses, went on trips, saved for retirement, etc. It's important that we take some time to imagine the positive impact Sebo makes on 100+ companies and 1,000s of employees of those companies.

### What are our Core Values?

**D**rive profit and growth as a means to make all other values and objectives

**R**eward individual initiative, improvement, and contributions to the company

**I**ntegrity, honesty, and ethics in all aspects of business

**V**alues and objectives in pursuit of profits and growth

**E**xpect each employee to work hard, but keep it fun

### Socially Responsible

We think it is important to be good humans. We want to minimize any negative impacts we make in the world.

We love helping non-profits and people who are trying to do good in the world.

We want to treat people the right way. We want our interactions to lift others.

We want to build personal and business relationships. We are involved in activities and events that are fun. We want as many people as possible to benefit from these efforts.

## Employment Policies and Procedures

**Equal Opportunity:** Sebo Marketing is committed to providing equal employment opportunities to all employees and applicants without regard to race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law. If you feel like this has not been the case, please talk with the President to discuss your concerns.

**Workplace Safety:** Safety is a top priority. We adhere to strict safety guidelines and expect you to do the same. If you are concerned about the safety at Sebo Marketing, please discuss this with the President.

**Employment At Will:** It is the goal of the Company to provide a positive work environment and a solid economic foundation upon which all employees may build a future. However, the Company also recognizes that employees and management alike must sometimes initiate change. In this regard, it is expressly understood that your employment is "At Will". Thus, you retain the right to terminate your employment with the company at any time for any reason, and the company retains a corresponding right to end the employment relationship at any time for any reason. No representative of the company, other than the president or CEO, has the authority to enter into an agreement of employment for any specific period, and such agreement must be in writing, signed by the president or CEO and the employee.

This handbook is not intended as a formal or exhaustive statement of employee rights and responsibilities, nor is it a contract of employment. Nothing herein shall alter the at-will status of your employment. This handbook is composed of general statements of the Company's current policies, rules, procedures, and benefits. We feel strongly that we must retain flexibility to meet future economic challenges. Accordingly, the company reserves the right to amend, modify, and/or eliminate any of these policies, rules, procedures, and benefits at any time at the company's sole discretion, with or without prior notice. On termination for any reason, you are only entitled to those benefits that are offered at the time your separation takes place. Any benefits offered in this manual apply only so long as the manual is current. They do not provide vested rights.

**Revisions to Handbook:** This handbook is our attempt to keep you informed of the terms and conditions of your employment, including Sebo Marketing's policies and procedures. This handbook is not a contract. The company reserves the right to revise, add, or delete from this handbook as we determine to be in our best interest, except the policy concerning at-will employment. When changes are made to the policies or guidelines contained herein, we will endeavor to communicate them in a timely fashion, typically in a written supplement to the handbook or in a posting on company bulletin boards.

**National Labor Relation Act:** None of the policies or standards of conduct in this handbook are intended, nor shall they have the effect, of interfering or inhibiting any employee in the exercise of any right guaranteed or protected by law, including, without limitation, any rights under the National Labor Relations Act. Employees are not prohibited from discussing wages, benefits, or terms of employment, raising complaints about working conditions, or any other legally protected right.

**Sexual and Unlawful Harassment Policy:** Sebo Marketing is committed to maintaining a respectful, safe, and harassment-free work environment. Harassment of any kind—including sexual harassment—by or against employees, applicants, interns, contractors, or third parties is strictly prohibited, whether it occurs at work, off-site, after hours, on company systems, or on social media

Harassment includes, but is not limited to:

- Verbal: slurs, derogatory comments, or sexual jokes
- Physical: assault, unwanted touching, blocking movement
- Visual: offensive images, gestures, or inappropriate gifts
- Retaliatory: threats or actions taken against someone for reporting misconduct

Sexual harassment may involve unwelcome advances, requests for sexual favors, or other verbal, physical, or visual conduct of a sexual nature. It is unlawful when it:

- Is tied to employment decisions,
- Creates a hostile or offensive work environment, or
- Interferes with an employee's ability to perform their job.

### Reporting and Investigation

All employees, especially supervisors, must report any suspected harassment immediately to Human Resources, their manager, or the CEO. The company will promptly investigate all complaints, maintaining confidentiality as much as possible. Retaliation against anyone who reports or participates in an investigation is strictly prohibited and grounds for discipline.

### Disciplinary Action

Employees found in violation of this policy are subject to corrective action, up to and including termination. Follow-up and monitoring may occur to ensure the behavior has stopped.

### Training

Tesani Companies provides regular anti-harassment training to all employees and additional training for supervisors, with refreshers every two years. Records of completion are maintained.

## Code of Conduct

**Professional Behavior:** All employees are expected to conduct themselves in a professional manner at all times. This includes treating colleagues, clients, and partners respectfully and with courtesy. We represent Sebo.

**Confidentiality and Information Security:** We have some very confidential and important information. Please treat this with respect and as if it was your own business, credit card, or information. All employees are responsible for following established protocols for information security to prevent breaches or data theft.

**Conflict Resolution:** Please seek assistance from Managers or HR to address any disputes or disagreements.

## Work Schedule and Attendance

Sebo Marketing has a flexible working environment. You are expected to work the appropriate hours as determined by your role and communication with the CEO or Manager. If you need to adjust your schedule, please talk to your manager who will direct you to the CEO if appropriate.

Sebo Marketing understands the importance of work-life balance and offers flexible work arrangements where feasible. You must discuss those options with your manager before implementing any changes. In addition, discuss time-off or remote work options with your manager.

### Counting Hours for Out-of-Office Activities:

**An Official Sebo Sponsored Lunch:** This is defined as a lunch where Sebo employees are invited by Sebo Management, and the employees are informed that Sebo will be paying for the lunch. Record this on your timesheet as a 30-minute lunch, regardless of the length of the lunch.

**Informal Lunch with Multiple Sebo Employees:** This is defined as a lunch where multiple employees choose to leave the office together to have lunch, and Sebo is not picking up the check. The lunch time recorded should accurately reflect the actual time they spent planning the lunch, driving to the destination, the time spent at lunch, and returning back to the office.

**Lunch with Clients / Networking Lunches:** If a Sebo Employee meets with a client or potential client, this should be recorded as a 30-minute lunch, even if the actual time lasts longer than 30 minutes.

**Sebo Sponsored Events:** This is defined as an event where Sebo is paying all costs associated with the event, but the event is only for Sebo employees. Examples of these events include, but are not limited to, golfing, skiing, hiking etc. These are optional events for employees.

If an employee chooses to participate – and the event occurs during the employee's normally scheduled shift – the portion of the event that occurs during their shift is considered to be “on-the-clock”. The portion of the event that occurs outside of their shift is “off-the-clock”.

For example, a Sebo Sponsored Event is scheduled from 2:00 to 5:00 pm on a Friday. The employee is scheduled to work until 3:00 pm that day. They get paid between 2-3 pm, and then the time between 3 and 5 pm is off the clock. We want you to make the same amount as normal. For clarification, please ask your manager or the office manager.

**Social Sebo Event:** This activity is defined as an activity where other family members are invited to participate. Sebo may provide for some or all of the costs of the event. These events include, but are not limited to, hikes, family picnics, holiday parties, etc. These events are not “on the clock”.

## Telecommuting

Working from the office has many benefits for both Sebo and employees. However, in certain circumstances, it may make more sense for an employee to work from home. Other times, personal or life situations make working from home a necessity or better arrangement for that employee. If you feel that working from home is the best thing for your position or circumstance, please discuss this with your immediate supervisor and the CEO. Sebo reserves the right to handle telecommuting on a case by case basis for all employees.

In considering all telecommuting arrangements, Sebo considers the employee's position, job duties, circumstances and other factors to determine if telecommuting will be possible/beneficial for that employee and for Sebo. In all cases of telecommuting work, the arrangement must make sense for Sebo and allow us to continue to run an efficient business. Employees are not to compare telecommuting arrangements with one another as circumstances may differ. Sebo will do its utmost to ensure as much fairness as possible when dealing with telecommuting arrangements for employees.

## Compensation and Benefits

### Salary and Wages

This includes Normal Pay, Bonuses, Raises, Perks, Rewards, etc.

#### Pay Periods:

- Pay Period 1
  - Covers the 1st to 15th of the month
  - Employees can expect to receive paychecks by the 20th of the month
- Pay Period 2
  - Covers the 16th through the end of the month.
  - Employees can expect to receive paychecks by the 5th of the following month

#### Other Payroll Considerations

- Direct Deposit
  - You will be paid via Direct Deposit. It is your responsibility to provide current information to Sebo. Pay stubs are not printed. To view or print your pay stubs, log in to Eddy and navigate the the Pay section
- Overtime Compensation
  - Sebo prefers employees to avoid overtime.
  - Under rare circumstances where overtime is necessary – and approved in advance by their direct supervisor – hourly, non-exempt employees will be paid at the rate of one and one-half times their regular rate of pay when they work over 40 hours in a single workweek.

#### Payroll Categories

- Full-Time, Exempt
  - All salaried employees are not eligible to receive overtime pay.
- Full-Time, Non-Exempt

- FT employees who get paid by the hour are eligible to receive overtime pay.
- Part-Time Non-Exempt
  - PT employees are eligible to receive overtime pay.
- Contractors
  - Sebo Marketing may choose to hire contract workers.
- Interns
  - Sebo may have unpaid interns work at the office to practice skills and gain experience.

## Employee Benefits / Perks and Rewards

### Benefits:

- Dental
- Vision
- Health
- Retirement Plans (401k)
- Personal Development Classes
- Financial Training

### Perks:

- Annual Reward Trips
- Outdoor and Indoor Golf
- Ski Passes
- Race Entries
- Regional Activities
- Various other trips

### 4. Employee Benefits & Perks Information - SOP

## Paid & Vacation Days

### **Standard Positions**

Part-Time Hourly: These are PT workers who are paid hourly. They do not receive Paid Days off.

Full-Time Hourly: Follow *Standard Vacation Day Rules*. If you want extra time off, it is unpaid but can be taken.

Full-Time Salary: Follow *Standard Vacation Day Rules*.

*Disclaimer: If someone is temporarily hourly FT (like during the summer), they do not get any paid days off*

### **Marketing Coordinator Positions**

*(Note: All MCIT's are MC's that have less than \$10,000 in monthly recurring revenue.)*

MCIT - Not Graduated: These are PT workers who are paid hourly. They do not receive Paid Days off.

MCIT - Not Graduated: After 3 months of 128 hours (32 per week or more) AND they are planning on remaining as a FT worker going forward, they are treated as a Full-Time Hourly worker from a Vacation Days perspective.

MCIT - Graduated: These are FT workers who are paid a Salary. They follow *Standard Vacation Day Rules*.

MC - Graduated: They follow *MC Vacation Rules*.

### **Standard Vacation Day Rules:**

Paid days off are used for sickness, vacation, or other personal reasons. During the 1st year of FT employment, hourly employees receive:

- 1 day per complete month remaining in the calendar year after becoming a FT employee.
- For example, if an employee starts in May, they will get 7 Paid Days Off for that calendar year.

Employees must be employed for at least 30 days prior to taking their first Paid Day Off unless previously cleared and communicated with the CEO.

On Jan 1st, all Full-time employees are entitled to Paid Days Off as follows:

- 1st full year: 12 Paid Days Off
- 2nd through 4th full years: 15 Paid Days Off
- 5th through 10th full years: 18 Paid Days Off
- 11th through 20th full years: 21 Paid Days Off
- 20th full year & beyond: 25 Paid Days Off
- A maximum of 3 days may be carried over into the next calendar year.

### **MC Vacation Day Rules:**



MC's with more than \$10k in recurring revenue follow different vacation day rules. They are responsible for their time. They need to take care of - and retain - their clients. They can take vacations and days off as needed and will still receive their base salary. They also will receive commissions as described in our MC Program details.

In all cases, we expect that MC's will update their Google calendars to accurately reflect their working schedules.

For more information about these positions, please visit the MC Compensation page.

### Part-Time Employees

If a PT employee needs to take days off for any reason, they may do so with the approval of their manager. They will not receive any pay while they are not at work.

### Parental Leave

For information regarding our maternity/paternity leave benefits, please visit our [Benefits and Perks](#) documentation.

Sebo Marketing values our employees and their families, and seeks to help support the needs of the business while allowing our employees to prioritize the care of themselves and their families through paid maternity and paternity leave.

### Holiday Schedule

In addition to Paid Days Off, full-time employees receive 10 paid holidays each year. Please review this page for the official company Holidays. In addition, Sebo's offices are closed on those days. Therefore, PT employees will not be able to work on those days and will receive no compensation for those days.

#### 2025 Days Off:

Wednesday, January 1, 2025 - New Year's Day

Monday, February 17, 2025 - Presidents Day

Monday, May 26, 2025 - Memorial Day

Friday, July 4, 2025 - Independence Day

Monday, September 1, 2025 - Labor Day

Thursday, November 27, 2025 - Thanksgiving Break

Friday, November 28, 2025 - Thanksgiving Break

Wednesday, December 24, 2025 - Christmas Break

Thursday, December 25, 2025 - Christmas Break

Wednesday, December 31, 2025 - New Year's Eve

## Performance Expectations and Evaluations

All employees will participate in performance evaluations. Please talk to your manager about the timing of these evaluations as different roles have different expectations and timing.

These evaluations are a chance to make sure everyone is on the same page, gain feedback, set performance metrics, and reward employee performance.

## Meals and Breaks

As with other policies, this policy attempts to follow standard Human Resources rules and laws.

For all employees, lunch times do not have to be coordinated with a manager. However, employees should not begin their lunch before 11:30 am, and all lunches should be concluded by 2:00 pm. Exceptions to this rule should be approved by a manager.

As a general rule, lunches should not be skipped in order to leave early for the day.

### *LUNCH BREAKS FOR SALARIED EMPLOYEES*

Salaried employees may take lunches at their discretion. The lunch can be as short as they want, and are expected to last a maximum of 1 hour. Please ensure that your Google calendar accurately reflects the time you expect to start and finish your lunch break.

### *LUNCH BREAKS FOR HOURLY EMPLOYEES*

Shifts lasting 5 hours or less do not include a lunch break.

Shifts lasting more than 5 hours include a required 30 minute lunch break. In addition, the employee has the option of taking up to 1 hour for lunch.

Please ensure that your Google calendar accurately reflects the time you expect to start and finish your lunch break.

### *ADDITIONAL BREAKS*

In addition to off-the-clock lunch times, 10 minute breaks are given to employees to take care of personal phone calls, snacks, returning personal emails and instant messages.

Employees working shifts that are 8 hours or more may take 1 break in the morning and 1 break in the afternoon. These breaks are not to be combined. These breaks are compensable (paid) and do not require clocking in or out for hourly employees.

Employees working shifts between 4 and 8 hours receive 1 break.

Employees working shifts less than 4 hours receive no breaks.

### *KITCHEN RULES*

No dishes left in the sink. If this occurs after a warning has been given the offending party has to buy the office pizza. While Sebo pays for professional cleaning to be performed on a regular basis, please still try to keep the entire office – not just your desk or room – clean

## Use of Technology at Work

### **Cell Phones:**

Sebo Marketing currently allows Sebo employees to utilize their cellular phones for personal purposes while at work. At the same time, cell phones can be a distraction in the workplace. Sebo asks that all employees keep their personal cell phone calls to a minimum.

Sebo Marketing also appreciates that some employees occasionally use their cell phones for business purposes while driving. Due to research about the safety of cell phone use while driving, Sebo Marketing prohibits employee use of cell phones without the use of a hands-free device while driving.

We recognize that other distractions occur while driving. Therefore, you are required to either stop your vehicle so that you can safely use your cell phone, or use a hands-free device, or you should ask the caller for permission to contact them at a better and safer time.

### **Computer Access and Use:**

Sebo owns your work computer. Sebo reserves the right to check your computer at any time for any reason.

Personal web surfing should only occur during breaks, lunches, or outside your normal schedule.

No employee should view or have in their possession any pornographic item at work. (1 Warning then Termination)

## Employee Development and Training

### **Google Certifications:**

Every employee that touches Google Ads accounts and/or has it listed in their job description is expected to stay up-to-date on the following Google Certification Exams:

- Search
- Display
- Video
- Shopping
- App (Optional)

Twice a year, Bruce will reward those that are up-to-date on those 4 exams.

**Personal Development Class and Programs:**

- Once a year
- Free
- Focus on key areas of life
- 10 weeks (subject to change)
- Completing the class usually results in a fun activity or reward

**Skills Development Workshops:**

- Focus on honing specific skills
- Hands on training
- Practical exercises
- Professional and personal growth

## Termination and Separation

**Voluntary Resignation:**

When an employee decides to leave Sebo on their own terms, they are required to inform management about their plans and timelines. They should send an email with those details so we have a written record of their departure.

**Involuntary Termination:**

The HR department will follow a formal process, ensuring compliance with labor laws and regulations. Sebo will collect any company property and will provide the employee with information regarding post-employment benefits.

## Employee Handbook Management - Employer Rights

Under current Sebo policy, the owners of Sebo may update or change the policies contained in this handbook at any time. Sebo owners or executives may revise, rescind, or modify the provisions and benefits in this handbook for any reason at any time.

## Employee Handbook Reviews and Updates

Sebo currently strives to keep documentation, policies and systems up to date to the best of our ability. The HR manager and or CEO will be responsible to review company policies related to this handbook on a regular basis. Any major updates to these policies will also be made known to employees in writing.