



FictionSoft

Employee Handbook

FictionSoft

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Welcome!

On behalf of your co-workers at FictionSoft, we welcome you to our company and wish you every success as a FictionSoft employee. We are glad you have chosen to be a member of our team. We believe that each employee contributes to our growth and success and, in turn, FictionSoft wishes to provide maximum opportunity and incentive for the growth and wellbeing of all our employees and their families.

This handbook was developed to describe some of our expectations and to outline employment policies, programs, and benefits available to eligible employees. We hope that this manual is, and will continue to be, helpful to you so that you will have a better understanding of FictionSoft's philosophy, what we stand for, and the way we operate. You should familiarize yourself with the contents of this manual as soon as possible and direct any questions you may have to your manager, terminal manager, or Human Resources.

In general, employees should raise concerns and questions with their manager. However, if an employee believes the matter should be discussed directly with Human Resources without first discussing the matter with his/her manager, he/she may do so.

In the event a satisfactory solution cannot be reached after an employee has discussed the matter with his/her manager and/or Human Resources, any one of the three may involve higher levels of management to reach a solution. Under no circumstances will FictionSoft tolerate retaliation against an employee who has raised a concern.

Our growth as a company and as individuals depends upon adherence to these guidelines, as well as respect for and cooperation with one another. We look forward to having you as a part of our team.

Introduction

This manual is designed to acquaint you with FictionSoft and to provide you with information about working conditions, employee compensation and benefits, and some of the policies affecting your employment. FictionSoft is an “at-will” employer, and nothing in this handbook constitutes a contract or guarantee of employment. You should read and understand all provisions of this manual. No employee manual can anticipate every circumstance or question that may arise, and as FictionSoft grows, the policies may need to be changed. As a result, FictionSoft reserves the right to revise, supplement, or rescind any policy or portion of this manual, as it deems appropriate. These changes may be communicated to you verbally, in writing, or via future revisions to the manual.

If you have any questions, please contact your manager.

FictionSoft Philosophy of Operations

Members of the FictionSoft team possess unique values that are essential to our success. These values form the basis of, and the philosophy behind, everything we do. They are fundamental to the way we do business. FictionSoft is committed to the continued development of the business, recognizing achievement, responding to concerns, exhibiting a commitment to professional and ethical behavior, and providing equal opportunity and respect to its employees.

Teamwork and results are important words at FictionSoft. Every member of this diverse, multi-cultural team is essential to our success. Each one has a right to be treated with dignity and respect and to receive fair compensation for work done.

At FictionSoft, we are committed to providing value-added, quality customer service in a positive working environment. Because our customers expect consistent quality and value, safety comes first. We can only meet our customers' expectations and lay a solid foundation for the continued growth of FictionSoft if we make safety a daily priority in the workplace.

Patient Relations Statement

Patients are our reason for being. Consequently, they deserve to be greeted promptly and respectfully, whether in person, on the telephone, in chat, or in e-mail. Our services should be provided in a way that meets their needs for convenience, and our systems must be continually reevaluated to ensure that we are meeting our patients' needs and desires. Requests for adjustments to our usual procedures should be recognized and cheerfully granted whenever possible.

Patients who are ill, or who are concerned that they may be ill, are often not their normal selves. Staff should realize that anxiety sometimes results in behavior that seems rude or self-centered and should respond to patients' needs and not their behaviors.

All of our conversations with patients and with each other need to be conducted with an awareness of the message our behavior conveys. Patients should never hear staff discussing other patients among themselves. Personal conversations or personal telephone calls by the staff should occur out of the patients' hearing. Otherwise, patients may conclude that they are not our first priority.

Optional Sections

Message from CEO

Vision/Goals Statement

Organizational Structure

Section 1 – Employment Policies

“At-Will” Employment

FictionSoft is an “at-will” employer. Employment at FictionSoft is at-will for an indefinite period of time until terminated by either the employee or the company, with or without cause. That means that either party may end the relationship. Nothing in this handbook constitutes a contract or guarantee of employment. Management reserves the right to modify, revoke, or replace any policies and procedures at any time. All policies and procedures are subject to applicable federal and state laws.

No oral or written representation by company personnel will create a contract of employment. No employment practice of the company is intended to create a contract of employment. No changes in the company’s employment-at-will policy will be effective unless executed in writing and signed by the company President and Chief Financial Officer.

Proof of U.S. Citizenship and/or Right to Work

FictionSoft is committed to employing only United States citizens and aliens who are authorized to work in the U.S. We do not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility within three business days after beginning work. Former employees who are rehired must also complete the form, regardless of the length of time between termination and rehire. Employees with questions or those seeking more information on immigration law issues are encouraged to contact Human Resources.

Equal Employment Opportunity

FictionSoft is committed to a policy of equal employment opportunity. This applies to all areas of employment, including recruitment, selection, hiring, training, transfer, promotion, termination, compensation, and benefits. This means that employment decisions affecting applicants and employees will not be based upon an individual’s race, color, religion, gender, national origin, age, disability, sexual orientation, pregnancy, childbirth, or related medical conditions, or any other unlawful basis. Employees who engage in unlawful discrimination will be subject to disciplinary action up to and including termination. If you feel you have been unlawfully discriminated against, you should notify your manager, terminal manager, Human Resources, or any other person in management whom you are comfortable in approaching.

Reasonable Accommodation of Disability

FictionSoft does not discriminate against any applicant or employee in hiring or in the terms, conditions, and privileges of employment due to physical or mental disability. When FictionSoft becomes aware of any disability that prevents an otherwise qualified applicant or employee from performing a job, the company will assess whether any reasonable accommodation would allow the person to perform the job before refusing employment or making a distinction in terms, conditions, or privileges of employment because of the disability. An accommodation that creates an undue hardship on the company or which endangers health or safety is not a reasonable accommodation. The company will make any reasonable accommodation necessary to allow an otherwise qualified applicant or employee to perform the job.

An otherwise qualified applicant for employment or an employee with a disability who requires reasonable accommodation may inform his or her manager of the nature of the disability and the accommodation required. Employees with access to such information shall maintain the confidentiality of the information to the extent reasonably possible and shall not release the information to anyone who does not have the right or need to know.

Pre-employment Inquiries

Except as may be required by the reasonable demands of a position (a bona fide occupational qualification), compliance with a lawful affirmative action plan, government reporting, or record-keeping requirements, FictionSoft will not elicit information concerning race, creed, color, religion, national origin, age, sex, disability, veteran, or current or future military status from applicants for employment. The company will obtain information required for tax, insurance, social security, compliance with garnishment or immigration laws, or other legitimate business purposes after employment.

Employee Identification Numbers

FictionSoft assigns every new employee an Employee Identification Number (EIN). This six-digit number is randomly-generated and is permanently assigned to that employee. Employees will use their EIN to enter their hours in Time Sheet Software and to complete many company forms. A Social Security number (SSN) is required for the new hire process, on tax forms, and for other legal and financial documents, but some forms have been modified to replace SSN with EIN as much as possible. Payroll contacts in the departments also use the EIN as each employee's unique identifier.

New Employee Orientation

Orientation is a formal welcoming process that is designed to make the new employee feel comfortable, informed about the company, and prepared for his or her position. New employee orientation is conducted by Human Resources and includes an overview of the company history and an explanation of the company core values, vision, mission, and company goals and objectives. In addition, the new employee will be given an overview of benefits, tax, and legal issues and complete any necessary paperwork.

FictionSoft employees may be issued an alarm code and keys to enter and exit their work location after hours. It is important that you do not write or affix your name or the company's name on the keys/card. If they get lost, others could have access to our facility. You are responsible for not lending your keys, codes, or access card for use by other employees or non-employees. Loaning or allowing another employee to use your keys, code, or access card may lead to disciplinary action up to and including termination. If you lose your access card, please report the loss promptly to your manager in order to ensure that the total security of our facility is maintained. It is also your responsibility to report to the office coordinator any person you see in the building who is not an employee.

Introductory Period

New employees are subject to an introductory period of 90 days. This gives a new employee and FictionSoft an opportunity to evaluate the employee's interest in the job and the ability to perform the work.

If at any time your work is unsatisfactory or you do not appear to be suited to the position, your status will be reviewed with you by your manager. Upon completion of the introductory period, the company will review your performance. If the company finds your performance satisfactory and decides to continue your employment (subject to termination at any time and for any reason), it will advise you of any improvements expected from you.

Upon satisfactory completion of the probationary period, a review will be given and benefits will begin as appropriate. All employees, regardless of classification or length of service, are expected to meet and maintain FictionSoft standards for job performance and behavior.

Completion of the introductory period or continuation of employment after the introductory period does not entitle you to remain employed by the company for any definite period of time. Both you and FictionSoft are free to terminate the employment relationship, at any time, with or without notice, and for any reason not expressly prohibited by law.

Position Descriptions

Each employee is assigned to a specific position. Each position has an official description outlining the duties an employee in that position is expected to perform. The position description is the basis

for assigning your position to a job classification. Each job classification is assigned to a pay grade that determines your pay range. Ask your manager for a copy of your position description.

When your duties change significantly, your position description should be updated accordingly, and a copy provided to Human Resources.

Class Specifications

Specifications for all classes of positions in the competitive service are maintained by Human Resources. A class specification gives the official class title, the assigned pay grade, duties typically performed by employees in that class, employment standards that applicants for positions in that class must meet, and any licenses or certifications that are required.

Pay Grade Reallocation

To determine whether a job class is allocated to the appropriate pay grade, Human Resources conducts market pay studies and regrade review requests. Requests for regrades are submitted in conjunction with each department's budget submission. The review may result in a class retaining its present pay grade assignment or being assigned a higher or lower pay grade, subject to approval by management.

The process of determining the appropriate grade for each class includes, but is not limited to, a review of prevailing pay rates for comparable jobs with other public and private employers in the appropriate job market area, internal alignment with closely related classes, and/or recruitment and retention difficulties. A regrade action affects all company positions assigned to the job class being regraded.

Employment Classification

To meet its organizational needs, FictionSoft employs various types of employees as follows:

Full-time - Any employee regularly scheduled to work forty (40) or more hours per week on a continuing basis.

Part-time - Any employee regularly scheduled to work less than forty (40) hours per week on a continuing basis.

Exempt Employee – Any employee who is exempt from the overtime compensation provisions of state and federal wage and hour laws.

Nonexempt Employees - Any employee who is subject to overtime compensation, as provided by state and federal wage and hour laws.

PRN Employees - Any employee who is hired for a pre-established period, usually during peak workloads or for vacation relief. He or she may work a full-time or part-time schedule. Temporary employees are not eligible for company benefits.

Supplemental - Any employee who works on an “as needed” basis without a fixed schedule. Supplemental Employees are not eligible for company benefits.

Temporary - Any employee hired for a specific project, job, or assignment with the understanding that the assignment is anticipated to end within a short time.

Contractor/Consultant - Any employee hired for a period of time pursuant to an Independent Contractor Agreement to assist or complete specific projects or assignments.

Regular Employees - Any employee who is full-time or part-time who have successfully completed their introductory period.

Employees are also told whether you qualify for overtime pay.

If you are a part-time, supplemental, temporary, or contractor/consultant employee, you are not eligible for benefits described in this handbook, except to the extent required by state and federal laws.

Employment Dates

Three different employment dates are used to calculate your eligibility for various benefits.

Hire Date - The original date you were hired by FictionSoft.

Length of Service Date - A revised hire date, which reflects a change from part-time to full-time employment, a leave of absence lasting more than ninety days, or the rehire of a former employee.

Vesting Date - The total amount of time an employee has worked for FictionSoft a full-time capacity, which has been adjusted for breaks in service, provided the employee has worked for a longer period of time than he was separated from the company. This date is used to calculate the employee’s vested portion of the employer matching contribution made to the employee’s 401 (k) Savings Plan. An employee vests 20% of matching contributions for each year of employment and is 100% vested after five (5) years.

Meal and Break Periods

Employees who are scheduled to work eight (8) hours or more are entitled to take up to one (1) hour, and not less than thirty minutes, without pay for a lunch break, subject to applicable federal and state laws. Employees are allowed one (1) ten (10) minute paid rest period for each four (4) hours worked for personal needs, such as smoking, restroom stops or personal phone calls. Your manager will advise you of the meal and break schedule.

Length of Service

FictionSoft recognizes and rewards long-term employment with the company. For this reason, as your length of service with the company increases, you will receive preferential considerations in the granting of some employee benefits, such as vacation and when employment decisions are made, such as transfers and adjustments in work force.

Your length of service date will be defined within your work groups and company-wide. The work groups are as follows:

- Pick-Up & Delivery (P&D) Group including P&D Drivers at each location.
- Freight Group including Dock Workers, Unloaders, and Spotters at each location.
- Line Group including Line Drivers in all locations.
- Maintenance Group including Mechanics, Tire Men, and Repairmen at each location.
- Office Group including Clerical, Administrative, and Managerial employees at each location.

Effect of Transfers – If you transfer to a new job *at the company's request*, there is no effect on your Company Length of Service. However, if you transfer to a new work group *on your own initiative* your Length of Service may be affected.

Vacation Time

- If you transfer to a new work group on your own initiative and are in the P&D, Freight, Maintenance, or Office work group, your company length of service rights, as they apply to scheduling vacations, are temporarily suspended for six months.
- If you transfer into the Line Work group on your own initiative, company length of service rights, as they apply to scheduling vacation, are temporarily suspended until the next vacation rebidding process.

In either event, you may schedule vacations with manager approval even though company length of service rights are suspended.

Work and Vehicle/Equipment Assignment

- In work groups where work assignments (start time, shift preferential, route selection, or runs) or assignment of vehicles and equipment are subject to bidding, the date you transfer into that work group establishes your work group length of service for bidding purposes.
- If you are in the Line work group and transfer to a new location on your own initiative, Work Group Length of Service rights are temporarily suspended for six months, as it applies to run assignments.

Workforce Adjustment

- Should a workforce adjustment be necessary, your length of service accumulated at the location, not with the company, will be considered during a workforce adjustment.

Internal Job Transfers/Promotions

FictionSoft wants to provide current employees with every opportunity to transfer and be promoted to jobs within the company that they are qualified to perform. Job openings are posted via bulletin boards and our web site. If you are interested in being considered for another job or work location, let your manager know of your interest. Jobs will be filled with the best-qualified candidate. If there are equally qualified applicants, priority will go to current employees from the work location where the vacancy exists, followed by current employees from other locations. However, the company reserves the right to fill open positions from outside the company when we feel that better qualified applicants are available.

Employees who are on a formal corrective action or who are on written notice under the Attendance Policy are not eligible to be considered for promotion or transfer.

Demotions

With proper advance notice, you may be demoted because of unsatisfactory performance or for disciplinary reasons. Demotions may also be requested by the employee to reduce responsibility or change schedule.

Reductions in Force

Occasionally, there will be a workforce adjustment that affects our staffing needs. An adjustment may result in a reduction of hours, a change in position, a change in shift, or termination. A change in position may occur within a work group when an employee from one department is moved to another department.

When there is a need to decrease the number employed, the determining factors will be based on management's needs under the particular circumstances. The following procedure will generally be applied:

Employees under formal corrective action will be terminated or rolled back first. Next Temporary employees and those in their introductory period are laid off.

Whenever it becomes necessary to decrease the work force permanently, the following factors shall be weighed in determining the selection of those employees to be retained: Demonstrated skill and efficiency in performing the particular work available and seniority. When demonstrated skill and efficiency in performing the particular work available are relatively equal between two or more employees, seniority shall be the determining factor.

For temporary layoffs, (those anticipated to last thirty (30) days or less), seniority shall be the factor in determining which employees shall be retained, provided the employees have clearly demonstrated their ability to perform all phases of the job and have a satisfactory performance and attendance record.

If the company changes your position, you will retain your company length of service date for work group changes. If you are displaced due to a workforce adjustment and are not in corrective action, you may apply for any open position that you are qualified to perform. If you are terminated due to a workforce adjustment but return to FictionSoft as either a full-time or part-time employee within ninety (90) days, you will retain your company length of service.

If you voluntarily terminate your employment with FictionSoft and subsequently return to work for the company, you will be given a new length of service date. Any time accrued during your prior employment with the company will not be included in your new length of service date.

Termination Review Board

Any full-time hourly employee, subject to the exceptions set forth in this provision, who has completed ninety (90) days of employment, who feels he or she has been unjustly terminated, may request a review of the termination decision. The termination of an hourly employee due to the employee's failure to qualify to perform safety-sensitive functions or due to a past or present violation of a federal or state regulation, including but not limited to the regulations set forth by the Department of Transportation and the Federal Motor Carrier Safety Administration, as determined by the company, is not subject to review by a Termination Review Board. A decision by the company that an employee is not qualified to perform safety-sensitive functions or that an employee is or has been in violation of federal or state regulations is final and not appealable to the Termination Review Board.

Requests for a Termination Review Board must be made in writing and mailed directly to Human Resources. Requests must be postmarked within seven days after the effective date of the termination. Requests received after seven days will be denied.

The Termination Review Board, chosen by the hourly employee, is composed of three (3) hourly employees and three (3) salaried employees. A representative of the Human Resources Department, chosen by the Vice President of Human Resources, is to act as a Review Board Coordinator. The Coordinator will not vote, but will be responsible for conducting the review proceedings.

Reviews may be conducted in one of two forms chosen by the terminated employee: written or telephonically. Due to the coordination of schedules required to conduct live termination review hearings, reviews conducted through a written submission of the parties, with any supporting documentation, are anticipated to be conducted more expeditiously than a telephonic termination review hearing. An employee may only choose one type of hearing before the Board to review his or her termination.

In a written termination review hearing, the employee and the company submit written statements to the Board setting forth their position, along with any supporting documentation, to be considered by the Termination Review Board. In a telephonic review, the hearing may be conducted through any technological means or telecommunications that allows direct, live communication among the employee, the company representative, and the board members. The employee will appear at the terminal at which he or she worked. The employee does not have a right to appear live in front of a convened Board or any member of the Board.

Regardless of the form of the hearing, a company representative will present all the facts and supporting evidence upon which the termination was based. Additional information obtained after the termination and which further supports the termination decision may also be introduced. The employee will be entitled to present his or her information and evidence, including additional information obtained after the termination, which the employee believes supports reinstatement.

Witnesses are not allowed to testify in any review hearing. Neither the company nor the appealing employee will be represented by legal counsel at the review proceedings. No transcription or tape recording devices will be allowed.

The Termination Review Board is responsible for reviewing the facts and for making a determination on whether to uphold the termination or reinstate the employee. If the Termination Review Board is deadlocked, the Executive Review Committee will cast the deciding vote. If the decision is made to reinstate the employee, the Executive Review Committee will notify the President, who has sole authority to reinstate.

Employment Outside the Company

Any employee of FictionSoft must advise their manager in writing of any outside employment for which the employee receives compensation on either a salary or fee basis. The notification shall include a brief description of the work performed and the approximate number of hours per week devoted to it. Nothing in this requirement shall be construed to prohibit such employment, unless it interferes with the employee's performance of his or her job duties and responsibilities with the company, or if the nature of the outside employment is deemed to have a negative impact on the company or creates a conflict of interest.

If the company determines that an employee's outside employment interferes with performance or the ability to meet the requirements of the company, as may be modified from time to time, or the outside employment is deemed to have a negative impact or creates a conflict of interest, the employee may be asked to terminate the outside employment if he or she wishes to remain employed at FictionSoft.

The company's office space, equipment, and materials are not to be used for outside employment.

Resignation and Termination Notice

If circumstances force you to give up your job, please give at least two week's notice, so that we will have time to find a replacement for you. Failure to provide two week's notice may result in ineligibility for rehire with this company. All company property must be returned on your last day.

Exit Interview

When an employee leaves our employ, management would like to discuss your reasons for leaving and any other impressions that you may have about the company. During the exit interview, you can express yourself freely. All information will be kept as confidential as is reasonably possible and will in no way affect any reference information that FictionSoft will provide another employer about you.

Final Pay and Right of Offset

If you resign or are terminated, your final pay, whether by check or direct deposit, will be available to you on the next regularly scheduled payday (unless other arrangements have been made). All company property must be returned to your manager at the time your final check is released to you. To the extent allowed by law, any amounts owed to the company or the monetary value of any unreturned company property will be deducted from the employee's final paycheck. Any employee who has engaged in misconduct, such as intentional or deliberate conduct that causes injury, damage, or loss to the company, will have the monetary amount of any injury, damage, or loss as determined by the company offset from any final check and/or payment of accrued but unused vacation. To the extent the final paycheck is not enough to satisfy the amounts owed to the company by you, you agree to immediately pay such amount to FictionSoft.

Employee References

All requests for references must be directed to Human Resources. No other manager or employee is authorized to release references for current or former employees.

Unemployment Insurance

State law provides for unemployment compensation benefits if you lose your job through no fault of your own, such as a layoff due to lack of work. This benefit will provide you with a temporary income until you find other employment. State law determines the eligibility requirements and waiting period. FictionSoft pays all costs of unemployment insurance.

Reinstatement

If you resign in good standing after completing your 12-month probationary period, but do not retire, you are eligible for consideration for reinstatement for one year from the effective date of your

resignation. With the approval of the department head, you may be reinstated within that year to your former position or to another position in the same class if a vacancy exists.

Retirement

If you plan to retire from FictionSoft, you should contact the Retirement Administration Agency approximately two months before your retirement eligibility date. The agency will provide you with an estimate and a retiree handbook that contains comprehensive information and application materials.

Your first monthly retirement check will arrive within six to eight weeks after your last day of work. Retirement checks are paid the last business day of each month.

Retirement Refund

If you resign prior to becoming eligible for retirement, you may receive a refund of your contributions and interest, if applicable. You may also choose to defer taxes on your refund by having the Retirement Department transfer your funds directly into an Individual Retirement Account (IRA) or other employer's plan that will accept the contributions. The company's contribution is never included in a refund or direct transfer.

If you have at least five (5) years of service, you may elect to leave your contributions in the system, and you will receive a lifetime benefit with annual cost-of-living adjustments beginning when you turn 65.

If you later return to work in a position covered by the same retirement system after previously withdrawing your contribution, you may buy back your prior service. You may also be able to purchase prior service from another retirement system. Contact the Retirement Department for details. If you leave your contributions in the system, and later return to work in a position covered by the same retirement system, you must continue in the same plan you chose during your original employment.

Deferred Retirement Option Program (DROP)

DROP provides the ability for an employee to retire for purposes of the pension plan, while continuing to work and receive a salary for a period of three years. During the DROP period, the pension plan accumulates the accrued monthly benefit into an account balance identified as belonging to the member. When the employee terminates he or she will choose from several distribution options for receipt of the DROP account balance.

Returning Retirees

If you retire from FictionSoft and wish to return to company employment, you must check with the Human Resources and the Retirement Administration Agency regarding restrictions on the re-employment of retirees.

Prohibitions Regarding Future Employment Activities

For one (1) year after your employment with FictionSoft ends, you cannot be involved in certain activities in your subsequent employment. You may not assist anyone for remuneration with respect to any proceeding, application, case, contract, or other matter you personally or substantially participated in while in FictionSoft service if your participation as a FictionSoft employee involved a decision, approval, or recommendation with respect to the matter. However, these provisions do not restrict a former FictionSoft employee who was laid off because of the award of a privatization contract from accepting employment with the contractor who is awarded the contract, unless he or she was involved personally and substantially in the selection of the contractor. Employees with questions on these restrictions should contact Human Resources.

Employee Communications

Two-way communications between you and FictionSoft are important in developing successful and productive working relationships. These communications occur in a variety of ways.

Open Door Policy - The door is always open if you have suggestions for improvement, questions or concerns, or any work-related problem or issue. In most cases, you should meet with your manager first, as he or she knows you best, and is probably in the best position to address your concerns. If, however, you are unable to reach a satisfactory solution, or do not feel comfortable going to your manager, you can proceed to the next level of management or to anyone else in management with whom you feel comfortable, including Human Resources.

Meetings – Safety meetings may be regularly scheduled for all work groups. General meetings may be held periodically, giving you an opportunity to hear about new developments, express your opinions, and ask questions.

Current Address Policy – FictionSoft requests that employees provide their current address to the company. Important information may be mailed directly to your home address. In such instances, mail will be sent to the address on file with Human Resources. If your current address changes, please advise the company, so that you will not miss important mailings.

Bulletin Boards – FictionSoft uses bulletin boards to communicate important business information such as safety rules, statutory and legal notices, company policies, and management memos. Each

employee has the responsibility to read the information that is posted. Employees may not post material on bulletin boards without the approval of their manager.

Employment of Relatives

For purposes of this policy, relatives include any employee's spouse, child, parent, sibling (brother or sister), grandparent, grandchild, aunt, uncle, in-laws (parent or sibling), and step-relations (parent, child, or sibling). Relatives are permitted to work in the same terminal, department, or work location, but are not permitted to directly supervise other relatives. Additionally, no relative may discipline another relative.

Human Resources will review each employment relationship wherein one relative supervises another to evaluate whether a preexisting employment relationship between relatives will be permitted to continue under this policy. Coaching, disciplinary actions, and termination from employment of a relative should be conducted by, or directly involve, one level of management above the decision-making relative. The next two levels of management above the decision-making relative must sign performance reviews of a relative. No relative of an employee who appears before a termination review board may sit on the board or review the board's decision.

If you should become related to another employee, through marriage or adoption, while employed at FictionSoft, please notify Human Resources so that the affected manager can be advised and assisted in adhering to this policy. Human Resources must authorize the employment of any relative of a management employee in writing.

Any complaints concerning favoritism toward a relative should be reported to Human Resources.

Personnel Records

FictionSoft maintains a personnel record on each employee. Employee personnel files include the following: job application, job description, résumé, records of participation in training events, salary history, records of disciplinary action, and documents related to employee performance reviews, coaching, and mentoring.

Personnel files are the property of FictionSoft, and access to the information is restricted. Management personnel of FictionSoft who have a legitimate reason to review the file are allowed to do so.

Employees who wish to review their own file should contact their Human Resources or Human Resources. The employee may review his/her personnel file in the company's office and in the presence of his or her manager or Human Resources.

Changes in personal information, such as your address, telephone number, emergency contact information, marital status, or increase/decrease in family size, should be reported to Human Resources to maintain accurate records for tax and insurance purposes. Falsification of your application or other documents supplied as part of the hiring process will result in disciplinary action, up to and including termination.

Office Hours

FictionSoft operates twenty-four (24) hours per day, seven (7) days per week. The standard workweek is 40 hours of work. Pay periods begin at 12:00 a.m. each Sunday and end at 11:59 p.m. each Saturday night. Hours in your workday vary, depending upon which shift you work.

manager may need to adjust work hours or schedule additional hours in order to meet organizational needs. If schedule adjustments or additional hours are needed, the manager will notify those individuals necessary to perform the work with as much notice as possible. You are expected to work the adjusted schedule or additional hours unless you have approval from your manager. Continued failure to work the adjusted schedule or additional hours may subject an employee to disciplinary action up to and including termination.