

# **THE WORLD'S FINEST LOCKSMITHS, INC.**

## **GUIDELINES FOR EMPLOYEES**

**September 1, 2004**

### **WELCOME TO THE WORLD'S FINEST, INC.**

You have chosen to join a company, which for over twenty years has been providing the people of the mid-Atlandia area with quality security hardware and uncompromising integrity with an emphasis on service to meet their needs in the areas of life safety and asset protection.

We are proud of our quality and service and of our employees who have made it possible to acquire and maintain this reputation.

We hope your association with us will afford you a satisfying career. Your individual role can be as great as you choose to make it. The rewards are equal to your commitment and involvement.

Bozo T. Clowne,  
President

## **EMPLOYMENT POLICY**

The World's Finest, Inc. is committed to the principles of equality in employment and opportunity for all.

It is the goal of this company to administer its employment policy in order that all qualified persons are accorded an equal opportunity based upon qualifications, and related job experience, and not upon extraneous factors such as race, color, creed, religion, national origin, ancestry, gender, sexual orientation, age, physical condition or marital status. This commitment to actively adhere to these principles of prohibiting job discrimination will also include the following areas of employment: work assignment, promotion, demotion, employment, layoff, termination, wage and salary administration, benefits administration, development, training or advancement. This places upon each member of management the obligation to implement this policy in the interest of assisting the company in providing equal employment opportunities to all individuals.

## **CUSTOMER RELATIONS**

**SERVICE TO OUR CUSTOMERS IS OUR FIRST RESPONSIBILITY.**

Greet all customers in a friendly manner and offer assistance. If you do not have an answer, find out! Never give information if you have any doubt as to the accuracy of that information.

Never make a customer wait while you finish a conversation with a fellow employee. Refrain from discussing controversial subjects in front of customers.

## **THE WORK ATMOSPHERE**

A positive attitude and the desire to get along with others including customers, co-workers, supervisors or managers are essential to creating a pleasant work environment and for making The World's Finest, Inc. a place where you want to work and our clients want to shop.

Maturity, tolerance, patience and willingness to compromise are important ingredients in achieving The World's Finest Inc.'s goal: a staff who works together to serve our clients' best interests with the best merchandise, the most knowledgeable persons in the mid-Atlandia area of security devices, and who can provide service second-to-none.

Open communications among staff, supervisors and managers is essential to our ability to work together. When a problem arises that affects your relationship with any co-worker, your attitude toward your job, or your performance of your job, we encourage you to see a supervisor/manager to resolve the problem as quickly as possible.

## **EMPLOYEE STATUS**

A full time employee is one who works, on the average, a minimum of thirty-five (35) hours per week on a yearly basis. This employee is given the opportunity to participate in all company benefits as defined by the Exempt- or Non-Exempt- basis.

A part time employee is one who works, on the average, less than thirty-five (35) hours per week. Part time employees are defined as Non-Exempt.

Both full time employees and part time employees are Non-Exempt employees.

A Non-Exempt employee is protected under the provisions of the Fair Trade Labor Standards Act.

Non-Exempt employees must be paid overtime (1-1/2 times their regular rate) for hours worked in excess of forty (40) hours per week, must keep a weekly record of total hours worked, and must earn at least the current minimum wage.

The Fair Labor Standards Act minimum wage and overtime provisions, due to the employee's job duties, responsibilities and gross salary, do not cover an Exempt employee. Exempt positions fall within the following categories: executive, administrative and managerial.

## **FAMILIARIZATION PERIOD**

The first six months (180 calendar days) of employment at The World's Finest, Inc. is considered a familiarization period. Throughout the familiarization period, the employee will be evaluated by a manager/supervisor. If, at the end of the familiarization period, the employee's performance is satisfactory, the employee becomes eligible for available benefits.

## **SHOP HOURS**

The World's Finest Locksmiths, Inc. is open to the public Monday through Friday 8:00 A.M to 5:00 P.M.

## **WORK SCHEDULE**

A normal workweek begins at 8:00 A.M. Monday and ends at 5:00 P.M. Sunday.

Any request for time off must be made not less than two weeks in advance. Emergencies will be dealt with as they may occur.

Since the normal schedule is defined above, any changes must be arranged by you and approved by a supervisor/manager.

Any changes to your schedule that The World's Finest, Inc. needs to make due to illness, or other unavoidable circumstances, will be made only with your knowledge.

You should be punched in and ready to begin your duties at your scheduled time.

## **REST BREAKS**

We are open to the public nine (9) hours per day. You are entitled to, and expected to take, the following rest breaks:

EITHER 1 (one) one-hour break about mid-day; OR 1 (one) half-hour break about mid day, and 2 (two) fifteen- minute breaks throughout the rest of the day.

These rest periods are not to be construed as being afforded the opportunity to come into work late, nor for leaving work early. These breaks are considered without pay.

There are times when extended work periods and other circumstances prevent you from taking these breaks, and the company does not want you to forfeit such time. Therefore if there are times when you cannot take these breaks, please note the fact on your time sheet and you will be paid for that time.

Should you work less than 5 (five) hours on a given day, there will be no rest break afforded.

## **STAFF MEETINGS**

Realizing that there are extra-curricular activities which we all enjoy, and that those activities are currently being held during the earlier part of the week, there will be a Staff Meeting held on the first Thursday of each month at approximately 5:00 P.M. the length of which is not expected to exceed 1 (one) hour.

The purpose of the Staff Meetings is to keep employees informed of new policies and procedures, to disseminate product information, and to facilitate training. Attendance is mandatory and any absence must be approved. Employees will be paid at their regular rate for attendance at the Staff Meetings.

## **PAY WEEK**

Employees are paid each week on Tuesday by check. The pay received covers the period worked through the most recent Sunday. It is hoped that the paychecks will be available by 2:00 P.M. However, if the employee's time sheet is not filled out by the end of Monday morning, it will delay processing of the paycheck by two days.

## **TIME SHEETS**

Employees are required to "clock in" at the start of the day, "clock out" before their rest break, "clock in" after their break, and "clock out" at the end of the day. You are responsible for your own time sheet, which will be signed by you prior to turning it in at the end of the workweek. Clocking in or clocking out any time sheet other than your own will result in disciplinary action.

You will be paid to the nearest higher tenth-hour (1/10) for time worked.

If you forget to clock in or clock out, see a supervisor/manager as soon as possible so you can receive the full benefit of your labors.

## **HOLIDAY PAY**

Full time employees who have been employed for six months (i.e.: have completed the familiarization period), will be paid for the following holidays based at their regular rate of pay should these holidays fall on a Monday through Friday:

New Years Day  
Thanksgiving Day

Labor Day  
Independence Day

Memorial Day  
Christmas Day

To be eligible for Holiday Pay you must work your scheduled day before and after the Holiday unless it is scheduled as leave time. If you are on sick leave, you will forfeit any Holiday Pay.

Pay schedule for Holidays is the regular rate of pay.

## **LEAVE TIME**

All full time employees become eligible 40 (forty) hours of paid leave time at the 12 (twelve)-month anniversary of their Hire Date.

Leave pay is computed at the regular rate. After three years of employment, the employee becomes eligible for 80 (eighty) hours of paid leave.

Leave time must be taken in the 12 (twelve)-month period immediately following its availability, and may not be carried over to succeeding years or accumulated.

Unused leave time will be forfeited if your employment is terminated by The World's Finest, Inc, or if you resign without giving at least 2 (two) weeks' written notice.

Leave time requests will be based upon seniority (length of service with The World's Finest, Inc.) and must be made in writing, at least 30 (thirty) days in advance.

We will try to honor all such requests with emphasis on the employee's need as primary to the customer's need, according to the leave time scheduling clause below.

## **LEAVE TIME SCHEDULING**

Leave time will be scheduled in the following manner:

Employees who have earned 40 (forty) hours of leave time will schedule their leave time to be used within one calendar week.

Employees who have earned 80 hours of leave time will schedule leave time per the following:

-40 (forty) hours of leave time must be taken within one calendar week,

-the other 40 (forty) hours may be taken in no less than 8 (eight)-hour intervals,

-all leave time will be taken within the twelve-month period of availability, and may not be accrued or carried forward;

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- in no case shall an employee take less than one week of leave time in one calendar year.

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- If an observed holiday falls within a leave time scheduled by an employee, one day of paid leave will be available to the employee at a time scheduled by the company.

The 40 (forty) hours of leave time, which must be taken within one calendar week, must be scheduled no later than March 1.

## **SICK LEAVE POLICY**

Effective December 1, 1986 all full time employees begin eligibility for sick leave compensation at the completion of their familiarization period. Full time employees earn a maximum of four (4) hours of sick leave credits for each month, or fraction thereof, of active employment.

Employees may choose to accrue sick leave credits to a maximum of 96 (ninety-six) hours.

An alternative choice is to be paid for 50% fifty percent at the employee's regular rate of any sick leave in excess of 48 (forty-eight) hours which are in the employee's sick leave bank at December 1 (the beginning of the company's fiscal year.) This payment of unused sick leave credits would be received in the first paycheck of December.

When an employee terminates his/her employment with The World's Finest, Inc. giving two (2) weeks' notice, payment will be made for fifty percent (50%) of any unused accrued sick leave. Unused accrued sick leave will be forfeited by you if you fail to give The World's Finest, Inc. two (2) weeks' written notice, or if your employ is terminated by The World's Finest, Inc.

Sick leave can be utilized in the event of illness of the employee or illness in the employee's immediate family, i.e.: parents, parents-in-law, siblings, spouse or the employee's children. Sick leave may be used for absence due to the death of a member of the immediate family as listed in this paragraph. Sick leave credits may not be used as "personal leave" days.

## **JURY DUTY**

When an employee is notified of impending jury duty he/she should notify the company immediately of the times/conditions of the obligation so that appropriate arrangements can be made in the schedule. Time taken for jury duty shall be considered with pay.

## **PERSONAL RESPONSIBILITIES**

The World's Finest, Inc. is considered a "Guardian of the Public Trust".

Our clients, unlike any other vendor of services or merchandise, grant us confidences.

In response to those privileges, employees of The World's Finest, Inc. assume, upon the first day of employment, certain responsibilities and governances in addition to their assigned tasks.

These responsibilities include, but are not limited to:

- Punctuality;
- Courteous, friendly, helpful customer assistance;
- Keeping merchandise stocked and cleaned;
- Knowledge of backup stock;
- Acquisition of product knowledge;
- Confidentiality of all information received;
- Absolute silence about our clients when in public;
- Performing no work if it "doesn't seem ethical"

## **OUTSIDE EMPLOYMENT**

Any outside employment must be reported to management. You will not be allowed to continue to work for The World's Finest, Inc. if you are working for another firm in the same type of business. Violation of this rule will result in immediate dismissal.

Additionally, no work is to be performed after regular working hours in direct competition with our daily schedule, unless it is overtime and is going to be billed by this company.

## **ATTENDANCE**

The World's Finest, Inc., as a competitive company in the security industry, is obliged to furnish good, dependable service each day of the year. To fulfill this obligation, each employee is expected to be on the job site for each scheduled workday.

Attendance requirements cover more than coming to work each day, however. They include prompt arrival for the workday, remaining until quitting time, adhering to rest and relief periods, and minimizing incidental absences from the job.

Each employee's presence each scheduled work hour of the day is necessary to ensure that work proceeds in an orderly, efficient manner; schedule rearrangements and costs are kept to a minimum; other employees aren't required to carry additional work loads.

Although there may be times when absence is necessary because of illness, such occasions should be limited to the absolute minimum. On those days, employees are required to personally notify the company as soon as possible either in person or by telephone of the reason for the absence and the expected length of absence.

As an employee of The World's Finest, Inc., you should maintain reasonable health standards, take intelligent precautions against illness and accidents, and not permit minor indispositions or inconveniences to interfere with the job. These are basic ways to assure a good attendance record.

Regular attendance is the employee's personal responsibility. An unsatisfactory attendance record will affect an employee's advancement and continuance on the job.

Falsification of reasons for absence, or failure to report absence when at all possible, subjects the employee to dismissal.

## **PERSONAL APPEARANCE**

Employees are required to set high standards in hygiene, dress and grooming. Clothing should be appropriate to the job being performed and should be in good taste (i.e.: not immodest). Your appearance should reflect a positive image to our clients.

## **TELEPHONES/VISITORS**

Use of the company telephones, whether in the shop or the vehicles, shall be for company related business.

Your schedule is a hectic one, and the company makes many demands upon your time during which personal business can be transacted, we ask that you be conscientious about the use of the telephones.

Personal messages will not be taken, nor are the telephone numbers of the mobile phones to be published.

Visitors are not permitted to transact personal matters at any time.

## **COMPANY VEHICLES**

The company uses vehicles for the day-to-day business services which we provide to our customers. These vehicles are provided to employees to carry out such day-to-day errands, which normally arise.

When the vehicles are not in use for company business, they are to be parked and locked on the company premises as directed, unless they are in a service garage for repairs.

Employees may not use the vehicles at any time for any personal use or purpose, other than de-minimis personal use (such as a stop for lunch or a personal errand between service stops).

Persons not employed by the company are not allowed to ride in the company vehicles at any time without the express permission of the company.

The company believes implicitly in the integrity and honesty of its employees and expects that requests for use of its vehicles for personal matters will be made in writing, which will be dealt with at the appropriate time.

## **PERSONNEL RECORDS**

Accurate personnel records are important. Please help us keep them up to date by promptly reporting any of the following changes:

- name
- address
- telephone number
- marital status or dependent status
- beneficiaries and dependents for benefit purposes
- name, address, telephone number of contact in case of emergency
- any changes in W-4 or withholding allowances

Periodic performance appraisals, any disciplinary actions and additional information pertaining to your employment are a part of your personnel record. Access to your personnel record is limited to yourself and the company.

## **PERFORMANCE APPRAISALS**

As a familiarization employee, your job performance will be evaluated periodically. Subsequent evaluations will also occur periodically. Job performance appraisals will be included in your permanent confidential personnel file.

## **COMPANY RECORDS**

Company records, which include client information, are not to be removed from the premises.

## **DISCIPLINARY ACTION**

Violation of policies, procedures or expected behavior will result in disciplinary action. Disciplinary action and/or dismissal will be taken for reasons such as, but not limited to:

- Discourteous treatment of customers
- Excessive breaks or time taken for personal use
- Insubordination
- Abuse of sick leave
- Substandard quality or quantity of work
- Loafing or sleeping on the job
- Negative attitude
- Failure to report absence
- Fighting
- Leaving the shop without permission
- Abuse of time sheet policy
- Improper hygiene, dress or grooming
- Recurring tardiness

## **TERMINATION**

The World's Finest, Inc. requests that employees resigning of their own initiative shall submit written notice not less than 2 (two) weeks in advance of the effective date. The employee's last actual working day is the effective date of termination. In order to receive payment for the balance of available leave and/or unused sick leave this two (2) weeks notice is required.

Any terminated employee must turn in any uniforms, keys, tools and any other company property in his/her possession before the final paycheck will be written.

## **GROUP HEALTH INSURANCE**

Group health insurance is available to all non-familiarization full-time employees who qualify by our insurance carrier's standards. The World's Finest, Inc. pays the entire premium for all qualified employees. The employee may elect to purchase additional coverage. The coverage includes comprehensive medical, surgical and hospitalization insurance. A full explanation of the coverage, deductible and other aspects of the policy will be provided to each employee when he/she becomes eligible for this benefit.

Eligible employees must complete an insurance company application form when they request this benefit. The next opportunity to apply for the insurance coverage will come annually at the open enrollment period.

## **RETIREMENT PLAN**

The World's Finest, Inc. has a retirement plan. You must be 21 (twenty-one) years of age and have been with the company for a period of two years in full time employment in order to qualify. Upon qualifying, your participation will be explained by the company.

## **POLICY STATEMENT REGARDING EMPLOYEE HONESTY**

You have been selected as a trusted employee of The World's Finest, Inc. Because of the nature of our business and the merchandise with which we deal, your integrity and your ethical and legal obligations cannot be over-emphasized.

Your behavior both on and off the job have a great bearing on the personal and financial risks associated with this company and its employees. In addition, the public's perception of you has a great impact on our operation.

To protect the company and the people who work here, to maintain our integrity, and to manage our operations as efficiently as possible, certain minimum standards of conduct are required. Consequently, this company will dismiss employees for the following reasons, but not limited to:

1. Dishonesty, including intentionally giving false information, intentionally falsifying company records, or making false statements when applying for employment.
2. Divulging or misusing confidential information including: removal from company premises without proper authorization: any company lists, customer lists or information, company records, designs, drawings or any confidential information of any kind.
3. Removal of company money, merchandise or property, including property in the custody of the company, without permission.
4. Taking of, or misusing co-workers' property.
5. Use of company vehicles, property or credit cards for personal use without permission.
6. Lying in connection with your job responsibilities.
7. Being on company premises during hours when we are closed to the public without prior knowledge and consent of the company.
8. Conduct on the job, which violates the common decency or morality of the community, or damages the reputation or good will of The World's Finest, Inc.
9. Failure to pass a bond/security investigation. Throughout your employment you may be required to participate in special security investigations, which are not prohibited by law, as deemed necessary by the company. Your continued employment may be subject to satisfactory clearance of such investigations.)
10. Reporting to work under the influence of intoxicants or nonprescription/illegal substances, or using such substances while on company property.

The World's Finest, Inc. reserves the right to amend, delete, add and/or change these "Guidelines for Employees" at any time without any notice. This is a procedure manual and is not to be considered all- inclusive or exclusive. These guidelines are not to be considered a contract of employment or a guarantee and/or promise of continuing employment. The World's Finest, Inc. may terminate any employee without cause at any time. All employees are considered "employees at-will".

I hereby acknowledge that I have read The World's Finest, Inc.'s "Guidelines for Employees", I understand that this information is available to me and can be reviewed at my request.

I further understand that this form and these guidelines will be placed in my personnel file. I am familiar with the policies and understand them. I understand that any violation of these policies is a reason for disciplinary action and/or dismissal.

Signed \_\_\_\_\_

Date \_\_\_\_\_