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## WELCOME

Welcome to 209 Multimedia. We are pleased that you are joining our team.

The Company is happy to provide you with this handbook to help answer many of the questions you have concerning our Company's current benefits, practices and policies.

Please keep this Handbook handy as a guide and ready reference throughout your employment. If you have questions as you read through the Handbook, please do not hesitate to discuss them with your supervisor. Your supervisor is a valuable source of information and will be available to assist you. If your supervisor is unavailable, feel free to discuss any questions with the Company's human resources liaison.

### Manteca

1215 W Center St.  
Manteca, CA 95337  
(209) 249-3500

### Oakdale

603 West F Street  
Oakdale, CA 95361  
(209) 847-3021

### Turlock

121 S. Center Street, Second Floor  
Turlock, CA 95380  
(209) 634-9141

### Newman

1021 Fresno St.  
Newman, CA 95360  
(209) 862-2222

# PURPOSE OF THIS HANDBOOK

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## PURPOSE

The information contained in this Handbook is designed as an advisory guide to assist the Company and our supervisors with the effective management of personnel and is not meant to address every conceivable situation or issue that arises or to create specific policy to be applied in every instance in the workplace. Instead, this Handbook is intended only to give on-site management general advice and guidance concerning personnel decisions. Further, where this Handbook conflicts with any contract, such as insurance summary plan descriptions, that contract shall prevail. Also, this Handbook and any practice or policy of the Company will be applied consistent with all applicable laws and regulations. The provisions and guidelines contained in this Handbook are not binding on the Company and may be changed, interpreted, modified, revoked, suspended, terminated, or added to by the Company, in whole or in part, at any time, at the Company's sole option, and without prior notice to employees.

This Handbook applies to all employees and supersedes all prior Handbooks or policies as to any and all inconsistencies.

## EMPLOYMENT-AT-WILL

Nothing contained in this Handbook is intended to create, comprise, or define, nor should it be construed to constitute, any type of oral or written employment contract, promise, or guarantee, express or implied, between the Company and any one or all of its employees. Nothing in the Handbook is intended to provide any assurance of continued employment.

In the absence of a specific agreement to the contrary, authorized in writing by the Publisher, employment with and compensation from the Company are for no definite period of time and may be terminated by the Company or the employee at any time, for any reason, with or without cause, and with or without notice. Employees should clearly understand that any written or oral statements or promises to the contrary (including oral statements regarding future job security) are hereby expressly disavowed and should not be relied upon by prospective or existing employees.



# INTRODUCTORY POLICIES

## CUSTOMER RELATIONS PHILOSOPHY

Our Company is committed to providing world-class customer service. Our customers expect and deserve a quality product as well as courteous, attentive service from all levels of our organization. Our very jobs are dependent on our customers.



## EMPLOYEE RELATIONS PHILOSOPHY

Every employee is a critical member of our team. Our practice has always been to treat each employee as an individual. We have always sought to develop a spirit of teamwork; individuals working together to attain a common goal.

In order to maintain an atmosphere where these goals can be accomplished, we have provided a workplace which is comfortable and progressive. Most importantly, we have a workplace where communications are open and problems can be discussed and resolved in a mutually respectful atmosphere taking into account individual circumstances and the individual employee.

We believe the main reason we have been able to adhere to our policy of individual and team recognition is that we have been able to speak directly to each other. We firmly believe that, by our communicating with each other directly, we can continue to resolve any difficulties that may arise and develop a mutually beneficial relationship.

## SUGGESTIONS AND IDEAS

Management believes that suggestions indicate initiative on the part of an employee. We are always interested in your constructive ideas and suggestions for improving our operations. Your suggestions should be submitted in writing to your supervisor. After your suggestion is investigated, the Company will give consideration to the suggestion, and we will try and notify you whether or not it is feasible to put into practice.

## EQUAL EMPLOYMENT OPPORTUNITY “EEO” POLICY

We are an Equal Employment Opportunity employer committed to providing equal opportunity in all of our employment practices, including selection, hiring, assignment, re-assignment, promotion, transfer, compensation, discipline, and termination. The Company prohibits discrimination, harassment, and retaliation in employment based on race; color; religion; national origin; sex; sexual orientation; gender; gender identity; pregnancy, perceived pregnancy, childbirth, or related medical conditions; age; medical condition, disability or handicap; citizenship status; military service member status; marital status; or any other category protected by federal, state, or local law. Violation of this policy will result in disciplinary action, up to and including immediate termination.

In keeping with this commitment, we prohibit the unlawful treatment of employees, including harassment, discrimination, and retaliation, by anyone, including any supervisor, coworker, contractor,

subcontractor, vendor, client, visitor, customer, or agent. No supervisor or other member of management has the authority to suggest to any applicant or employee that employment or advancement will be affected by the individual entering into (or refusing to enter into) a personal and/or intimate relationship with the supervisor or manager, or for tolerating (or refusing to tolerate) conduct or communication that might violate this policy. Such conduct is a direct violation of this policy.



## NO HARASSMENT

We do not tolerate the harassment of applicants, employees, customers, or vendors. Any form of harassment based on an individual's race; color; religion; political ideology; national origin; sex; sexual orientation; gender; gender identity; pregnancy, childbirth, or related medical conditions; age; medical condition, disability or handicap; citizenship status; military service member status; marital status; or any other category protected by federal, state, or local law is a violation of this policy and will be treated as a disciplinary matter. Violation of this policy will result in disciplinary action, up to and including immediate termination.

Unwelcome sexual advances, requests for sexual favors, and other physical, verbal, or visual conduct based on a protected category constitute harassment when (1) submission to the conduct is an explicit or implicit term or condition of employment; (2) sub-

mission to or rejection of the conduct is used as the basis for an employment decision; or (3) the conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment. Inappropriate conduct may include explicit sexual propositions; sexual innuendo; suggestive comments; sexually oriented or racial "kidding" or "teasing;" "practical jokes;" jokes about gender-specific or disability-specific traits; foul or obscene language or gestures; displays of foul, obscene, or racial material; sexually-related emails and text messages; and physical contact, such as patting, pinching, or brushing against another's body.

**Sexual Harassment Defined.** Sexual harassment can include all of the above actions, as well as other unwelcome conduct, such as unwelcome or unsolicited sexual advances, requests for sexual favors, conversations regarding sexual activities and other verbal or physical conduct of a sexual nature. Examples of conduct that violates this policy include:

- unwelcome sexual advances, flirtations, advances, leering, whistling, touching, pinching, assault, blocking normal movement
- requests for sexual favors or demands for sexual favors in exchange for favorable treatment
- obscene or vulgar gestures, posters, or comments
- sexual jokes or comments about a person's body, sexual prowess, or sexual deficiencies
- propositions, or suggestive or insulting comments of a sexual nature
- derogatory cartoons, posters, and drawings
- sexually-explicit e-mails or voicemails
- uninvited touching of a sexual nature
- unwelcome sexually-related comments
- conversation about one's own or someone else's sex life

- conduct or comments consistently targeted at only one gender, even if the content is not sexual
- teasing or other conduct directed toward a person because of the person's gender

misunderstandings as to the nature of the request and then return it to the Publisher.

Upon receiving a request for accommodation, we will seek an interactive process with the individual to clarify his or her needs and identify the appropriate reasonable accommodation. During this process, we may request reasonable documentation, including medical documentation, of the individual's disability and need for a reasonable accommodation. Failure to provide required medical information or to otherwise participate in a meaningful way in the interactive dialogue process regarding an accommodation request may result in denial of an accommodation. Because of the personal nature of some disability issues, we will take every reasonable effort to ensure confidentiality during the review process.

Individuals will be notified of our decision regarding their request for an accommodation. Any individual believing that a reasonable accommodation has not been provided should follow the Company's Employee Complaint Procedure, which is contained in this Handbook.

## EMPLOYEE COMPLAINT PROCEDURE

(INCLUDING COMPLAINTS FOR VIOLATION OF EEO POLICY, VIOLATION OF COMPANY POLICY, OR ANY OTHER UNLAWFUL OR INAPPROPRIATE CONDUCT)

All employees should help to assure that we avoid any form of unlawful or inappropriate conduct. If you feel that you have experienced or witnessed (1) harassment, (2) discrimination, (3) improper denial of a request for accommodation, (4) denial of requested leave under the FMLA, ADA, or otherwise, (5) violation of any policy of the Company or policy in this Handbook, or (6) other unlawful or inappropriate conduct by anyone, including employees, supervisors, coworkers, contractors, subcontractors, vendors, clients, visitors, customers, or agents, you are to notify immediately (preferably in writing within 24 hours) the Human Resources liaison at your location. If you are not contacted promptly about your complaint or are not satisfied with the response, you are to re-file it with the Human Resources liaison at your location



## AMERICANS WITH DISABILITIES ACT

It is our policy to provide equal employment opportunity to applicants and employees with covered disabilities under the Americans with Disabilities Act of 1990, as amended, ("ADA") or other applicable law. This Policy applies to all aspects of employment and application for employment. As required by the ADA or other applicable law, we will provide reasonable accommodations to qualified individuals with a disability in the workplace unless such accommodations present an undue hardship or if the individual is a direct threat to the health or safety of the individual or others.

An individual with a disability may request a reasonable accommodation at any time during the application process or during employment. Reasonable accommodations are changes made to the work environment or to the manner or circumstances in which the job customarily is performed that allow an individual with a disability to perform all essential job functions. We are not required, however, to provide an accommodation if doing so would cause an undue hardship to the Company or if the individual is a direct threat to the health or safety of the individual or others in the workplace.

All requests for accommodations will be addressed in connection with an interactive dialogue with the affected individual. To request an accommodation, which may include unpaid leave or modification of your working environment, an individual should prepare a request in writing so as to avoid any inadvertent



and also send notification of your complaint in writing by certified mail to the Publisher of the Company. If you are not comfortable discussing the matter with the Human Resources liaison at your location, you are to file your complaint directly with the Publisher of the Company.

While you may file your complaint by phone, it is important that you report your complaint in writing as well so there is no confusion over the events that led to the complaint. We prohibit unlawful retaliation against anyone who has made a complaint or provides information related to a complaint.

We will undertake an objective and appropriate review of any complaint and expect all employees to fully cooperate with internal investigations that may be initiated by the Company to examine any perceived violation of Company policy or procedure or any other matter. To the extent practicable and appropriate, we will keep any complaint and the terms of its resolution confidential. We will take corrective action as we determine is appropriate, including such discipline up to and including immediate termination

of employment. We will undertake corrective action to stop inappropriate conduct before it rises to the level of an unlawful action. You will be notified as to the outcome of your complaint.

Each employee should be aware that he or she has the right to file a charge of discrimination with the Equal Employment Opportunity Commission (EEOC) or other state agency as provided by law, including the Department of Fair Employment & Housing (DFEH). Information on filing complaints with the EEOC can be found on [www.eeoc.gov](http://www.eeoc.gov) and similar information can be found on [www.dfeh.ca.gov](http://www.dfeh.ca.gov) to file a complaint with the DFEH.

Please understand that we recognize that intentional or malicious false accusations of misconduct can have a serious effect on innocent individuals. Individuals making such false accusations of misconduct will be disciplined in accordance with the nature and extent of the false accusation.