

1K+A/E Employee Handbook Policies, Procedures, and Forms



Essential Reference Guide

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PSMJ|Resources, Inc.

1K+ A/E Employee Handbook Policies, Procedures, and Forms Essential Reference Guide

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Introduction

PSMJ believes that a well written handbook can be used to communicate your firm's principles and effectively manage your employees, and to attract and retain the best people. With that in mind, this book's purpose is to offer you, the principal or human resource manager of an A/E firm, practical help for implementing or updating an employee handbook by providing examples of what other firms have put into use regarding their policies. It has been produced from contributions from A/E firms of all sizes, and compiled to meet the needs of small, medium, and large firms.

With clearly written policies, you can generally minimize legal pitfalls and maximize employee performance, but many laws and regulations vary from state to state. You should be aware of your state's employment laws, as well as federal laws. If legal advice or other expert assistance is required, you should retain the services of an attorney and/or other competent professional.

Please note: while this reference guide is intended to provide examples of reasonably accurate and clear human resource policies used by firms of all sizes today, it is sold with the understanding that PSMJ is not engaged in rendering legal or other professional services to the reader.

For more than 30 years, PSMJ Resources has been helping A/E principals to manage the business side of their operations. Even so, we don't know every firm, and we can't anticipate every situation. So use this book to help you develop your firm's policies by adapting these suggestions to your firm's needs, and always use your professional judgment.

You'll find at the beginning of each section of the book a set of checklists developed for PSMJ by consultant Harriet Rifkin to aid you in your decision-making process in structuring the best set of policies for your firm. The originals have been adapted to reflect what firms are actually putting in their handbooks. Please feel free to use these checklists and policies to amend or create your own handbook.

If you need further help, we're always available.

PSMJ would like to thank the firms who contributed to this book.

Table of Contents

Introducing Your Firm	1
Welcome.....	3
Introductions.....	12
Employment at Will Statements	27
History of the Firm	46
Employment Policies and Procedures.....	48
Equal Opportunity/Fair Treatment	51
Immigration Law Compliance	65
Other Stated EEOC Practices	70
Harassment	72
Sexual Harassment	97
Complaint Procedures	107
No Retaliation	110
Americans with Disabilities.....	110
Confidentiality/Proprietary Information	116
Employee Classifications.....	127
New Employee Introductory Period	145
Job Descriptions	151
Hiring	154
Applications	159
Reference/Background Checks	159
Hiring from Within/Promotions.....	166
Hiring Former Employees.....	167
Branch Office Staffing/Transfers	167
Other Requirements for Employment	170
Employee Referrals	171
Employment of Relatives	178
Dating in the Workplace	182
Telecommuting	185
Position Changes	194
Secondary Employment/Moonlighting.....	195
Discipline	204
Appeals	220
Termination	220
Appeals	241
Layoff Policies	241
Arbitration	245
Resignation	245

Return of Company Property	249
Personnel Files	249
Access to Personnel Files	257
Changes to Personnel Files	259
Employee Records Confidentiality	260
HIPAA.....	262
Business Expenses	264
Company Credit Card.....	266
Business Travel.....	268
Travel Arrangements	287
Motor Vehicles Policies	287
Use of Personal Vehicles.....	302
Purchasing and Supplies	303
Media Inquiries	305
Solicitations.....	306
Company Donations	309
Visitors.....	310
Children	312
Pets.....	313
Mail and Correspondence	313
Personal Mail	318
Drafting Standards	319
Personal Information Security	319
Technology Policies	322
Network Security.....	350
Email Use	354
Internet Use	362
Internet Use for Social Media	366
Personal Blogging	372
Software Proprietary Rights.....	374
Handling Abuse of Technologies	378
Laptops and Portable Computing Devices	378
Unmanned Aircraft Systems (Drones)	381
Personally Owned Devices.....	387
Miscellaneous Procedures	389
Driving Records	389
Relocation Expenses	390
Parking.....	390
Hours of Work, Pay Policies, and Compensation	392
Office Hours	395
Breaks and Meal Periods	410

Log Books.....	412
Requests for Reduced Hours.....	413
Flex Time.....	415
Overtime.....	421
Supplemental Pay.....	427
Compensatory Time	428
Lack of Work	428
Pay Periods	429
Time Sheets.....	433
Compensation Policies.....	438
Payroll Advances	456
Payroll Deductions	457
Holiday Pay	458
Direct Deposit	459
Bonuses	460
ESOPs.....	466
Salary Reviews	467
Your Responsibilities	472
Standard of Conduct/Ethics	475
Conflict of Interest.....	513
Gifts	525
Client Confidentiality.....	527
Client Communications/Business Development	530
Performance Standards	533
Attendance and Punctuality	544
Absence and Tardiness	548
Quality of Work.....	552
Telephone Usage.....	553
In-Coming Calls.....	558
Cell Phone Policies.....	559
Camera Phones	563
Use and Care of Equipment	564
Documents and Records	572
Personal Property.....	573
Office Environment and Facilities.....	576
Kitchen Privileges	580
Green Initiatives.....	581
Closing the Office	581
Personal Appearance Policy/Dress Code	581
Changes in Personal Information	594
Signing In and Out	595

Employee Benefits and Time Away from Work..... 597

Benefit Programs.....	601
Group Health Insurance.....	635
Dental Coverage.....	636
Vision Insurance.....	638
Section 125/Cafeteria Plan.....	638
Flexible Spending Accounts (FSA).....	639
Health Savings Accounts (HSA).....	642
Wellness Programs.....	643
COBRA.....	645
Group Life Insurance/AD&D Insurance.....	648
Disability Plans.....	650
Supplemental/Portable/Liability Insurance.....	655
Workers' Compensation.....	657
Unemployment Insurance.....	661
Retirement Plans, 401(k).....	661
Profit Sharing Plans.....	666
Employee Assistance Program (EAP).....	668
Adoption Assistance Benefit.....	670
Vacation/Paid Time Off (PTO).....	671
Holidays.....	714
Sick Leave/Personal Time.....	723
Paid Extended Sick Leave.....	737
Donation Policies.....	738
Jury Duty Leave.....	739
Witness Duty.....	743
Voting Leave.....	744
Military Leave.....	746
Bereavement Leave.....	752
Personal Leaves of Absence.....	757
Medical Leave.....	776
Maternity Leave.....	799
Tuition Reimbursement.....	805
Other Benefits.....	807

Professional Development 814

Civic Activities.....	816
Professional Memberships.....	820
Conferences, Seminars, Conventions.....	827
Continuing Education.....	829
In-House Training.....	842

Libraries	847
Professional Licensing/Registration	848
Professional Recognition	852
Technical Papers/Conference Presentations	853
Performance Evaluation	854
Career Advancement/Promotion	866
Health and Safety	868
Workplace Safety	870
First Aid Readiness	900
Fitness for Duty	901
Office Security	903
Right to Search/Workplace Monitoring.....	906
Drug and Alcohol Free Workplace.....	910
Smoke Free Environment.....	945
Ergonomics	948
Workplace Violence.....	949
Domestic Violence.....	959
Weapons Policy.....	960
Accident Reporting.....	962
Inclement Weather/Emergencies.....	964
Emergency Procedures	974
Client Emergency.....	979
Company-Employee Communications.....	981
Meetings	983
Company Functions	984
Office Communications	985
Employee Suggestions	989
Bulletin Boards.....	990
Company Newsletters	991
Employee References	991
New Employee Orientation.....	993
Exit Interviews.....	996
Open Door Policy.....	997
Grievances/Complaint Resolutions	1000
Addendums and Forms.....	1004
Receipts of Employee Handbook.....	1005
Receipt and Acknowledgment Notice	1018
Employee Non-Disclosure Agreements	1018
Technology Policy Agreements	1022

Vehicle Policy Agreements.....	1023
Drug and Alcohol Testing Policy and Release.....	1030
Continuing Education Request Form	1037

Introducing Your Firm

Checklist for Introducing Your Firm

Use this checklist as a tool to assist in identifying and organizing the various topics the firm wants to include in its employee handbook. There are sample statements for many of these items.

1. About the Firm (*individualized by each Firm*)
 - ☐ Goals of the firm
 - ☐ Mission statement
 - ☐ Firm philosophy
 - ☐ History of the firm
 - ☐ Areas of specialization
 - ☐ Organization chart
 - ☐ What staff member can expect from the firm
2. Welcome message from the President and purpose of handbook
3. Intent of handbook
 - ☐ Employment at will
 - ☐ The Handbook is not a binding contract
 - ☐ Right of management to amend or revise handbook

Welcome

Welcome to [COMPANY NAME]

We're happy to welcome you to [COMPANY NAME]. Thank you for joining us! We want you to feel that your association with [COMPANY NAME] will be a mutually beneficial and pleasant one.

You have joined an organization that has established an outstanding reputation for quality products/services. Credit for this goes to every one of our employees. We hope you, too, will find satisfaction and take pride in your work here.

As a member of the [COMPANY NAME] team, you will be expected to contribute your talents and energies to improve the environment and quality of the company, as well as the company's products or services. In return, you will be given opportunities to grow and be enhanced in your career.

This Manual provides answers to most of the questions you may have about [COMPANY NAME] benefit programs, as well as the company policies and procedures we abide by – our responsibilities to you and your responsibilities to [COMPANY NAME]. If anything is unclear, please discuss the matter with your manager. You are responsible for reading and understanding this Employee Manual, and your performance evaluations will reflect your adherence to [COMPANY NAME] policies. In addition to clarifying responsibilities, we hope this Employee Manual also gives you an indication of our interest in the welfare of all who work here.

[COMPANY NAME] is dedicated to providing our clients with the highest quality services, using the best technology available to us for competitive fees.

[COMPANY NAME] is committed to doing its part to assure you of a fulfilling work experience, compensation commensurate with performance, pleasant relationships, good working conditions, career development, and promotion opportunities.

Welcome

Whether you have just joined our staff or are a long term employee, we are confident that you will find [COMPANY NAME] a dynamic and rewarding place to work and we look forward to a productive and successful relationship together.

We consider our employees to be one of its most valuable resources and are very pleased to have you as a member of the team. We believe that you have a valuable contribution to provide our team and believe that you will find your experience at [COMPANY NAME] equally

as valuable. We look forward to the opportunity to work together to create a more successful, lucrative company.

You have joined an organization that has established an outstanding reputation for quality. Everyone in the organization deserves credit for achieving such reputability, and we strongly believe in the value of teamwork.

We hope you find satisfaction and take pride in your work here. As a member of the team, you are expected to contribute your talents and energies to further improve the environment and quality of the firm.

If, at any time, you need assistance or guidance, please do not hesitate to ask any of the members of our team.

Welcome

A Note from the President

The leadership of [COMPANY NAME] would like to thank every member of our team for choosing to work at [COMPANY NAME]. It is our intention to provide each member of a safe, rewarding, professional, and comfortable environment in which everyone on the team may be capable of achieving success and fulfillment in their career.

WELCOME TO OUR TEAM

We welcome you to our team and wish you every success here. We believe that each team member contributes directly to [COMPANY NAME]'s growth and success, and we hope you will take pride in being a member of our team. The success of the Company depends on each team member's skills, cooperation, courtesy, and public appearance.

This handbook has been prepared to help you understand the organization and objectives of [COMPANY NAME], to familiarize you with [COMPANY NAME] policies and procedures, explain [COMPANY NAME] benefits, and to ensure that all employees are treated equitably and fairly. There will be special circumstances where the best solution to an issue will be to deviate from these policies. Management reserves the right to do so without notice or discussion; however, our intent is to treat all employees in a fair, respectful, and appropriate manner. Employees are expected to familiarize themselves with the contents of the handbook, for it will answer many questions about employment with [COMPANY NAME].

We hope that your experience here will be challenging, enjoyable, and rewarding.

Sincerely,
President

Welcome to [COMPANY NAME]

You have joined an organization committed to growth through hard work and good engineering, and through services of unmatched value in the industry. You and your talents are assets we consider essential to our continued business success. Because we place such value on our employees, we maintain sound personnel policies requiring that all employees be treated fairly. We continuously strive to provide a positive working environment, competitive compensation, and open channels of communication.

As a leader in the field of engineering we set high standards for both the individual and the corporation. Accordingly, we reward employees annually on the basis of individual merit and accomplishment. We encourage staff to work productively and creatively, and to uphold a tradition of excellence in service and performance.

[COMPANY NAME] was established in 1998 to provide engineering services to the telecommunications industry. [COMPANY NAME] gained more experience and grew by leaps and grounds.

Welcome to [COMPANY NAME]

Dear Employee:

You and [COMPANY NAME] have made an important decision: The Company has decided you can contribute to our success, and you've decided that [COMPANY NAME] is the organization where you can pursue your career productively and enjoyably.

We believe we've each made the right decision, one that will result in a profitable relationship. The minute you start working here, you become an integral part of [COMPANY NAME] and its future. Every job in our company is important, and you will play a key role in the continued growth of our company.

As you will quickly discover, our success is based on delivering high quality products and providing unsurpassed customer service. How do we do it? By working very hard, thinking about our customers' needs, and doing whatever it takes. We do it by treating each other and customers with respect. We do it by acting as a team.

Should you have any questions concerning this handbook, your employment or benefits, please feel free to discuss them with your supervisor or manager.

Again, welcome!

Welcome

Welcome to [COMPANY NAME]! We pride ourselves on providing an excellent experience for our clients and each other, and we are excited to have you as part of our team. We hope to

provide an exciting, challenging and rewarding work experience. Each employee is important to our success, and we hope you will take pride in being a part of our Company.

We provide this Employee Handbook to help you get to know our Company, culture, expectations, the way we work, and the benefits of working with us. It contains important information about [COMPANY NAME] and our daily operations, work and safety rules, your pay and benefits, and the personal responsibilities that are a part of any job with us.

Read this Handbook closely and refer to it when you have questions about your employment. If you are uncertain about something you have read in this Handbook, please do not hesitate to ask about it. If you need assistance in using this Handbook, for example, you need a large print version, please ask us. You are responsible for knowing and understanding the content of this Handbook, so please let us know if you have questions or need assistance.

We are glad you have joined us, and we hope you will find your work to be both challenging and rewarding. It is a pleasure to have you on our team.

Welcome!

Welcome to Our Firm

Dear ____,

Welcome to (our firm)!

We are excited to have you as part of our progressive team. You were hired because we believe you can contribute to the firm by helping us achieve our mutual goals.

We are committed to providing quality and unparalleled professional service to our clients in all aspects of our business. As part of the team, you will discover that the pursuit of excellence is truly a rewarding aspect of your career with us.

This employee handbook contains our key policies, procedures, benefits, and guidelines. You should use this handbook as a ready reference as you pursue your career goals with us. Additionally, the handbook should assure good management and consistent treatment of all employees. We strive to recognize the contributions of all employees.

Welcome aboard. We look forward to working with you.

Sincerely,
Managing Principal

Welcome

Welcome New Employee!

On behalf of your colleagues, I welcome you to [COMPANY NAME] and wish you every success here.

We believe that each employee contributes directly to [COMPANY NAME]'s growth and success, and we hope you will take pride in being a member of our team.

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should familiarize themselves with the contents of the Policy Manual as soon as possible, for it will answer many questions about employment with [COMPANY NAME].

We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,

[COMPANY NAME]

[NAME]

President

WELCOME!

Thank you for joining [COMPANY NAME]! We look forward to making a difference in our community with you, and trust that you will find your employment with us a rewarding and gratifying experience.

[COMPANY NAME]! prides itself on its outstanding reputation for professionalism and quality. Each person in the organization is treated as a valued team member who takes pride in his/her work. As a member of this team, you will be expected to contribute your talents and energies to further improve the environment and quality of [COMPANY NAME]!

When people gather together to achieve goals, some standards of conduct are needed to help everyone work together efficiently and harmoniously. By accepting employment with us, you have a responsibility to the company and to your fellow employees to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that he or she can fully depend upon fellow workers to follow the rules of conduct, then our organization will be a better place to work for everyone.

This Employee Manual will provide answers to most of the questions you may have about the benefit programs, as well as [COMPANY NAME]! policies and procedures. You are responsible

for reading and understanding this Employee Manual. If anything is unclear, please discuss the matter with your manager and/or your Human Resources representative.

I look forward to this mutually beneficial experience.

Sincerely,

WELCOME

We are pleased to welcome you to our staff and are happy that you have chosen to work here. We hope that you will find personal satisfaction and enjoyment in your work. Our staff is committed to creating a warm, friendly atmosphere

Please take the time to familiarize yourself with this manual. If you have any questions regarding any of the benefits, policies or procedures, please do not hesitate to ask your Supervisor or Business Manager for an explanation.

All employees, in representing [COMPANY NAME], are expected to exemplify and act in accord with the philosophy and mission of the company.

Welcome

Welcome to [COMPANY NAME] We are glad that you are here and a part of the [COMPANY NAME] team. The firm has prepared this handbook to provide you with an overview of the firm's policies, benefits, and rules. It is intended to familiarize you with important information about the firm, as well as provide guidelines for your employment experience with us in an effort to foster a safe and healthy work environment.

Please understand that this handbook only highlights company policies, practices, and benefits for your personal understanding and cannot, therefore, be construed as a legal document. It is intended to provide general information about the policies, benefits, and regulations governing the employees of the firm, and is not intended to be an express or implied contract. The guidelines presented in this handbook are not intended to be a substitute for sound management, judgment, and discretion.

A copy of this Handbook is made available to all employees. Each employee is requested to sign and return the acknowledgment on the last page of this Handbook.

It is obviously not possible to anticipate every situation that may arise in the workplace or to provide information that answers every possible question. In addition, circumstances will undoubtedly require that policies, practices, and benefits described in this handbook change from time to time. Accordingly, the firm reserves the right to modify, supplement, rescind, or

revise any provision of this handbook as it deems necessary or appropriate in its sole discretion with or without notice to you.

Any and all exceptions to the policies contained in this Handbook must be submitted in writing, signed by a principal of the firm, with a copy maintained on file with the firm. In the absence of any documented, approved exceptions, the policies contained within the current Handbook will be adhered to. Any known violations of office policies should be brought to the immediate attention of the CFO of the firm. Violation of these policies will be addressed for resolution by a Principal or the CFO and may be considered grounds for termination.

No business is free from day-to-day problems, but we believe our personnel policies and practices will help resolve such problems. All of us must work together to make the firm a viable, healthy, and profitable organization. This is the only way we can provide a satisfactory working environment that promotes genuine concern and respect for others including all employees and our clients. If any statements in this handbook are not clear to you, please contact the Managing Principal or CFO for clarification. This handbook supersedes any and all prior policies, procedures, and handbooks of the firm.

Welcome

Welcome! You have just joined a dedicated team of employees and managers. We hope that your employment with the Company will be rewarding and challenging. We take pride in our employees as well as the products and services we provide. We consider ourselves leaders in the field of structural engineering.

Please take the time now to read this employee handbook carefully. Sign the acknowledgment at the end to show that you have read, understood, and agree to the contents of this handbook, which sets out the basic rules and guidelines concerning your employment. This handbook supersedes any previously issued handbooks or policy statements dealing with the subjects discussed herein. The Company reserves the right to interpret, modify, or supplement the provisions of this handbook at any time.

Please understand that no employee handbook can address every situation in the work place. If you ever have questions about your employment, you are encouraged to ask them. If you have any difficulty reading or understanding any of the provisions of this handbook, please contact Human Resources. Likewise, if you have any suggestions related to Company policies or procedures, please let us know.

We wish you success in your employment here at [COMPANY NAME]! All the best,
Human Resources Department

[COMPANY NAME]