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POLICY MANUAL

November 15, 2017



INTRODUCTION

The purpose of this manual is to provide employees of Law Office of Shawn C. Newman, P.A. with the policies and procedures adopted by this Firm. It should be consulted when any questions arise as to the responsibilities of the Firm to its employees and the employee's responsibilities to the Firm and its clients.

Although an exception to policy may be made, these written policies have been established to increase work flow efficiency, organization and to reduce the possibility of any unfairness among employees.

From time to time, conditions and circumstances may require the Firm to change, modify, amend, or delete the policies or procedures in this manual. The Firm reserves the right to revise or terminate any or all policies, procedures or benefits in whole or in part, with or without notice at any time. When changes are made, you will be notified of the new or revised policy or procedure.

Questions regarding the interpretation of any of these policies should be referred to the Firm Attorney. Questions regarding Firm Procedures should be referred to the Operations Manager / Office Manager.

As an employee of our Firm, the importance of your contribution cannot be overstated. Our goal is to provide quality services to our clients. By satisfying our clients' needs, they will continue their relationship with us and will recommend us to others.

You are an important part of this process, for your work directly influences our Firm's reputation.

We are glad you have joined us, and we hope you will find your work here to be both challenging and rewarding.



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FIRM HISTORY

The Firm was created on March 15, 2008 by Shawn C. Newman, and was originally located at 1881 N.E. 26th Street, Wilton Manors, FL 33305. On January 1, 2012, the Firm moved to its present location at 710 Northeast 26th Street, Wilton Manors, FL 33305.

The Firm is focused in the following areas of practice: Estate Planning, Trust and Estate Administration, Small Business Formation and Succession Planning, and limited Family Law issues (predominately premarital and post martial property agreements). The Firm is evolving in the near future to include a larger variety of Elder law legal issues, such as long-term care planning and assistance with Veteran's pensions.

Our practice is primarily focused on clients residing in Broward County, and to a lesser extent Palm Beach County, but we have clients that reside all over the State of Florida and are willing to travel to come to work with us. Our probate practice is statewide, but we will not accept matters in Miami-Dade County.

FIRM PHILOSOPHY

We are committed to providing the best possible climate for maximum development and goal achievement for all employees. Our practice is to treat each employee as an individual. We seek 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 provide a comfortable and progressive workplace. Most importantly, we have a workplace where communication is open and problems can be discussed and resolved in a mutually respectful atmosphere. We take into account individual circumstances and the individual employee.

We firmly believe that with direct communication we can continue to resolve any difficulties that may arise and develop a mutually beneficial relationship.

AT WILL EMPLOYMENT

All employees of Law Office of Shawn C. Newman, P.A. are at-will employees. This means that both the employee and the Firm are free to terminate the employment relationship at their discretion. No supervisor or other firm representative has the authority to alter this relationship, and you should never interpret any such person's remarks as a guarantee of continued employment.



OPEN DOOR POLICY

The Firm welcomes open communication between employees, managers and partners. The Firm provides an Open Door Policy to encourage an exchange of information. Employees are invited to share their concerns and provide input to their supervisor at any time.

It is your supervisor's responsibility to address any employee concern and provide appropriate follow up with the employee. If, however, your immediate supervisor cannot adequately address your question or solve your problem, contact the Firm Attorney.

EQUAL EMPLOYMENT OPPORTUNITY

Law Office of Shawn C. Newman, P.A. is committed to providing equal employment opportunities to qualified persons without regard to race, color, sex, religion, creed, national origin, disability, genetic information, age, marital status, sexual orientation, pregnancy, veterans status, or any other protected category.

Our continued success depends heavily on the full and effective utilization of qualified persons. We strive to hire, develop, and retain the most qualified people we can find basing our judgment on each individual's job-related qualifications, capabilities, and potential.

Our policies relate to all phases of employment, including advertising, recruitment, hiring, placement, promotion/demotion, training, transfer, layoff, recall, termination, compensation and rates of pay, employee benefits and participation in all employer sponsored employee activities.

DISCRIMINATION, HARASSMENT AND RETALIATION

The Firm expressly prohibits discrimination, harassment and retaliation based on race, color, sex, religion, creed, national origin, disability, genetic information, age, marital status, sexual orientation, pregnancy, political view or affiliation, veterans' status, or any other protected category.

Conduct that interferes with the Firm or an individual's work performance, or creates an intimidating, hostile or offensive working environment is prohibited. The Firm will not tolerate any attempts of retaliation against an employee who raises a sincere and valid concern that this policy has been violated.

The Firm takes all allegations of discrimination, harassment and retaliation very seriously and is firmly committed to ensuring a workplace free of discriminatory activities. Anyone engaging in discrimination, harassment, or retaliation is subject to disciplinary action up to and including termination.



Harassment Prohibited – Definition

As used in this policy, the term “harassment” refers to conduct relating to a person’s race, color, religion, creed, sex, age, national origin, marital status, genetic information, sexual orientation, pregnancy, political view or affiliation, veterans’ status, disability or perceived disability, which fails to respect the dignity and feelings of the individual. This policy protects and covers the conduct of all employees, vendors, clients and visitors. Harassment that is forbidden by this policy can take several forms, including, but not limited to:

Sexual Harassment

The definition of Sexual Harassment includes unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature which unreasonably interferes with an employee’s work performance or creates an intimidating, hostile or offensive environment (and/or) where the individual is made to feel as if he or she must agree to the request or submit to the advance in order to get favorable treatment at work.

While not exhaustive, the following is a list of some examples of sexual harassment:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual harassment.
- Visual conduct such as leering, making sexual gestures, displaying or distributing sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct such as making or using sexually derogatory comments, epithets, slurs or jokes.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual’s body, sexually degrading words used to describe an individual, suggestive or obscene letters, notes or invitations.
- Physical conduct or threat of physical conduct, such as touching, assault, or impeding or blocking movements.

Racial, Color, Religious, National Origin, Marital Status, Genetic Information, Sexual Orientation, Pregnancy, Political View or Affiliation, Veterans’ Status, Disability or Age Harassment

This form of harassment can include any verbal, written or physical act that makes an employee uncomfortable at work or interferes with an employee’s ability to perform their



job, and is based on race, color, religion, national origin, disability, political view or affiliation, marital status or age.

Harassment may take many forms. While it is impossible for the Firm to provide an exhaustive list, the following is a list of some examples of harassing behavior.

- Jokes that refer to race, color, religion, national origin, marital status, genetic information, sexual orientation, pregnancy, political view or affiliation, veterans' status, disability, or age.
- Posting or distributing cartoons, drawings, or any other material that negatively reflects a person's race, color, religion, national origin, marital status, genetic information, sexual orientation, pregnancy, political view or affiliation, veterans' status, disability, or age.
- The use of slurs or other offensive language.
- Practical jokes, horseplay, or teasing that makes fun of or insults a person's race, color, religion, national origin, marital status, genetic information, sexual orientation, pregnancy, political view or affiliation, veterans' status, disability, or age.

Reporting and Investigating Discrimination, Harassment and Retaliation

In an effort to eliminate all workplace discrimination, harassment, and retaliation, the Firm will utilize an internal investigation process to respond to any such complaints. Anyone who believes he or she is being subjected to discrimination, harassment, or retaliation, or who has witnessed such conduct, must report the conduct to the Firm Attorney immediately.

A thorough investigation will be conducted and there will be no retaliation against victims or witnesses for participating in the investigation.

Anyone who knowingly fails to report an incident of discrimination, harassment, or retaliation may be subject to disciplinary action.

Confidentiality

In cases involving a report of harassment or discrimination, all reasonable efforts will be made to protect the privacy of the individuals involved. In many cases, however, the Firm's duty to investigate and remedy harassment makes absolute confidentiality impossible. The Firm will try to limit the sharing of confidential information with the employees on a "need-to-know" basis. Employees who assist in an investigation are required to maintain the confidentiality of all information they learn of or provide.



Assurance of Non-Retaliation

The Firm expressly prohibits retaliation of any kind against anyone for reporting harassment or discrimination. Any such retaliation will not be tolerated and may result in discipline up to and including termination.

STANDARDS OF CONDUCT

When groups of people work together, reasonable rules are necessary to conduct an orderly business and make working conditions more pleasant for everyone.

As an employee, it is expected that you will adhere to all policies and practices of the Firm. It is further expected that you will conduct yourself in a professional manner at all times, and exhibit the highest level of integrity in performing your job. It is equally important to maintain a positive work environment through good working relationships with our clients, colleagues, and your co-workers, and that emphasizes our commitment to good customer service.

UNACCEPTABLE ACTIVITIES/CONDUCT

Generally speaking, we expect each person to act in a mature and responsible manner at all times, even outside of work. Your behavior, both in and outside of the office, reflects on this Firm. If you have any questions concerning any work or safety rule, or any of the unacceptable activities/conduct listed below, please see the Firm Attorney.

Note that the following list of unacceptable activities/conduct does not include all types of conduct that can result in disciplinary action, up to and including termination.

The list of unacceptable activities/conduct both in and outside of the office, for all employees, is as follows:

1. Violation of any Firm rule; or any action that is detrimental to the Firm's efforts to operate profitably.
2. Negligence or any careless action, which endangers the life or safety of another person.
3. Being intoxicated or under the influence of a controlled substance while at work; use, possession or sale of a controlled substance in any quantity while on the Firm's premises, except medications prescribed by a physician which do not impair work performance.
4. Unauthorized possession of dangerous or illegal firearms, weapons or explosives on the Firm's premises or while on duty.



5. Engaging in criminal conduct or acts of violence or making threats of violence toward anyone while on the Firm's premises or when representing the Firm; fighting, or provoking a fight on the Firm's premises, or negligent damage of property.
6. Insubordination or refusing to obey instructions properly issued pertaining to your work; refusal to help out on a special assignment.
7. Threatening, intimidating or coercing fellow employees on or off the premises at any time, for any purpose.
8. Engaging in the act of sabotage; negligently causing the destruction or damage of Firm property, or the property of fellow employees, clients or visitors in any manner.
9. Theft or unauthorized possession of Firm property or the property of fellow employees; unauthorized possession or removal of any Firm property, including documents, from the premises without prior permission from management; unauthorized use of Firm equipment or property for personal reasons, using Firm equipment for profit.
10. Dishonesty; falsification or misrepresentation on your application for employment or other work records; lying about sick or personal leave; falsifying reason for a leave of absences or other data requested by the Firm; alteration of Firm records or other Firm documents.
11. Violating the Confidentiality Agreement; giving confidential or proprietary information to other firms or to unauthorized employees; working for a competing firm while an employee; breach of confidentiality of personnel or client information.
12. Engaging in behavior which creates discord and lack of harmony; interfering with another employee on the job; restricting work output or encouraging others to do the same.
13. Immoral conduct or indecency.
14. Unsatisfactory or careless work; failure to meet production or quality standards as explained to you by your superior.
15. Any act of harassment, sexual, racial or other; telling sexist or racist jokes; making racial or ethnic slurs.



16. Leaving work before the end of a workday or not being ready to work at the start of a workday without approval of your superior; stopping work before time specified for such purpose.
17. Excessive use of company telephone for personal calls or personal cell phone use during work hours.
18. Obscene or abusive language toward any superior, fellow employee or client; indifference or rudeness towards a client or fellow employee; any disorderly/antagonistic conduct on the firm's premises.
19. Failure to immediately report damage to, or accident involving, Firm equipment.
20. Failure to use your time sheet; alteration of your own time sheet, records or attendance documents; altering another employee's time sheet or records, or causing someone to alter your time sheet or records.

CONFLICT OF INTEREST / ETHICAL STANDARDS

The Firm's reputation for integrity is one of its most valuable assets and is directly related to the conduct of its employees. Therefore, employees must never use their position at the Firm or any of its clients for private gain, to advance personal interests, or to obtain favors or benefits for themselves, their families, or any other individuals or business entities.

Exactly what constitutes a conflict of interest or an unethical business practice is both a moral and legal question. The Firm recognizes and respects your right to engage in activities outside of your employment that are private in nature and do not in any way conflict with or reflect poorly on the Firm. Management reserves the right, however, to determine when an employee's activities and behavior represent a conflict with our interests and to take whatever action is necessary to resolve the situation, including termination.

Protecting our Firm's information is the responsibility of every employee and we all share a common interest in making sure it is not improperly or accidentally disclosed. Do not discuss the Firm's confidential business with anyone who does not work for us.

The Firm adheres to the highest legal and ethical standards applicable in our business. The Firm's business is conducted in strict observance of both the letter and spirit of all applicable laws and the integrity of each employee is of utmost importance.

Employees of the Firm shall conduct their personal affairs in such a fashion that their duties and responsibilities to the firm are not jeopardized and/or legal questions do not arise with respect to their association or work with the Firm. Any employee who has access to client's records, or has access to files that contain sensitive records, and discusses any material with another person,



except in duty while working that file, may be subject to immediate dismissal for gross misconduct. Information about fellow co-workers is also private.

EMPLOYMENT OF RELATIVES/WORKPLACE RELATIONSHIPS

The employment of relatives in the same area of the Firm may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried into day-to-day working relationships. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

Relatives of persons currently employed by the Firm may be hired only if they will not be working directly for or supervising a relative. Firm employees cannot be transferred into such a reporting relationship.

There are occasions where the Firm becomes aware of personal relationships that develop between staff members and/or attorneys. This is important to the Firm because of the relationship's implications to our sexual harassment policy.

If a personal relationship between staff member(s) and/or attorney(s) is known to exist, there should be a determination by the Firm Attorney if a letter of consent should be secured between the two parties. The letter provides protection to the Firm in the event the relationship between the two parties becomes strained in anyway.

Example Letter of Consent:

I, _____, met with _____ and discussed the fact that I am having a consensual personal relationship with _____. I have been provided a copy of the Firm's policy regarding sexual harassment and understand the process to follow should I at any time believe that the relationship is non-consensual and am being requested to continue the relationship without consent. I understand that should the relationship interfere with my work performance or if I become disruptive to the office, I may be asked to leave the employment of the Firm. (signed and dated)

SAFETY

The health and safety of employees and others visiting the Firm is of utmost concern. It is therefore the policy of the Firm to strive constantly for the highest possible level of safety in all operations. It is our commitment to comply with all applicable health and safety laws, and to ensure that public and work areas are free of hazardous conditions. The Firm will make every effort to provide working conditions that are as healthy and safe as feasible, and employees are expected to be equally conscious about workplace safety, including proper work methods,



reporting potential hazards, and reducing exposure to known hazards. You should immediately inform your manager of any unsafe condition or act that you observe. If you can correct an unsafe condition without possible risk of injury to yourself or others, you should take steps to correct it.

Untidy work areas are one of the primary causes of accidents, as well as it detracts from our client's visiting experience at the office. It is the responsibility of every employee to keep their work area clean. You are expected to work safely at all times. If you are injured, however, you are required to report all injuries, no matter how minor, to the Firm Attorney immediately.

First aid is kept in the kitchen above the sink. The fire extinguisher is kept in the kitchen.

The exterior of our building is under video surveillance and is recorded. Even during normal work hours, the exterior door to our office should be kept locked.

Communicable Diseases

The Firm's decisions involving persons who have communicable diseases shall be based on current and well-informed medical judgments concerning the disease, the risks of transmitting the illness to others, the symptoms and special circumstances of each individual who has a communicable disease, and a careful weighing of the identified risks and the available alternative for responding to an employee with a communicable disease.

Communicable diseases include, but are not limited to, measles, influenza, viral hepatitis-A (infectious hepatitis), viral hepatitis-B (serum hepatitis), human immunodeficiency virus (HIV infection), AIDS, AIDS-Related Complex (ARC), leprosy, Severe Acute Respiratory Syndrome (SARS) and tuberculosis.

The Firm may choose to broaden this definition within its best interest and in accordance with information received through the Centers for Disease Control and Prevention (CDC).

The Firm will not discriminate against any job applicant or employee based on the individual having a communicable disease. Applicants and employees shall not be denied access to the workplace solely on the grounds that they have a communicable disease. The Firm reserves the right to exclude a person with a communicable disease from the workplace facilities, programs and functions if the Firm finds that, based on a medical determination, such restriction is necessary for the welfare of the person who has the communicable disease and/or the welfare of others within the workplace.

The Firm will comply with all applicable statutes and regulations that protect the privacy of persons who have a communicable disease. Every effort will be made to ensure



procedurally sufficient safeguards to maintain the personal confidence about persons who have communicable diseases.

WORKERS' COMPENSATION

If an accident does occur while you are working, you must immediately report the incident to the Firm Attorney. A report will be completed by the Firm Attorney. If an injury results from the accident and medical attention is necessary, a claim will be filed with our workers' compensation carrier. For more information on the Workers' Compensation policy, consult with the Firm Attorney.

WORKPLACE VIOLENCE

The Firm has a strong commitment to its employees to provide a safe, healthy and secure work environment. The possession of weapons or occurrences of violence in the workplace is contrary to our objective and will not be tolerated. Violators may be subject to immediate termination.

The Firm also expects employees to maintain a high level of productivity. Therefore, employees are to perform their jobs without violence, threats, harassment or bullying toward any individual. Employees who are involved in a fight and become injured may be denied workers compensation benefits.

The Firm has the right to search any areas on the Firm's premises for weapons, including, but not limited to, furniture, containers, drawers, equipment or other facilities, lunch boxes, briefcases, and personal bags.

REASONABLE ACCOMMODATIONS

It is recognized that employees may experience either a temporary or permanent impairment, which may impact their ability to perform any, or all of the physical and/or mental requirements of their job duties.

The Firm will consider providing reasonable accommodations for employees which would allow them to continue to perform the essential functions of their position, and which do not impose an undue hardship on the Firm's business.

Any employee having a physical or mental impairment that substantially limits one or more of his or her major life activities and which impacts their ability to perform their job duties should notify the Firm Attorney.



MODIFIED DUTY POSITIONS

A modified duty position may be offered to employees that suffer an occupational injury/illness. Employee's that are released by their physician to return to work less than full time or with physical work restrictions may be eligible for a modified duty position.

Modified duty positions may be a temporary reassignment to another position within the Firm or your current position may be reviewed to determine if reasonable accommodations can be made within your work restrictions. Reasonable accommodations may be considered for your current position pursuant to the "Reasonable Accommodations" section of this handbook. Pay will be at the rate of the new job classification, if applicable. The Workers Compensation Carrier will contact you if you are entitled to additional wages from them.

Reassignment to Modified Duty or Reasonable Accommodation to your current position will require compliance with the following procedures:

- When you are released to return to work from a work-related injury, you must call your Workers Compensation Carrier. You cannot return to work without written authorization from your physician.
- Tell the Firm Attorney immediately if you have any difficulty with assigned work. Never do work beyond what your physician has determined is safe for you.
- Reassignment to a modified duty position may require you to change your regular days off or work hours.
- You are required to schedule doctors' appointments around your work schedules, whenever possible.
- Refusal to participate in the modified duty program when your physician releases you to work and work is offered, may result in the reductions or discontinuation of wage benefits from Worker's Compensation.

INCLEMENT WEATHER

In the event of inclement weather that requires the closure of the office, the Firm will follow the policy of the Local County Government (not the Local County Public Schools) as announced on radio and television. With regard to early closings, the Firm's Operating Committee will decide on a case-by-case basis on early closings and contact the employees as soon as possible.

In the event the office closes due to inclement weather, all employees including part-time, hourly employees, scheduled to work that day, and not already otherwise on vacation, personal leave, or other leave, will be paid at their regular rate for a period of three days of business interruption. After three days of business interruption, the Employee may utilize vacation and sick time



accrued during this time, but the Firm will not be responsible for further compensation until such time that the Firm reopens.

If there is significant storm damage, it may not be safe for the Employee to be on premise. The Employee should alert the Firm Attorney of any unsafe conditions that may be found on site and the decision will be made to evacuate the premises.

In the event of a Hurricane striking South Florida, the Firm will implement the Hurricane Preparation Plan. This will cause an interruption to the Firm's client appointments, and our energy must be spent in securing the building, client files, and technology in the office. The Firm's plan includes enough time to allow Employees sufficient time to secure their own property and evacuate the area if necessary.

In 2017, the Firm was impacted by Hurricane Irma and was out of power for 22 days. There were five trees that came down in the storm, which also took out the electrical line to the building. **WE TAKE STORM PREPARATION SERIOUSLY.**

CLASSIFICATION OF EMPLOYEES

At the time you are hired, you are classified as "salaried/exempt" or "non-exempt." This is necessary because, by law, employees in certain types of jobs are entitled to overtime pay for hours worked in excess of forty (40) hours per work week. These employees are referred to as "non-exempt" in this Employee Manual, and therefore should receive overtime pay.

Non-exempt employees' work hours are to be recorded by means of a time sheet. You are responsible for making sure that your time sheet is recorded accurately. It will be double-checked by the Firm Attorney and the Office Manager and any discrepancies in time shall be discussed and noted. Employees are prohibited from recording the time of another employee.

As a salaried/exempt employee, you are still required to fill out a timesheet, as many of the matters that you will be working on may be billable for the client.

Excused time such as vacation, personal and sick time are recorded in the timesheet and will be discussed by the Firm Attorney as part of your annual review, or other times as appropriate.

The Fair Labor Standards Act (FLSA) has provided rules to employers for determining if any employee is eligible to receive overtime. This determination is based on the employee's job classification/position.

Salaried/Exempt Employees

Salaried/Exempt Employees are those who perform certain administrative, professional, supervisory or managerial responsibilities or those who are considered outside sales



personnel. Exempt Employees are not paid overtime and/or do not earn an hourly minimum wage, or both.

Non-Exempt Employees

Non-Exempt Employees are entitled to overtime pay for all hours worked in excess of 40 hours per week and must be paid the hourly minimum wage set by federal law.

Full Time

An employee who works more than 30 hours per week is considered full time.

Part Time

An employee who works less than 30 hours per week is considered part time.

Eligibility for benefits, if offered, is based on the full time, part time or temporary status of the position. Your employment status will be determined and communicated to you at the time of hire or job transfer within the Firm.

CERTIFICATION, LICENSING AND OTHER REQUIREMENTS

You will be informed if there are any licensing, certifications, or testing requirements for your position. Failure to qualify or to maintain a certification or license may be sufficient cause for termination.

JOB DESCRIPTIONS

Below are general job descriptions for roles within the Firm. These are meant for reference only and do not include all factors of an employee's job. Because we are a small office, it is important that we cross-train for competence and being able to allow for adequate coverage as well as ensure that the client's needs are addressed.

Firm Administrator

Oversee Firm Policies and Manage Staff Adherence to Policies

Facilities Management

Accounts Payable/Receivable

Billing

Financial Reports

Internal and External File Management, Storage and Clearance

Human Resources

Maintain professional licenses & memberships for individuals and Firm

Office Systems such as Telephone, Internet, Computers, Supplies, etc.



Operations Manager

- Oversee Firm Procedures and Manage Staff Adherence to Procedures
- Non-Case Related Scheduling for Partners
- Website and Social Media Maintenance
- Marketing Events and Materials
- Oversee Library Upkeep
- Amicus Management
- Oversee Application of Workflow Management

Associate Attorney

- Case and Client Management (Day to Day)
- Opposing Counsel Communication
- Legal Research
- Create/Finalize Legal Documents, Agendas, Minutes, Correspondence, etc.
- Attend Court Hearings, Depositions, Mediations, etc.
- Oversee and Manage Paralegal Assigned to Case
- Oversee Discovery
- Enter Billing Daily

Paralegal

- Oversee Client Intake and File Creation with Amicus Precedents and Workflow Management
- Limited Opposing Counsel Communication Concerning Discovery
- Prepare Associate Attorney for Discovery Update for Case Management Meetings
- Client Management (Day to Day)
- Case Background and Limited Legal Research
- Draft Legal Documents, Agendas, Minutes, Correspondence, etc.
- Oversee and Manage All Case Discovery
- Enter Billing Daily

Legal Assistant

- Scheduling All Case Events
- Document Edits and Transcription as Needed
- Client Discovery Organization
- Create All Task Events per Case Management Meetings
- Background Research
- Paralegal Assistance
- Back Up to Receptionist
- Enter Billing Daily



Receptionist

- Manage and Distribute Incoming Calls including General Inbox Voicemails
- Process Incoming and Outgoing Mail
- Maintain All Client Files
- Copying, Scanning, Faxing and E-Filing
- Common Area and Work Area Maintenance
- Manage Supplies
- Edit Documents as Requested

Your specific job duties may include all or parts of these roles. You will be expected to monitor and update your job duties as necessary with the Firm Attorney, and this will be part of your progress review.

OFFICE HOURS

Office operating hours are from 9:00 a.m. until 5:00 p.m. Monday through Friday for the general public. Office work hours are from 8:30 a.m. until 5:30 p.m. Monday through Friday. The telephones are answered by the auto attendant from 8:30 a.m. to 9:00 a.m., 12:00 p.m. until 1:00 p.m. and again after 5:00 p.m. We have an answering service that assists with overflow calls into the office, but we should always try to greet our callers personally.

Every year, the office closes from Christmas Eve through New Year's Day. The employee has the option of taking this as unpaid leave or utilizing vacation time accrued. By November 15th, the Firm Attorney would like the employee's decision so that he can complete year-end planning.

LUNCH

The office closes during lunch every day from 12:00 p.m. until 1:00 p.m. Our phones are answered by an auto attendant at that time, so all employees have an uninterrupted (unpaid) hour for lunch. Employees are to take their lunch break during this time. Prior approval from the Firm Attorney is required to take a lunch regularly outside of this time block.

Full time employees will receive two fifteen-minute breaks throughout the day. One break will be in the morning prior to lunch, the second after lunch and prior to the end of the work day.

SALARY

Pay periods are monthly and are paid by check by the Firm Attorney.

The Firm offers a Simple IRA Retirement Plan and provides up to a 3% match of your gross salary after two years of service. An employee's contributions to their IRA Retirement Plan will



be deducted from their paycheck. Payment will be made electronically on the first business day of the month, for the prior month's work.

BENEFITS

The following is a list of employee benefits. The Firm reserves the right to modify or terminate these benefits at any time for any reason. Where the benefit arises from an established employee benefits plan, it is governed by the plan documents.

- Simple IRA Retirement Plan (eligible after 24 months)
- Professional Organization Memberships as approved by the Firm Attorney
- Job Related Seminars
- Job Related Training
- Discretionary Bonuses and Salary Increases – Year End

All employees are eligible for statutory benefits. Statutory benefits are mandated by federal, state or local law and include Social Security, Workers' Compensation insurance and unemployment compensation insurance.

SIMPLE IRA RETIREMENT PLAN

We offer a Simple IRA Retirement Plan to encourage you to save for your retirement on a pre-tax basis. In addition to your pre-tax contributions, the Firm will provide up to a 3% salary match after twenty-four (24) months of employment. This program may evolve to a similar 401K program.

ANNIVERSARY DATE

The first day you report to work is your "official" anniversary date. Your anniversary date is used to compute various conditions and benefits described in this Employee Manual.

If you are considered part time, your anniversary date to be eligible for benefits is the first day you report to work on a full-time basis.

VACATION DAYS

The Firm recognizes the importance of vacation time in providing the opportunity for rest, relaxation and general well-being.

Vacation time is accrued monthly in terms of paid hours of time off. It may be used in hourly increments, or taken in a block of consecutive days. Employees should recognize that they are



valued team members by their fellow office workers, and the clients' needs should not be jeopardized by your vacation absence. Therefore, the Firm Attorney has the final approval of the vacation schedule.

Because the Firm closes the office during the Christmas and New Year holiday period, employees must keep at least five (5) days of this vacation time to be paid for this leave. The amount of vacation days full time employees are eligible to receive is indicated in the list below:

Length of Employment:

0 – 3 months	= Orientation Period
6 months	= 1 week (5 days)
1 year anniversary	= 2 weeks (10 days)
5 year anniversary	= 3 weeks (15 days)
10 year anniversary	= 4 weeks (20 days)

If an employee's orientation period overlaps the Christmas and New Year holiday, the Firm will gift the employee vacation days to be used during this holiday period only.

Vacation requests of more than a day must be submitted to the Firm Attorney ten (10) days in advance of the expected leave. Vacation will be approved at the Firm's discretion based on factors such as business needs, availability and seniority.

Part time employees are not eligible for vacation time.

Employees must use all of their vacation time each year. Any unused vacation time will not accrue. Upon the employee's anniversary date, vacation time will be replenished accordingly. Upon termination, unused vacation time already accrued may be paid to the employee. To be considered for this benefit, the employee must give at least two weeks written notice and work during the period of time specified in the written notice.

SICK DAYS

The Firm recognizes that an inability to work because of illness or injury may cause an economic hardship. It is also recognized that employees may require time off to seek necessary medical treatment. For these reasons, the Firm provides sick leave pay to eligible employees.

Employees who have an unexpected need to be absent from work should notify the Firm Attorney prior to the beginning of each scheduled work day. In any case where the Firm



determines an employee has misused or abused sick leave, the employee may be subject to disciplinary action up to and including termination. A doctor's note may be required at any time deemed necessary by management.

Employees are not eligible to receive sick leave until they have completed their orientation period. Employees receive five (5) days of sick leave per year. Sick days may be rolled over and used the following year in certain situations such as anticipated surgery, etc. with approval by the Firm Attorney. Unused sick time will not be carried over to the next year unless approved in advance by the head of the Firm. Upon the employee's anniversary date, sick time will be replenished accordingly. Upon termination, employees will not be paid for any unused sick time that has been accrued.

Part time employees are not eligible for sick time.

PERSONAL DAYS

The Firm also recognizes that unexpected events arise that do not fall under vacation or sick time. Full time employees will receive two (2) personal days per year and will be replenished upon the employee's anniversary date. These personal days can be applied as half days or full days, as needed.

Medical and dental appointments should be scheduled during an employee's personal time or during an employee's approved personal day.

Part time employees are not eligible for personal time.

HOLIDAYS

The holidays listed below shall be considered paid holidays to full time employees who have completed their orientation period.

New Years Day	Thanksgiving Day
Good Friday	Day After Thanksgiving
Memorial Day	Christmas Eve
Independence Day	Christmas Day
Labor Day	

The Holiday schedule for the coming year will be set by the Firm Attorney in December.

Part-time employees are not eligible for paid holidays.

As long as staffing needs are met, eligible employees may take unpaid time off for religious observances not included in the above holiday schedule. Employees may use their accrued



vacation or personal days for paid time off for such purpose. You must request approval from the Firm Attorney in advance of the requested day off.

You are not eligible to receive holiday pay while you are on an unpaid leave of absence.

BEREAVEMENT

In the event of the death of an immediate family member, the employee may be granted up to five (5) paid absence days. Immediate family members consist of the following relatives of the employee: spouse, children (including step-children), parents (including step-parents), siblings, or upon proof, any person in the general family whose ties would normally be considered immediate family and/or living within the same household.

In the event of the death of an uncle, aunt, niece, nephew, grandfather, grandmother, mother-in-law or father-in-law, the employee may be granted up to three (3) paid absence days. These days are granted so that the employee may attend the funeral and if necessary, handle personal matters related to the death.

In the event of the death of a non-immediate family member (cousin, sister-in-law, brother-in-law), the employee is granted one (1) paid absence day.

In certain circumstances, the Firm reserves the right to make exceptions on a case-by-case basis. Consideration for additional paid time off will be given if distant travel is required. Absence in excess of these days must be approved by the Firm Attorney.

LEAVES OF ABSENCE

An eligible employee may request Family and Medical Leave (“FMLA leave”) for up to twelve (12) weeks in a twelve (12) month period due to the serious health condition of the employee, employee’s spouse, child, or parent, or for the birth, adoption, or foster care of a child. Eligibility for leave for the birth, placement, or adoption of a child expires twelve (12) months after the birth, placement, or adoption. An eligible employee is an employee who has been employed for a minimum of one (1) year and worked 1,250 hours within the previous twelve (12) months. The twelve (12) month period is measured by looking at the twelve (12) month period immediately prior to the date on which leave is requested. Spouses who are both employed by the Firm cannot take more than a combined total of twelve (12) weeks of leave in a twelve (12) month period for the birth, adoption, or foster care.

Employees must give at least thirty (30) days notice of the need for leave, if such leave is foreseeable. If leave is not foreseeable, notice must be given as soon as possible. If an employee fails to give proper notice for a foreseeable leave, the Firm may delay the taking of leave.



Certification by a health care professional will be required explaining the medical treatment required or a statement that you are needed to care for a child, parent or spouse.

Accrued sick and vacation benefits, short-term disability (STD), workers' compensation and/or paid time off must be used as part of the 12-week FMLA leave, if applicable. However, if leave is for birth, adoption or foster care, sick leave need not be used unless the employee wishes; other paid leave benefits must be used. The balance of the leave will be unpaid. Health benefits, if applicable, will continue under the same terms and conditions as when the employee was on the job. In general, an employee will be guaranteed the right to return to their previous, or an equivalent position, with no loss of benefits at the end of the leave.

MILITARY LEAVE OF ABSENCE

Upon request, employees are eligible for a leave of absence to serve in the active or reserve military services of the United States in accordance with applicable law. The Firm complies with the Uniform Services Employment and Re-employment Rights Act (USERRA). This act applies to all employees who voluntarily or involuntarily perform services in the Armed Forces, Army National Guard, Public Health Services, or any other category of service designated by the President in time of war or emergency.

The following guidelines will be followed for an employee requesting a military leave of absence:

- Employees are required to give the Firm advanced written or verbal notice of an absence for military service unless circumstances make it unreasonable or impossible to do so.
- Employees may use any accrued vacation or other paid leave during the military leave.
- After the conclusion of their military service, employees must report to their employers, or submit an application for re-employment within a prescribed timeframe, which varies depending on the length of the leave of absence.
- Employees are entitled to take a cumulative leave of absence due to military service for up to five (5) years. (This includes previous leave absences.)

Employees eligible for vacation or other paid leave time should contact the Firm Attorney for specific details.

JURY DUTY LEAVE

The Firm recognizes employee obligations to serve on state and federal juries. When you are asked to serve on jury duty, inform the Firm Attorney immediately so that it can be determined whether your schedule is flexible enough to permit you to serve at that time. If not, the Firm will request deferral to a more convenient date. You are expected to take work with you while



awaiting your name to be called and to return to work, when reasonable, during your regularly scheduled business hours if released earlier than anticipated.

The Firm will pay full time employees up to two (2) weeks (max 10 days) for jury duty leave. Any jury duty assignment lasting longer than two (2) weeks will need to be discussed with the Firm Attorney. Part time and temporary employees are not eligible for pay for jury duty.

Occasionally, employees may be legally compelled to attend a judicial proceeding. In these circumstances, an employee's attendance at work will be excused. Employees must notify the Firm Attorney immediately upon receiving a summons or subpoena compelling attendance at a judicial proceeding and must present the summons or subpoena to the Firm Attorney. An employee charged with a crime, who is required to attend a judicial proceeding, is not covered by this policy.

VOTING LEAVE

The Firm encourages all employees to fulfill all civic responsibilities and to vote in all official public elections. Generally, your working hours are such that you will have ample time to cast your vote before or after working hours. However, if you find yourself with insufficient time to vote during non-working hours, you will be provided with an appropriate amount of un-paid time off to vote during regular working hours. The Firm will comply with all applicable voting time laws of the states and municipalities in which its' facilities and offices are located.

ORIENTATION PERIOD

The first 90 days of employment with the Firm shall be referred to as the orientation period. For existing employees who are reassigned or transfer to a new position, this orientation period will begin on your first day in the new position. This period is to provide both you and the Firm the opportunity to determine whether you and your new job are suited to each other. During the orientation period, both you and the Firm are free to terminate the employment relationship at any time without prior notice. The orientation period may be extended beyond 90 days at your request or at the discretion of the Firm. However, the completion of the orientation period does not guarantee employment for any period of time thereafter.

ATTENDANCE AND PUNCTUALITY

Regular attendance and punctuality is an important job requirement. The Firm must be able to respond to its clients' needs. In order to perform this obligation, it is essential that all employees report to work regularly and on time. It is each employee's responsibility to overcome minor inconveniences and to strive for perfect attendance.

If any employee is unable to report to work on a scheduled workday (including scheduled overtime), the employee must notify the Firm Attorney by 7:30 a.m. of the scheduled workday. In



cases of absences exceeding one (1) day, it is the employee's responsibility to arrange a reporting schedule with the Firm Attorney. If the employee wishes to apply for one of the Firm's leave policies, the employee should follow the reporting policy delineated in that policy.

Any employee's absence from work without proper notification may be considered a voluntary resignation of employment. The Firm may require documented evidence of illness and/or a medical opinion of fitness to return to work following an absence of three (3) or more days.

Tardiness is also considered an unacceptable job performance in the same nature as excessive absenteeism. It is each employee's responsibility to allow ample time in the commuting schedule to allow for travel delays. Tardiness is defined as arriving after the normal starting time.

ABSENCES

Absences due to illness, accidents or other compelling reasons are sometimes unavoidable. Whenever possible, any time off should be pre-arranged with the Firm Attorney.

Medical and dental appointments should be scheduled around your assigned work schedule. If this is impossible, speak to the Firm Attorney for special arrangements. It is expected that every effort be made to make up time taken for medical appointments during work hours.

OVERTIME

Non-exempt employees are eligible for overtime. However, the Firm does not favor overtime, such that proper work planning obviates the need for overtime except in extraordinary circumstances such as the weekend or night before a trial. Prior approval by the Firm Attorney of overtime is needed before it is worked. Employees who work unauthorized overtime are subject to discipline, up to and including termination. An overtime rate of one and one-half times the regular rate is applied to the actual hours worked in excess of forty (40) hours in one pay week.

Because overtime is only in exceptional situations, the Firm expects that employees will work overtime hours when requested. Advance notice will be given to employees whenever possible. However, employees should be aware that emergencies do occasionally arise that do not permit advance notification. The Firm will make every effort to notify the employee as soon as possible when overtime work is required.

Pay received for hours such as sick time, holidays, vacations, or personal days, etc., is not considered time worked for purposes of computing overtime.

DRESS POLICY

Employees are expected to maintain the highest standards of personal cleanliness and present a neat, professional appearance at all times.



Our clients' satisfaction represents the most important and challenging aspect of our business. Whether or not your job responsibilities place you in direct client contact, you represent the Firm with your appearance as well as your actions. A well-groomed, properly attired appearance in a professional working atmosphere is essential and helps give confidence of our overall effectiveness to the client.

Business dress is required Monday through Thursday.

Fridays are casual dress days when jeans in good condition may be worn. If an appointment must be scheduled with a prospective client, client or outside contact, business casual dress will be required, with an emphasis on "business" more so than "casual".

We do intend to allow employees to continue to retain individual choice, but it is important that employees use their best judgment in dressing professionally. As a rule of thumb, when in doubt, do not wear it. Remember that whatever may be considered "stylish" may not be appropriate attire for a law office.

Some examples of attire that is not permitted: tube tops, crop tops, see-through clothing, tops that show bare midriff or cleavage, low cut tops, miniskirts, shorts, flip flops, or any other inappropriate, distracting, revealing, or provocative clothing.

Body piercing and body art in the form of tattoos and other skin pigment alterations is a personal choice. However, management reserves the right to ask an employee to remove or cover anything that is deemed to be inappropriate for viewing by clients and other employees.

Additional areas that we should all pay attention to for the comfort of those around us are avoiding the use of pungent perfumes, cologne and aftershave lotions, as clients and co-workers may be sensitive to strong fragrances. Lastly, gum chewing, excluding dental/medical reasons, should also be avoided.

Any employee who, in the Firm's sole discretion, appears for work in a manner that does not conform to the Firm's standards may be required to return home to obtain appropriate attire, and the period of absence may be treated as unpaid leave. Repeated violation of this policy may result in disciplinary action, up to and including termination.

PARKING

Employees will park on eighth avenue, close to the garage so that closer parking may be left available for our clients. Please do not store valuables in your car, as the Firm is not responsible for any lost, stolen or damaged articles. The Firm is also not responsible for any damage to or theft of vehicles while parked on premise.



SMOKING

Our company is committed to providing a safe and healthy environment for employees and visitors. To accomplish this goal, smoking and the use of other tobacco products may be allowed only during scheduled breaks (one in the a.m. and one in the p.m.) outside in designated areas consistent with applicable state and local laws.

SUBSTANCE ABUSE

The Firm is a drug free environment. Specifically, the Firm is committed to having a workplace free from the improper use of narcotics and other controlled substances (commonly referred to as illegal drugs), the abuse of alcohol, and the misuse of legal or prescription drugs. The following practices will be used to ensure a drug free environment:

- No person will be hired who is an abuser, promoter, or seller of illegal drugs.
- Use, presence in the body, sale, distribution, or possession of illegal drugs by employees, while present on Firm premises or during scheduled working hours, including break or meal periods, is strictly prohibited and is grounds for termination.
- An employee that is found to be involved in the sale, solicitation, or dealing of illegal drugs will be terminated.
- An employee who is taking prescription medication or other legal drugs that might impair their physical or mental faculties should provide prompt notice of this fact to the Firm Attorney. Employees should not report to work under the influence of any drug that creates impairment or a safety risk.
- The unauthorized use or possession of alcoholic beverages on Firm premises, is also prohibited. Reporting to work or working under the influence of alcohol is cause for termination.
- Any current employee who recognizes their own need for counseling or medical assistance due to dependence upon drugs or alcohol may voluntarily contact the Firm Attorney to receive confidential assistance in determining what options are available and ways in which the Firm may support their recovery.

VOICEMAIL, EMAIL AND INTERNET USE (INCLUDING SOCIAL MEDIA)

The voicemail, e-mail, computer systems and/or access to the Internet are provided by the Firm to assist its employees in carrying out the business of the Firm. The Firm treats all messages, received or stored, as business messages to which the Firm is entitled, if deemed necessary, to access, review, copy, delete, or save for any purpose and to disclose them to anyone that the Firm deems appropriate. The Firm may override any applicable password or codes in accordance with the best interests of the Firm, its employees, clients, colleagues or visitors.



The Internet is to be used for business purposes only and should not be utilized for personal reasons. Access to pornographic or other inappropriate websites is strictly prohibited. Checking Facebook or other internet social media websites is prohibited during work hours and if necessary, only during lunch or after hours, but not on office computers.

Office wi-fi and business devices only are to be used for the Firm's purposes only. If the Employee is uncertain that use is an permissible purpose, the Employee should ask for clarification by the Firm attorney.

Use of voicemail, e-mail, computer systems, or Internet to engage in communications against Firm policy, such as unethical business practices, defamatory, obscene, offensive, harassing or any otherwise inappropriate messages, is prohibited.

The proper use of telephone etiquette reflects our commitment to a high standard of customer service. In addition, defined telephone skills are essential to the efficient operation of the Firm. We have therefore established the following standards to be followed when using the telephone during business hours:

Business Calls:

- Incoming calls should be answered promptly and courteously.
- Calls should be forwarded to the appropriate person as quickly as possible. If unavailable, the call should be forwarded to that person's voicemail.
- Voicemail messages are to be returned within one (1) hour.
- Callers should not be placed on hold for long periods of time. It is important to check with the caller periodically to assess if they want to continue to hold.
- Voicemail greetings must be changed for expected absences, such as holidays, vacations, or any leave of absence.
- Placing personal long-distance phone calls that would result in charges to the Firm is strictly prohibited and could result in disciplinary action up to and including termination.

Cell Phone Use:

The Firm will not be liable for the loss of personal cell phones brought into the workplace.

While at work, employees are to exercise the same discretion in using personal cell phones as they do company phones. Excessive personal calls and texting during the workday, regardless of the phone used (personal or Firm), is prohibited because it can interfere with employee productivity and be distracting to others.

The Firm encourages a reasonable standard of limiting personal calls during the work time to emergencies or essential personal business and in keeping all such calls brief. Employees



are asked to make personal calls and texts on non-work time where possible and to ensure that friends and family members are aware of the policy.

If personal calls and texting become excessive, it is the responsibility of the Firm Attorney to address the issue. Due to privacy matters, the use of personal camera phones can be a totally different matter and the Firm Attorney should be prepared to act immediately if they suspect misuse.

The Firm does not encourage the use of a cell phone for business calls while driving. The Firm prohibits texting while driving. For the safety of our employees and others, it is advised that you pull over and stop at a safe location to dial, text, receive or converse on a cell phone in any way.

OFFICE CONVERSATIONS

Social conversations and personal chat should be kept at a minimum and reserved for break, lunch periods, or non-work time as they can be distracting to other employees. Such conversations should be out of direct hearing of other employees and not in employees' offices.

GOOD HOUSEKEEPING

Good work habits and a neat place to work are essential for job safety and efficiency. You are expected to keep your place of work organized and clean with materials in good order at all times. Report anything that needs repair or replacement to the Firm Attorney.

Please do not store valuables in the office. The building contracts a cleaning crew for the entire office building and they have access to our office after hours. The Firm will not be responsible for any lost, stolen or damaged articles. Any claims must first be reported to the Firm Attorney, who will then report the incident to building management.

SOLICITATION

The solicitation of goods or services by one employee to another during regularly scheduled work time is prohibited. Selling commercial goods and distributing promotional information in regular work areas is also prohibited. Exceptions to this policy are made at the discretion of the Firm Attorney for charitable sales in the workplace.



TRAVEL AUTHORIZATION

If you are traveling on Firm business, you must have authorization from the Firm Attorney prior to making travel arrangements. When using your personal vehicle or a rental car for Firm business, you must have a valid license and adequate insurance. The firm is not responsible for damage to your car while on Firm business. Reimbursement for travel will be made according to the mileage allowance given to you by the Firm Attorney, unless you use a firm paid rental car, then no mileage reimbursement will be paid. Your mileage and all travel related receipts are to be turned into the Firm Attorney for reimbursement.

BUSINESS EXPENSES

This policy is designed to assist employees in reporting expenses incurred while conducting the Firm's business activities.

The Firm expects employees to act responsibly and professionally when incurring and submitting costs. The Firm will reimburse employees for reasonable expenses on pre-approved business. This includes, for example, travel fares, accommodations, meals, tips, telephone and fax charges, and purchases made on behalf of the Firm.

The Firm does not pay for local travel to and from the office. If employees use their vehicles for business travel, mileage will be reimbursed as per the Treasury Board Guidelines and for appropriate parking fees. The Firm will not be responsible for fuel, maintenance, traffic or parking violations.

General Guidelines

Original receipts are required for reimbursement of all expenses. These expenses include:

- Original boarding passes for airplane / train travel
- Credit card receipts
- Detailed merchant receipts

Receipts must be accompanied by a summary which outlines:

- The nature of the expense
- The name and titles of the individuals involved
- The purpose for the expense

All expenses and summaries must be submitted within 30 days to the Firm Attorney for payment.

Travel Guidelines



- Employees are encouraged to fly coach class with the lowest available airfare for non-stop travel.
- If a car rental is required, employees are requested to rent mid-sized or compact vehicles. Employees will be reimbursed for the fuel costs associated with renting a vehicle.
- Employees will be reimbursed for reasonable hotel accommodations.

The following list includes examples of non-reimbursable expenses:

- Personal travel insurance
- Personal reading materials
- Childcare
- Toiletries, cosmetics, or grooming products
- Expenses incurred by spouses, children, or relatives unless expressly approved by Firm Attorney
- In-room movies or video games
- Sporting activities, shows, etc

PERSONAL INFORMATION

Any changes to your personal information (i.e. address, phone) that occur while employed with the Firm must be provided to the Firm Attorney in writing as soon as the change has occurred.

Emergency contact information must be kept up to date while employed by the Firm.

TRAINING AND STAFF MEETINGS

When scheduled, it is imperative that staff meetings be attended by all employees.

New employees will be required to go through training with co-workers and their supervisor for various periods of time depending upon the employee's position. As new software, procedures or methods are implemented, it may be necessary for employees of long standing to also go through training.

PERFORMANCE REVIEWS

The Firm's goal is to review each employee's performance on a schedule established by the Firm Attorney. A performance appraisal has the following main objectives:

- To evaluate how the job has been performed, to discuss this performance with the individual concerned, and where possible to determine how it can be improved.



- To evaluate short and long-term potential, set goals which support the Firm and employee objectives, and determine a monitoring process for these goals.

You are encouraged to discuss your feelings about your job and your career goals during your evaluation. At the time of your performance evaluation, you will be asked to review and sign the evaluation form. Your signature does not necessarily indicate agreement with the contents of that form, but merely indicates that you have seen and understand the contents of the appraisal.

Each employee's performance is reviewed annually and salary is modified to ensure compensation commensurate with responsibilities and performance. Salary increases are given on a merit basis.

SUGGESTIONS

If you have any suggestions or ideas that you believe would benefit the Firm, we encourage you to tell us about them.

We are always looking for suggestions that improve morale, procedures, working conditions, and reduce costs or errors. If you have any suggestions, we encourage you to contact the Firm Attorney or any other member of management.

DISCIPLINE

The Firm has adopted a progressive discipline policy to identify and address employee and employment related problems. This policy applies to any and all employee conduct that the Firm, in its sole discretion, determines must be addressed by discipline. Of course, no discipline policy can be expected to address each and every situation requiring corrective action that may arise in the workplace. Therefore, the Firm takes a comprehensive approach regarding discipline and will attempt to consider all relevant factors before making decisions regarding discipline.

Most often, employee conduct that warrants discipline results from unacceptable behavior, poor performance or violation of the Firm's policies, practices or procedures. However, discipline may be issued for conduct that falls outside of those identified areas. Equally important, the Firm need not resort to progressive discipline, but may take whatever action it deems necessary to address the issue at hand. This may mean that more or less severe discipline is imposed in a given situation.

Progressive discipline may be issued on employees even when the conduct that leads to more serious discipline is not the same that resulted in less severe discipline. That is, violations of different rules may be considered the same as repeated violations of the same rule for purposes of progressive action.

Probationary employees are held to the highest standards for behavior and job performance. Progressive discipline is the exception rather than the rule for probationary employees.



Verbal Caution:

The Firm Attorney of Office Administrator/Manager will issue a verbal caution to an employee who engages in suspect behavior for employees of a law firm. The period that the employee is considered in a verbal caution is the balance of his/her employment. A Verbal Caution shall be documented and placed in the employee's personnel file.

Verbal Warning:

A verbal warning is more serious than a verbal caution. An employee will be given a verbal warning when a problem is identified that justifies a verbal warning or the employee engages in unacceptable behavior during the period a verbal caution is in effect. Verbal warnings are documented and placed in the employee's personnel file and will remain in effect for thirty (30) days.

Written Warning:

A written warning is more serious than a verbal warning. A written warning will be given when an employee engages in conduct that justifies a written warning or the employee engages in unacceptable behavior during the period that a verbal warning is in effect. Written warnings are maintained in an employee's personnel file and remains in effect for two (2) weeks.

Suspension:

A suspension without pay is more serious than a written warning. An employee will be suspended when he or she engages in conduct that justifies a suspension or the employee engages in unacceptable behavior during the period that a written warning is in effect. An employee's suspension will be documented and the length of the suspension will be determined on an individual basis.

Termination:

An employee will be terminated when he or she engages in conduct that justifies termination or does not correct the matter that resulted in less severe discipline.

SEPARATION OF EMPLOYMENT

Should you decide to resign for any reason, the Firm requests, but does not require, that you provide as much notice as possible.

It is requested that you provide a minimum of 14-calendar days notice prior to your departure. This notice will allow for a smooth transition of your duties and working relationships.



Prior to your departure, the Firm may request that you meet with the Firm Attorney to provide work-related feedback on the Firm. This will allow the Firm to continue to evaluate their policies and practices and to improve such policies and practices if possible.

Prior to your departure date, you will be required to return all Firm documents, materials, and equipment. You will also be asked to turn in any outstanding expense reports, if applicable. No materials or documents should be copied or in any way duplicated and taken with you when you separate from employment.

SEVERANCE

The Firm provides severance pay, at the Firm's discretion, to employees upon termination of employment not due to job performance issues. Severance pay is taxable income and can be paid out in regular payments or in a lump sum to be determined by the Firm Attorney. Severance pay is not required by law and is left to the discretion of the Firm whether it will be paid.

UNEMPLOYMENT COMPENSATION

The Firm is able to monitor and control the cost of unemployment insurance by being responsive to regulatory authorities. Typically, employer information must be submitted to the appropriate state office within seven (7) days of request. Failure to respond in a timely manner often results in unemployment compensation awards to former employees who otherwise would not qualify. The Firm Attorney will research each claim as necessary and advise the company on hearing attendance requirements, as well as required materials and presentation.

REFERENCES

All written or verbal requests for references regarding current or former employees must be referred to the Firm Attorney. Employees are prohibited from supplying any information in response to such requests, unless you are specifically authorized to do so by the Firm.

It is the Firm's policy to only furnish or verify an employee's name, dates of employment and job title. No other information regarding a current or former employee will be provided unless the individual first provides written authorization.

CONFIDENTIALITY

The Rules of Professional Conduct promulgated by the Supreme Court of Florida extends not only to attorneys, but also to their employees. Pursuant to the Code, a lawyer's work for a client is that of a confidential nature. Consequently, all work in the office is considered confidential and is not to be discussed with persons not associated with the Firm. Furthermore, it is not appropriate to discuss a matter in the office with other personnel whose duties do not require



knowledge of the matter. It is unethical to reveal to any persons not employed by the Firm that we represent any particular client for any reason without the client's permission.

When talking to a person on the phone, give out NO information unless you know the person and unless the release of the information is authorized. Also, all employees are cautioned against the use of a client's name when they might be overheard by other clients or other persons who may be in the office. When meeting with clients, files and written material on other clients must be put away and not visible.

All written material containing any confidential client information must be shredded. A shredder is located in the work room.

Nothing is more damaging to any lawyer, or law firm, than the perception in the community that his clients' business is talked about outside of the office.

At times, lawyers must keep sensitive material that may be of a very confidential nature, regarding the Firm, its personnel, the lawyers themselves, or their clients. To avoid accidental violations of that confidentiality in a lawyer's absence, under no circumstances should a lawyer's office or computer be offered for use to a client, vendor, or other unauthorized person without the direct consent of that lawyer, or in their absence, the Firm Attorney.



CONFIDENTIALITY AGREEMENT - RECEIPT AND ACKNOWLEDGMENT

I am employed by Law Office of Shawn C. Newman, P.A. I have read and I understand the terms and conditions of the Firm's Employee Policy and Procedure Manual, including its office confidentiality section. I understand that the documents and information I will be handling in the course of my work for the Firm are very confidential in nature. The Florida State Bar Rules of Professional Conduct, which governs the activities and responsibilities of lawyers, require that lawyers protect their client confidences and secrets. In most circumstances, it will also be inappropriate to reveal the identity of the Firm's clients or that the Firm is in receipt of instructions from any named client. This is particularly the case in litigation. In many instances, the Firm or client confidential information should not be disclosed to other Firm lawyers or employees. Client or firm confidential information must not be disclosed to any lawyer or Firm employee who is not entitled to the information, or to anyone, including family members, either during or after my employment by the Firm.

I therefore unconditionally and unequivocally agree to keep all confidential documents and information I receive or develop in the courses of my work for the Firm and for each respective client. I will not discuss my work with anyone other than the personnel at the Firm and designated client personnel as instructed by each responsible lawyer. I will make sure that any work-related communication between me and Firm personnel, and between me and Firm clients, is kept confidential and is not communicated to third parties. I will not make copies of client or Firm documents, including computer files or other electronic media, without first obtaining permission from the responsible lawyer for the client or office matter.

I also understand that outside of client matters, I agree to keep confidential all policies and procedures, Firm business, events within the Firm, and my personnel information confidential. I agree to abide by the terms of this Confidentiality Agreement both during and after the termination of my employment with the Firm. I acknowledge receipt of a copy of this Confidentiality Agreement.

I have received a copy of the Employee Policy and Procedure Manual and have read or had it read to me. If I have any questions regarding this manual, I understand that it is my responsibility to ask the Firm Attorney about them. I recognize it is my responsibility to review the policies, practices, standards, and rules it contains, and I agree to comply with them during my employment.

I understand the information in this manual is intended to acquaint employees with general policies, principles, standards, and procedures, and does not represent a contractual commitment by the Firm concerning terms of employment or other matters. The Firm is free to act according to the best business judgment of management and to change, interpret, withdraw, or add to the policies, procedures, and standards described in this manual at any time without prior notice, consideration, or approval by an employee. I further understand that this manual is not a contract between the Firm and me, nor is it a guarantee of any specific policies, procedures, standards, rules, or length of employment. I understand that my employment is considered "at-will".

Employee Signature

Date

Employee Name Printed