

LeadingIT Employee HandBook Best Practices

A Guide for Explaining How
Things Work at Work



Welcome to LeadingIT!

Your First Day

Congratulations, and welcome! Watch and learn from the others on the team, get setup and be ready. Your welcome email will lead you through the basics.

The First Thirty

You are going to be working hard. We will be spending a lot of time getting you up to speed as we train you on the tools and techniques.

Every Day is About Expectations

Show up and be ready for the worst. But be ready to solve and impress. We want to solve IT right 100% of the time.

About This Employee Handbook

The LeadingIT Employee Handbook provides you with information about work rules, work policies and other employment practices. You should read, understand, and comply with all provisions of this Employee Handbook. It describes your conditions of employment and responsibilities as an employee. Let us know if you have any questions.

No Employee Handbook can anticipate every circumstance or question about employment policy. As LeadingIT continues to grow, the company reserves the right to revise, supplement, or rescind any policies or portion of the Employee Handbook from time to time based on business necessity or as it deems appropriate, in its sole and absolute discretion. The only exception to any changes is our Employment-At-Will policy permitting you or LeadingIT to end our employment relationship voluntarily or involuntarily for no or any reason at any time with or without notice.

Employees will be notified of any major changes to the Employee Handbook should they occur.

Employment- At- Will Statement

The purpose of this Employee Handbook is to provide information about employment at LeadingIT. The policies stated in this document are merely guidelines and do not give any vested rights or create a contract of employment between this company and any employee. The employment relationship between LeadingIT and all employees is "at will". This means either you or this company may terminate your employment at any time, voluntarily or involuntarily with or without any reason, and with or without notice.



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Welcome to the Team!

Your offer letter has been signed.
You have a Gusto login.
You are given your start date.

Here is what to EXPECT

Week One

Day One

Your first day will consist of training videos and check ins with your team/team lead.

If you are on our tech team: your first day start with the StandUP meeting at 8am.
Whether remote or in office- we will make sure all of your equipment is set up and good to go.

Day Two

Our Marketing Department will be reaching out on this day to get your employee headshot.

Make sure you are wearing LIT appare!!

Week Two

On your second week you will have a check in with HR.

Topics Discussed:

Insurance

EOS

401k

Vacation

30 Days

At this point you should have a whole bunch of questions and not be sure if you are doing well, **and that's exactly where you need to be.**

Your team lead will be reaching out to let you know what milestones you should be reaching.

60 Days

At 60 days you will have a check in with your Team Lead. They will be providing you feedback.

Congrats! Your probationary period is up. You can request vacation time now!



Help us help you!

At anytime if you have questions, please do not hesitate to ask a fellow coworker, your team lead, or HR.

We love feedback. Please let us know how your onboarding process could have been smoother or what went well!

Lastly, if you know someone who you think would be a good fit to work here, let us know! If they become a LIT employee and stay on for 4 months - we will gift you \$300 in bonus!

Company Values

LeadingIT is a Chicagoland technology and cybersecurity company that provides fully managed technology support for growing organizations with 25-250 employees. We provide concierge support, we solve the unsolvable and we are a values driven company. These three unique characteristics put us a cut above the rest. We want to be THE BEST for both our team and clients.

DRIVEN to succeed at work and in all of life, hard work required. Our company continues to grow based on the growth of our team and us as individuals – in business and life. We work hard each day every day to fuel our clients successes.

ACCOUNTABLE to our clients as well as our company. We run our company by numbers and we are accountable to our clients. We hold each other accountable as well as **OWNING** our mistakes and making IT right if we mess up.

Keep a **POSITIVE MINDSET** with a solution focus. We stay focused on solutions instead of the negatives. How we view is how we do.

CHASE EXCELLENCE. Desire for excellence in what we do, all day every day. We strive to be the best for our company, for our team, and for each of our clients.

HUMBLY CONFIDENT you can make it happen, and if not, able to ask for help. We continue learning so we can confidently solve problems as our field constantly changes. Yet we aren't afraid to ask for help when needed.

The Fun Stuff

Dress for Success

Look good, period. Acceptable – collared shirts and slacks or nice jeans. Unacceptable – shorts (unless we are golfing), You will be provided with LIT apparel. Fridays are more casual; LIT T-shirts and hats are approved.



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I'm Sick!

It happens to all of us and if you are totally miserable or have anything that could make the rest of us miserable then please stay home and get better. This includes your mental health as well! You will be paid for up to 7 days away from work per year due to illness, with no carryover to the following year. If you make it up that week –it is not deducted. **As soon as you realize you are unable to work, please submit your time in Gusto. Please submit it before your workday is supposed to start. Teams messaging, emailing, text messaging, are not the proper channels to communicate your time off. It NEEDS to be in Gusto or is considered a no call, no show.** Please do not make us track you down to record your time, we hate babysitting. We encourage you to use the Gusto Wallet mobile app, it makes it SUPER easy to put in time off from the comfort of your bed. If a sick day is not put into Gusto, you will not be paid for that day.

Those who live in states that legally require sick time to be paid out if an employee leaves the company, will receive the payout from however many days **not** used from the minimum of 7 days.

Pay Day

Employees will be paid regularly on the 15th and last day of every month via direct deposit. Deductions required by law will be (ahem) deducted. If pay day lands on a weekend or holiday, payment will come through on the business day before. Pay schedule is 2 weeks "behind" For example for a Jan 1-Jan 15th pay period, you will not see the check till the last day of January. Heads up! -If you start during a pay period, your first check may be smaller than anticipated, since it will only be for a portion of the pay period

Work Hours

The standard workweek is Monday through Friday, 7:55am to 5pm-ish. Take 60 minutes for lunches – no smoke breaks. However the IT world is 24x7x365 and your job may require more hours during projects or emergencies. You can expect to work, on average, 45 hours per week.

Flex Time

If you need an hour here or there for doctor, personal, or whatever – take it. Just remember it's a give and take – cruise out for an hour and skip lunch or stay late. Everyone has a life and we want you to be able to take care of yourself.



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Work From Home (WFH)

Please refer to our WFH Expectations and Guidelines Sheet

Vacation

Flexible Vacation Policy - "My-Time-Off"

This applies to salaried employees.

"My-Time-Off"- There is no maximum of vacation time you can take. We encourage all employees to take vacation/mental health days as needed. It is enforced you to take a minimum of 5 PTO days a year. This policy is solely based off trust and is free for employees to use for whatever they see fit (i.e.vacations, doctor's appointments, etc.) Please give double the amount of notice as requested. I.e. 1 day off, please give 2 days' notice. 1 week off, please give 2 weeks' notice. Employees can take time off at any time as long as they receive preapproval from their manager beforehand.

Before taking time off we ask employees to:

- Please communicate and collaborate with their team to ensure everyone takes leave without disrupting operations.
 - Plan to delegate, postpone or otherwise manage projects that will be affected by their time off.
 - Notify your supervisor with the proper notice
- Managers/Leads need to approve requests with a first-come, first-served system. They can consider rejecting vacation requests if:
- Other team members with similar or complementary duties have already asked for leave during the same time.
 - The time in question is too busy or includes an important deadline for the employee asking for leave.
 - An employee appears to abuse the policy. Supervisors have to prove that this is the case, using data from our leave tracking system and presenting employees' inadequate deliverables. They should also arrange a meeting with the employee and HR.

Employees and supervisors should communicate openly, use common sense and follow company guidelines when requesting or approving vacation leave so the policy works for everyone. Additionally, if an employee leaves the company, will receive the payout from however many days not used from the minimum of 5 days.

This policy is separate from legally established leave like parental and medical leave. Employees should take off the amount of time established by law for those purposes.

Part time employees:

5 Vacation days and 5 sick days a year.



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Holidays

We have 9 paid holidays.

New Year's Day | Memorial Day | July 4th | Labor Day | Thanksgiving Thurs/Friday | Christmas Eve/Day | New Year's Eve

Benefits + 401K

The all-inclusive package includes paychecks, commissions, health insurance, life, dental, vision, raises, bonuses, retirement, time off and certifications.

Guideline 401K: LeadingIT will also make safe harbor employer contributions to your 401(k) up to 100% of contributions on the first 5% deferred. Set your contribution rate to at least 5% upon account setup to take full advantage of the match!

Gusto

If you are reading this, then you have already had to make a Gusto account. Let's get you familiar with what we use it for. You will be able to access a lot from here. Insurance enrollment and plan information, requesting time-off, 401k information, quarterly reviews, etc..

Parental Leave

New parents can take 2 weeks paid for parental leave. As always, we encourage you to discuss with us – family first.

Anniversary Experiences

We will gift \$100 for each year of service with an experience of your choosing, use it for something memorable.

The Legal Stuff

Confidentiality

Our client's information and data, our process, our info – it's confidential. Keep it in the house. Respect HIPAA and privacy. Refer to Confidentiality/ NDA you signed during onboarding.

Smoking

We are a smoke-free campus, no tobacco, cigarettes, or "vaping".



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Firearms

Not permitted on our property.

Alcohol and Drugs

Don't. Seriously. To ensure a drug free, alcohol free, healthy and safe workplace the use, possession, manufacture, distribution, dispensation, sale, or storage of a controlled substance, illegally used drug or drug paraphernalia on company property or on company business is strictly prohibited. Employees are required to report to work not impaired by drugs or alcohol and to perform their jobs in a satisfactory manner.

Company Vehicles

Are for company use only, not for personal. Keep them clean and drive responsibly. If you have a company credit card, fill the tank before you bring it back to the office.

Harassment

It is alright to have fun in the workplace. However, inappropriate or offensive behavior is unacceptable. Bottom line is that real harassment will not be tolerated. LeadingIT prohibits any form of harassment. Respect for each other, common sense and following our core values will prevent harassment. This policy applies to employees, vendors, visitors and customers. Any incident of harassment should be reported to Laura Piekos, Dave Gregory, or Stephen Taylor. Incidents of harassment will be promptly, thoroughly investigated, kept confidential as possible and will be dealt with appropriately based on the facts of each situation. Harassment could result in disciplinary action. There will be no retaliation or adverse action against an employee that reports an incident of harassment.

Personal

Phone/Calls/Texts/Facebook/etc

The good rule here is a few (that's less than 5) calls a week of a few (let's say about 5) minutes' length. We understand you may reply to a few text messages a day. More than that – not so much. No social media, no browsing the internet, no job hunting.

Also – the only contact information for clients is the work phone number, (815) 308-2095 and the business email @GoLeadingIT.com. Your personal contact information is **NOT** to be shared with clients or vendors.

Acceptable Use Policy

We provide you with our equipment- laptop + soft phone and that is what we expect you to use. **You may not use your personal devices for work.**



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Exit Procedure

Employees who leave the company are respectfully requested to provide at least two weeks' notice (nothing new here). Employees who are leaving must return all company materials. Finally, all employees have signed confidentiality and non-compete agreements. If you leave, we remind you that you are bound by the terms of those agreements.

Right to Review, Change or Add

LeadingIT reserves the right to review, change or add any company policy, work rule or procedure at any time based on business necessity or changes in federal or state laws.

We are thrilled to have you here. We hope that you will grow, learn and be rewarded as a part of our team for a long time. LeadingIT is here for the success of our clients, our team, and our community.

We spend more time at work than we do anywhere else. Let's make it the best time for us as well as our clients.

Welcome to the team!



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