

THE TALENTLY STAFF HANDBOOK

Table of Contents

1. Welcome

- 1.1. History, Goals & Culture
- 1.2. Purpose of Handbook
- 1.3. At-Will Staffing

2. Workplace Commitments

- 2.1. Equal Opportunity
- 2.2. Non-Harassment / Non-Discrimination
- 2.3. Drug Free / Alcohol Free
- 2.4. Open Door Policy

3. Company Policy and Procedures

- 3.1. Dress Code
- 3.2. Pay
- 3.3. Client Accounts
- 3.4. Privacy
- 3.5. Personnel Files

4. Staff Classification

- 4.1. Remote Staff

5. Attendance Policies

- 5.1. General Attendance

6. Work Performance

- 6.1. Expectations
- 6.2. Reviews

7. Discipline Policies

- 7.1. Grounds for Disciplinary Action

8. Termination Policies

- 8.1. Voluntary Termination
- 8.2. Final Pay

9. Acknowledgment of Receipt

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Section 1 - Welcome

1.1 History, Goals & Culture

The Talently. We are passionate and successful at helping people help people. From Business Coaches to Mental Health Practitioners; we help our clients help them. Resilience and hard work are essential ingredients for success, and no one knows this better than Monica Joy Tackitt. She has navigated her way through various roles in corporate America, from the receptionist to executive assistant to IT Project Manager, and finally to launching her own company, The Talently, that provides coaching services to entrepreneurs and creatives.

The Talently, is a passion-driven company that focuses on helping people help people. The company offers innovative strategies to entrepreneurs and creatives to elevate their businesses. It also provides business coaches to mental health practitioners focused on helping others who may need it.

At The Talently, Monica offers VA services that differ from client to client. She believes in embracing diversity and investing in her staff, who are mentored by coaches. This allows them to approach each client with a unique strategy that maximizes their benefits from the services offered.

The founding story of The Talently can be found here:

<https://www.womleadmag.com/from-corporate-america-to-entrepreneurship-the-journey-of-monica-joy-tackitt/>

1.2 Purpose of this Handbook

This handbook has been prepared to inform new staff of the policies and procedures of this company and to establish the company's expectations. It is not all inclusive or intended to provide strict interpretations of our policies; rather, it offers an overview of the work environment. This handbook is not a contract, expressed or implied, guarantying employment for any length of time and is not intended to induce staff to accept employment with the company. The company reserves the right to unilaterally revise, suspend, revoke, terminate or change any of its policies, in whole or in part, whether described within this handbook or elsewhere, in its sole discretion. If any discrepancy between this handbook and current company policy arises, conform to current company policy. Every effort will be made to keep you informed of the company's policies, however we cannot guarantee that notice of revisions will be provided. Feel free to ask questions about any of the information within this handbook.

1.3 At-Will Staffing

Staffing at this company is at-will. An at-will relationship can be terminated at any time, with or without reason or notice by either the staff or the company. This at-will relationship exists regardless of any statements by office personnel to the contrary. Only Monica Tackitt is authorized to modify the at-will nature of the staffing relationship, and the modification must be in writing.

Section 2 – Workplace Commitments

2.1 Equal Opportunity Employment

This company is an equal opportunity place to work and does not unlawfully discriminate against staff or applicants for job positions on the basis of an individual's race, color, religion, creed, sex, national origin, age, disability, marital status, veteran, height, AIDS/HIV status, gender, ancestry, domestic partner status, national origin, sexual orientation, gender identity, weight or any other status protected by applicable law. This policy applies to all terms, conditions and privileges of staffing here at The Talenlty.

2.2 Non-Harassment Policy / Non-Discrimination Policy

This company prohibits discrimination or harassment based on race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status or any other status protected by applicable law. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and is free from discriminatory practices, including without limitation harassment. Consistent with its workplace policy of equal employment opportunity, the company prohibits and will not tolerate harassment on the basis of race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status or any other status protected by applicable law. Violations of this policy will not be tolerated.

Discrimination includes, but is not limited to: making any staffing decision or staff related action on the basis of race, color, religion, creed, age, sex, disability, national origin, marital or veteran status, or any other status protected by applicable law. Harassment is generally defined as unwelcome verbal or non-verbal conduct, based upon a person's protected characteristic, that denigrates or shows hostility or aversion toward the person because of the characteristic, and which affects the person's employment opportunities or benefits, has the purpose or effect of unreasonably interfering with the person's work performance, or has the purpose or effect of creating an intimidating, hostile or offensive working environment. Harassing conduct includes, but is not limited to: epithets; slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group based on their protected characteristic.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal, visual or physical conduct of a sexual nature, when:

1. submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
2. submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
3. such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

The company's sexual harassment policy applies to all persons involved in the operations of the organization including employees, entrepreneurs, board members, portfolio company founders, clients, and vendors. Examples of sexual harassment include: unwelcome or unsolicited sexual advances; displaying sexually suggestive material; unwelcome sexual flirtations, advances or propositions; suggestive comments; verbal abuse of a sexual nature; sexually oriented jokes; crude or vulgar language or gestures; graphic or verbal commentaries about an individual's body; display or distribution of obscene materials; physical contact such as patting, pinching or brushing against someone's body; or physical assault of a sexual nature.

Reporting:

Any company employee who feels that he or she has been harassed or discriminated against, or has witnessed or become aware of discrimination or harassment in violation of these policies, should bring the matter to the immediate attention of Monica Tackitt. The company will promptly investigate all allegations of discrimination and harassment, and take action as appropriate based on the outcome of the investigation. An investigation and its results will be treated as confidential to the extent feasible, and the company will take appropriate action based on the outcome of the investigation. No staff will be retaliated against for making a complaint in good faith regarding a violation of these policies, or for participating in good faith in an investigation pursuant to these policies. If staff feels he/she has been retaliated against, the staff should file a complaint using the procedures set forth above.

Staff can also report incidents of sexual harassment to the California Department of Fair Employment and Housing or the United States Equal Opportunity Employment Commission.

2.3 Drug-Free / Alcohol-Free Environment

Staff are prohibited from unlawfully consuming, distributing, possessing, selling, or using controlled substances while on duty. In addition, staff may not be under the influence of any controlled substance, such as drugs or alcohol, while engaged in company business. Prescription drugs or over-the-counter medications, taken as prescribed, are an exception to this policy.

Anyone violating this policy may be subject to disciplinary action, up to and including termination.

2.4 Open Door Policy

The company has an open-door policy and takes staff concerns and problems seriously. The company values each staff and strives to provide a positive work experience. Staff are encouraged to bring any workplace concerns or problems they might have or know about to their supervisor or some other member of management.

Section 3 – Company Policies and Procedures

3.1 Dress Code

Staff personal appearance and hygiene is a reflection of the company's character. All staff at some point will be invited to a company or client meeting and must present well over video via Zoom, etc Staff are expected to dress appropriately for their individual work responsibilities and position.

3.2 Pay

Staff will receive their pay from third-party apps, as The Tally has no access to your financial information. You will either be paid via Paypal on the 7th and 22nd of the month or via Upwork as the platform dictates.

3.3 Client Accounts

Keep all client accounts professional and per company standards. Do not give your personal information to your client such as email, phone number, or any identifiable information other than your Tally branded email address. If a client asks you to work or do anything outside of the designated hours communicated via your account manager, please contact your account manager immediately. Unauthorized work or working directly with the client is prohibited and actionable as outlined in your NDA.

If a client has any complaints about their account such as billing, hours worked, job duties or level of services, or anything pertaining to their contract please direct them to the account manager.

If you require a day off, are sick and cannot come to work, or need other accommodations regarding your schedule, contact your account manager NOT the client. Your account manager will handle HR and Admin issues with the client directly.

If you no longer want to work with the client, inform your account manager. They can help you determine what the next steps will be. Never discuss your future plans with the client or anything pertaining to your contract or NDA.

3.4 Privacy

Staff and The Talently share a relationship based on trust and mutual respect. However, the company retains the right to access all company property including computers, desks, file cabinets, storage facilities, and files and folders, electronic or otherwise, at any time. Staff should not entertain any expectations of privacy while using company property. All documents, files, voice-mails and electronic information, including e-mails and other communications, created, received or maintained on or through company property are the property of the company, not the staff member. Therefore, staff should have no expectation of privacy over those files or documents.

3.5 Personnel Files

The company maintains a personnel file on each staff member. These files are kept confidential to the extent possible. Staff members are expected to inform the company of any change in name, address, home phone number, home address, or emergency contact information.

Section 4 - Staff Classification

4.1 Remote Staff

The company's remote work policy outlines our guidelines for staff who work from a location other than our office. The company wants to ensure that both staff members and our company will benefit from these arrangements.

Staff may work remotely on a permanent or temporary basis. Permanent remote work staff should indicate their primary working address in a remote working agreement. This contract will also outline their responsibilities as remote staff.

To ensure that staff performance will not suffer in remote work arrangements, the company advises our remote staff to:

- Choose a quiet and distraction-free working space.
- Have an internet connection that's adequate for their job.
- Dedicate their full attention to their job duties during working hours.
- Adhere to break and attendance schedules agreed upon with their manager.
- Ensure their schedules overlap with those of their team members for as long as is necessary to complete their job duties effectively.

Section 5 – Attendance Policies

5.1 General Attendance

The company maintains normal working hours of 6 a.m. to 6 p.m. Pacific standard time. Hours may vary depending on work location and job responsibilities. Supervisors/Account Managers will provide staff with their work schedule. Should a staff member have any questions regarding his/her work schedule, the staff should contact the supervisor or account manager. The company does not tolerate absenteeism without excuse.

Staff who will be late to or absent from work should notify a supervisor/account manager in advance, or as soon as

practicable in the event of an emergency. Chronic absenteeism may result in disciplinary action. Staff who need to leave early, for illness or otherwise, should inform a supervisor before departure. Unauthorized departures may result in disciplinary action.

Section 6 – Work Performance

6.1 Expectations

The company expects every staff to act in a professional manner. Satisfactory performance of job duties and responsibilities is key to this expectation. Staff should attempt to achieve their job objectives, and act with diligence and consideration at all times. Poor job performance can result in disciplinary action, up to and including termination.

6.2 Reviews

The company may periodically evaluate performance. The goal of a performance review is to identify areas where staff excels and areas that need improvement. The company uses performance reviews as a tool to determine pay increases, promotions and/or terminations. All performance reviews are based on merit, achievement and other factors may include but are not limited to:

- Quality of work
- Attitude
- Knowledge of work
- Job skills
- Attendance and punctuality
- Teamwork and cooperation
- Compliance with company policy
- Past performance reviews
- Improvement
- Acceptance of responsibility and constructive feedback

Staff should note that a performance review does not guarantee a pay increase or promotion. Written performance evaluations may be made at any time to advise staff of unacceptable performance. Evaluations or any subsequent change in status, position or pay does not alter the at will-relationship with the company.

6.3 Insubordination

Supervisors and staff should interact with mutual respect and common courtesy. Staff are expected to take instruction from supervisors or other persons of authority. Failure to comply with instructions or unreasonably delaying compliance is considered insubordination. Acts of insubordination are subject to disciplinary action, up to and including termination.

If staff disagrees with a supervisor, the employee should first try to mediate the situation by explaining their position. If possible, a compromise might be met and accusations of insubordination avoided.

Section 7 – Discipline Policy

7.1 Grounds for Disciplinary Action

The company reserves the right to discipline and/or terminate any staff who violates company policies, practices or rules of conduct. Poor performance and misconduct are also grounds for discipline or termination.

The following actions are unacceptable and considered grounds for disciplinary action. This list is not comprehensive; rather, it is meant merely as an example of the types of conduct that this company does not tolerate. These actions include, but are not limited to:

- Engaging in acts of discrimination or harassment in the workplace;
- Possessing, distributing or being under the influence of illicit controlled substances;
- Being under the influence of a controlled substance or alcohol at work, on company premises, or while engaged in company business;
- Unauthorized use of company property, equipment, devices or assets;
- Damage, destruction or theft of company property, equipment, devices or assets;
- Removing company property without prior authorization or disseminating company information without authorization;
- Falsification, misrepresentation or omission of information, documents or records;
- Lying;
- Insubordination or refusal to comply with directives;
- Failing to adequately perform job responsibilities;
- Excessive or unexcused absenteeism or tardiness;
- Disclosing confidential or proprietary company information without permission;
- Illegal or violent activity;
- Disregard for safety and security procedures;
- Disparaging or disrespecting supervisors and/or co-workers; and
- Any other action or conduct that is inconsistent with company policies, procedures, standards or expectations.

This list exhibits the types of actions or events that are subject to disciplinary action. It is not intended to indicate every act that could lead to disciplinary action. The company reserves the right to determine the severity and extent of any disciplinary action based on the circumstances of each case.

Section 8 – Termination

8.1 Voluntary Termination

The company recognizes that personal situations may arise which require a voluntary termination. Should this occur, the company requests that the staff provide two weeks' advance notice in writing. This request does not alter an at-will relationship with the company. All rights and privileges with the company terminate upon the date of separation.

8.2 Final Pay

Staff who terminate their relationship with the company will be given their final paycheck immediately at the time of termination.

Acknowledgment of Receipt for Staff Handbook

(Staff Copy – Keep with handbook)

I acknowledge that I have received a copy of the Staff Handbook. I understand that I am responsible for reading the information contained in the Handbook.

I understand that the handbook is intended to provide me with a general overview of the company's policies and procedures. I acknowledge that nothing in this handbook is to be interpreted as a contract, expressed or implied, or an inducement for work, nor does it guarantee my staffing for any period of time.

I understand and accept that my role with the company is at-will. I have the right to resign at any time with or without cause, just as the company may terminate my role at any time with or without cause or notice, subject to applicable laws. I understand that nothing in the handbook or in any oral or written statement alters the at-will relationship, except by written agreement signed by the staff and Monica Tackitt.

I acknowledge that the company may revise, suspend, revoke, terminate, change or remove, prospectively or retroactively, any of the policies or procedures outlined in this handbook or elsewhere, in whole or in part, with or without notice at any time, at the company's sole discretion.

Signature of Staff

Name of Staff

Date



Company Representative: Monica Tackitt