



EMPLOYEE HANDBOOK

2018–2019

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I.

MISSION STATEMENT

No Coast Soap is a high-end soap and bath company focusing on environmentally-friendly products, while communicating our unique midwestern values. We look to provide customers with a high-quality experience created with ethically sourced, organic materials. These goals are driven by a mission to “Raise the Bar” and expect more out of your soap by offering a selection of products that not only make you feel good, but are good for the environment.



II.

JOB DESCRIPTIONS

Chief Executive Officer

The Chief Executive Officer oversees and directs the company. Their responsibilities include managing and leading the business planning process, implementing company goals and department policies, and coordinating department tasks. They oversee and significantly contribute to the writing of the business plan and annual report. The Chief Executive Officer represents the company at all business functions and oversees the legality of actions in the company.

Chief Financial Officer

The Chief Financial Officer manages the Accounting Department, delegates financial responsibilities, and formulates and directs the company's overall financial plans and policies. They significantly contribute to the business plan as well as researches, creates, interprets, and reports on weekly, monthly, and annual financial reports. The Chief Financial Officer coordinates with the Sales Department for goals, projections, and accurate sales records.

Bank Manager

The Bank Manager manages company bank accounts and trains all employees on the use of VEI banking while also overseeing the proper use of personal accounts. In addition to completing VEI submission forms for capital and business registration, the Bank Manager also helps complete the company's weekly reports, and summarizes company and employee VEI bank discrepancies.



Accounts Payable & Receivable

The person in charge of Accounts Payable and Receivable is the financial guru and is in charge of completing and keeping track of sales and purchases on the NCS account throughout the school year. They also manage the sending of sales invoices, while ensuring that our purchase invoices are paid.

Chief Operating Officer

The Chief Operating Officer is responsible for the management, creation, and implementation of marketing and sales strategies for the company through a business, technical, and sales perspective. They oversee and assist managers in the Sales, Marketing, and Human Resources departments. The Chief Operating Officer significantly contributes to the marketing analysis and swot analysis of the business plan.

Vice President of Sales & Marketing

The Vice President of Sales and Marketing is responsible for sales, research, projections, strategies, and training through managing department operations. They develop marketing objectives, conduct weekly department meetings to distribute tasks and adjust the company's product line to maintain competitive edge, and initiate and manage sales with other companies.

Sales & Marketing Manager

The Sales and Marketing Manager manages, recognizes, and reacts to industry trends and recommends sales strategies in order to maximize company profit. They assist the Vice President of Sales and Marketing with all duties as needed and sets sales goals and work with continual sales research.



Sales Executive

The Sales Executive develops the company's advertising and promotion strategy, and assists the Marketing and Accounting Departments in all sales-related jobs. They manage sales and goal attainment. The Sales Executive is the person who negotiates agreements concerning sales contracts.

Marketing Executive

The Marketing Executive oversees the creation and preparation of the company sales catalogue, bi-weekly and special advertisements, trade show ads, and sales materials. They oversee the creation of posters for the office and trade show booths.

Advertising Executive

The Advertising Executive assists in the design of the Business Plans and Annual Report. Develops company logo and banner, overseas visuals of marketing, sales, and intercompany communications, including catalog/brochures, trade show booth, annual report, business cards, name badges, video commercials, and advertisements.

Vice President Administration

The Administrative Vice President creates company reports, oversees administrative procedures and company task completion, and assists the CEO and the Human Resources Department. They also edit company reports, manage the company email, and maintain the company's work sample binder and photo album.

Vice President Human Resources

The Vice President of Human Resources manages the Human Resources Department by creating, managing, and controlling all personnel files, managing and participating in all aspects concerning personal hiring, records, reprimands, and terminations. They also are responsible for managing the employee health insurance program.



Human Resources Manager

The Human Resources Manager assists the Vice President of Human Resources and helps guide department work-flow and management. They create and update the Employee Handbook, making updates throughout the year as necessary. In addition, the Human Resources Manager monitors employee compliance of policy and oversees and assists in maintaining the monthly newsletter.

Chief Technical Officer

The Chief Technical Officer is responsible for technical operations of information technology department and collaboration with Sales and Marketing. Oversees the creation and maintenance of the company's website and manages technology needs of employees.

Web Designer

The Web Designer coordinates with the Sales and Marketing Department to include all products on the company website, update the website weekly to include special offers, posts Human Resources interest stories on the website, creates links for our business partners, and configures the online shopping cart. Additionally, assists staff with computer related issues.

Intern

The Interns assist the department they are placed in by engaging with the department heads to complete any tasks that can be employed to them. Interns will only be considered at the end of the first semester. Interns must adhere to all company requirements as their positions make them eligible for future positions in the company.



III.

EMPLOYEE DUTIES AND RESPONSIBILITIES

No Coast Soap employee duties and responsibilities include:

1. Benefit No Coast Soap to the best of their ability.

No coast soap employees must work to promote the greater good and progressive advancement of our company. The success of our company is determined by the hard work employees put in.

2. Make the company a priority.

No Coast Soap employees should have a devotion to the company that ensures their work will be done diligently and with care. Making No Coast Soap a priority is a determining factor in the survival of the business.

3. Show up to work everyday on time.

Attendance and readiness is crucial to our company. Each and every employee is vital to our continued prosperity, therefore we implore employees to maintain a positive attendance record.

4. Always look to provide assistance to others.

At No Coast Soap, we believe we lose as a team and we win as a team. With that being said, we implore employees to always be ready to provide assistance to their co-workers when need be.

5. Remain committed to their individual tasks.

Commitment is vital to each employee as the development of our company is always ongoing. We encourage our employees to diligently work through their task avoiding detrimental distractions.



IV.

EMPLOYEE BENEFITS

There are two major programs in place at No Coast Soap in order to benefit our employees:

401(K)

With the 401(K) plan, each employee will invest 5% of their earnings into their plan. No Coast Soap will then match the amount invested at the end of the pay period.

Employee of the Month

Every month, we will have two Employees of the Month. It will be awarded to an employee with excellent attendance and performance. Employee of the Month will be decided the first and third Fridays of each month by group poll based off of evaluations and employee contribution to the success of No Coast Soap. Selected employees will be rewarded with a \$500 bonus to their paycheck and their picture will be placed in the company newsletter, as well as on the announcement board of our classroom.



V.

ABSENCE AND TARDINESS

ABSENCES

No Coast Soap policy requires that if an employee misses a shift, it must be in powerschool as an excused absence or else the absence will result in loss of pay for the period of absence. If the employee misses part of shift as an unexcused absence, but shows to work later in the shift, the employee will not get paid for the period of time they were gone. No Coast Soap employees must report if they will be absent in order to receive pay. No Coast Soap employees are granted three unexcused absences, if any employee reaches three, it will result in the writing up of a letter warning of demotion. The fourth unexcused absence will lead to a demotion. Any suspension from school will result in an automatic demotion.

TARDINESS

If No Coast Soap Employees show up late to class please report to the HR department. This will allow HR to correct the employees attendance to insure they are getting paid accordingly.



VI.

DRESS POLICY

Every other Friday, employees are required to dress in professional business attire. For women, this includes blouses or blouses, dress slacks or skirts (must be at least mid thigh or longer), and blazers. Shoes may include flats, appropriate heels, and dress shoes. For men this includes button down dress shirts, dress slacks, a tie, and dress shoes

All other days appropriate allow for casual attire in abidance with the school dress code. Will not tolerate the following items:

- Revealing clothing
- Clothing with inappropriate words
- Clothing or articles which are soiled, torn or ragged
- Articles displaying products that are illegal for students to use
- Articles which could cause damage to other individuals or property
Example: chain belts, cleats, chains, wallet chains, metal straps
- Any headwear including, but not limited to, baseball hats, stocking caps, knit caps, skull caps and bandanas
- Students are prohibited from wearing, possessing, using, distributing, displaying or selling any clothing, jewelry, emblem, badge, symbol, sign or other things which evidence membership or affiliation in any gang
- Any clothing or slogan that may cause a disruption to the school environment
- Clothing which poses a danger to self or others

Failure to follow No Coast Soap dress code will result in half pay for the day.



VII.

EMPLOYEE EVALUATIONS

Each Employee at No coast Soap will complete a self evaluation. Department heads will then complete an evaluation on their employees. Each question on the evaluation sheets and on the self evaluation sheet are worth up to 5 points. An employee who receives a 5 in each category will receive a score of 45 indicating advanced performance in our company. The rubric details which scores indicate which level of performance from progressing to advanced. If there is any discrepancies with scores given by oneself versus departmental head scores, they will be addressed in the discussion each employee will have with their departmental head. The evaluations system will be based off the chain of command. CEO, in dark blue will evaluate their officers, officers in blue will evaluate their VP's, lastly, VP's in light blue will evaluate Associates, Managers and Interns. Each employee will also be given the opportunity to complete a leadership analysis in evaluation of the company Presidents and Chief Officers. (See organizational chart Fig 1.)



No Coast Soap Organizational Chart

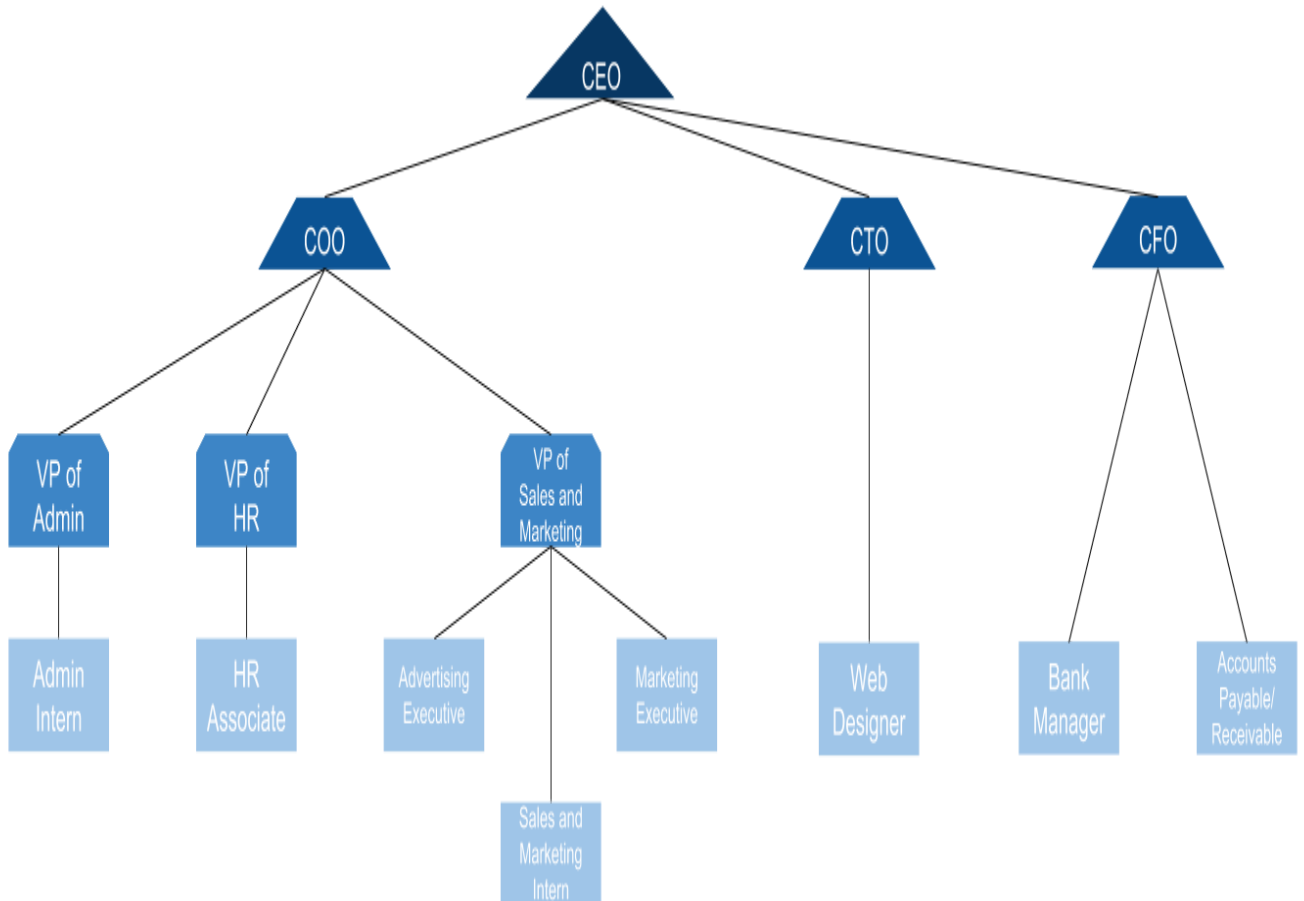


Figure 1 : This image is the visual representation of our company's organizational chart starting at Chief Executive Officer to the Interns.



VIII.

LETTER FORMATS

As a company who puts their best foot forward, all letters sent from No Coast Soap are to follow the business letter format and must be cleared by the department Vice President of the employee who wishes to send said letter. Letter formats can be located in the employee drive.

OFFICE FORMS AND PROCEDURES

The IT Department will be in charge of creating all office forms dependent on information required for other departments. Human Resources and Administration will work together to collect said information from necessary employees and return office forms back to the original department who needs said forms. Any forms leaving the building must go through the Vice President of the department sending the form in order to ensure that only the highest quality forms of communication leave our building.



IX.

DIVERSITY POLICY

All employees will be treated with respect, equality, and fairness, regardless of gender, race, ethnic origin, disability, age, nationality, national origin, sexuality, religion or beliefs, marital status, or social class. As a company, No Coast Soap strives to create a work environment that is comforting, accepting, and welcoming to **everyone** in, around, and outside of our company.

DISCRIMINATION POLICY

No Coast Soap is against **all forms** of discrimination. Any acts of discrimination will lead to **immediate termination of employment**. This includes, but is not limited to, intimidation and foul or threatening language or behavior. Any one who believes that they have been discriminated against is *strongly encouraged* to report this concern to both the Human Resources Department and the Company CEO.

SEXUAL HARASSMENT POLICY

No Coast Soap has a **zero toleration policy** for sexual harassment including, but not limited to unwanted/ inappropriate body complements or comments that continue after an expression of discomfort and unwanted/ inappropriate physical contact. Any acts of sexual harassment committed will lead to **immediate termination of employment**.



X.

SAFETY PROCEDURES

If Something is Unsafe

If something seems unsafe make sure to report it to your supervisor immediately. If your supervisor is not around talk to another coworker in a higher position or talk to CEO.

In Case of an Emergency

For all emergencies remain calm and follow instructions for the type of emergency. If needed transportation to an emergency location will be arranged. For tornado listen to adviser and follow quietly toward shelter. In case of fire know the nearest exit we are assigned to.

In Case of Physical Injury

Employee is to locate the nearest first aid kit and follow the instructions for their injury. If injury is very serious talk to your supervisor immediately and head to the nurse.

Employee Responsibility

Employees will ensure their own personal health and safety, as well as the others in the company. Employees are also required to follow any instructions given to them requiring health and safety.



XI.

COMPANY ETIQUETTE

At No Coast Soap, Company Etiquette includes working according to the following standards:

- Comply with company dress code
- Work toward company goals, employee duties, and employee responsibilities
- Always put your best foot forward when you are in a position of representation for No Coast Soap
- Telephone communication regarding work is not permitted outside the hours of 8 A.M. to 9 P.M.
- In cases that require action or communication outside of these hours can be delivered through email communication



XII.

INTERNET AND EMAIL POLICY

Internet

Employees are expected to use the internet as a tool only for work purposes. Usage should be done both productively and responsibly. Do not use the internet for personal usage. All employees are responsible for what they view on the internet. They will be held responsible for any negative actions that occur while on company internet services. Devices the company provides employees (such as computers) should be used for the company only.

Email

Employees are to use email only for the purpose of talking about business with other people in the company. Spamming and sending inappropriate content will not be allowed. Non business emails during work hours waste time and attention and will not be tolerated.

Policy Transgressions

Failure to comply with internet and email policy will result in half pay for the day. Continuous failure to comply will lead to further consequences such as full day loss of pay and demotion.



XIII.

Employee Contract

I _____ verify that I have received a copy of the No Coast Soap Employee Manual on _____. I hereby agree to all of the requirements and provided in the manual and to be a productive employee for No Coast Soap.

x. _____

Date _____



XIV.

Non-Disclosure Agreement

The CEO and all company employees will protect any confidential material from any other business. All employees are subject to not disclosing any confidential information to any person or other business without written consent of the CEO. All employees will not copy or modify any confidential information without prior written consent of the CEO.

I _____ agree with the non-disclosure agreement, and I agree not to disclose any company information to third party companies.

x. _____

Date _____

