

Tempest Consulting

2025 Edition

Employee Manual



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Version #: 1

Owner: Andy Ziegler



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Start Here!

This template was designed to be customized by the new owner. This same template can be used over and over again for different types of documents just by updating a few key fields.

In certain areas through this document, you will see text boxes and call outs, like this one, providing some tips, tricks, guidance and suggestions to help you out. Simply delete these callouts and text boxes (like this) that contain instructions prior to finalizing your document. If you purchased the premium version of this template, you will also have access to a video explaining how to update and customize each section of this document.

All sections in this document are editable. Utilizing the Style guide above for headers and the Design table for overall color selection can really help maintain your professional look.

For additional training and instruction, you may want to consider our interactive, self-paced, 4 hour deep dive course, [Policies and Procedures Made Simple](#).

Good luck and THANK YOU for choosing the [Tempest Business Navigator](#)!!

Disclaimer

The information contained herein is the property of Tempest, and may not be used, reproduced, or disclosed to others except as specially permitted in writing by Management. The recipient of this document, by its retention and use, agrees to protect the same and the information therein from loss, theft, and compromise.

Purpose

The purpose of this document is to provide all employees with the policies and procedures to ensure consistent service and quality is provided to our clients.

Intended Audience

This document is intended for the usage of Tempest employees.

Revisions

Documents contained within this manual will be revised as needed to maintain current with best practices and organizational operational needs. An annual review of all documents enclosed herein will be conducted. The next scheduled complete review for this manual will be in 2025.



Table of Contents

Disclaimer.....	1
Purpose	1
Intended Audience.....	1
Revisions	1
Vision.....	3
Tempest Mission.....	3
Tempest Values.....	3
Background and introduction	4
Tempest Scope of Service	4
Working Hours	4
Employee Policies	4
Onboarding and Training	4
Employment Classifications	5
Wages and Salaries	5
Attendance Policy	6
Paid Time Off (PTO) Policy	7
Non-PTO Leave.....	8
Holiday Policy.....	8
Other Benefits.....	Error! Bookmark not defined.
Code of Conduct	Error! Bookmark not defined.
Dress Code	Error! Bookmark not defined.
Equal Employment and Anti-Discrimination Policy	Error! Bookmark not defined.
Health and Safety Policy	Error! Bookmark not defined.
Work Life Balance	Error! Bookmark not defined.
Company Communications and Resources.....	Error! Bookmark not defined.
Disciplinary procedure	Error! Bookmark not defined.
Performance Management.....	Error! Bookmark not defined.
Resignation and Termination.....	Error! Bookmark not defined.
Company Emergency Action Plan	Error! Bookmark not defined.
Professional Development.....	Error! Bookmark not defined.
Cyber Security Policy.....	Error! Bookmark not defined.
Acceptable Use Policy	Error! Bookmark not defined.
Purpose	Error! Bookmark not defined.



Applicable Roles..... Error! Bookmark not defined.

Detailed Process..... Error! Bookmark not defined.

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Overview

Tempest is an abc company specializing in xyz. We serve the US with branches in various locations.

Our team has members have wide and varied backgrounds.

Customize your title's by using the pre-set "Styles" you can select in the "Home" tab in the menu bar above.

Vision

To be the best at what we do!

Tempest Mission

Our mission is to provide exceptional [products/services] that meet the needs of our community with quality, integrity, and innovation. We are committed to building lasting relationships with our customers, fostering a positive and inclusive environment, and continuously striving for excellence in everything we do.

Tempest Values

- **Client-focused:** We listen to our clients and partners. We strive to provide personalized products and services that cater to our clients' individual needs.
- **Honor and Integrity:** We are guided by a solid moral compass, hold ourselves to high ethical standards and act with integrity.
- **Servant Leadership:** We serve the common good. We work to strengthen the communities in which we and our clients work.



Background and introduction

Tempest was founded in 2019 with a great background and a great team.

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Tempest Scope of Service

Tempest provides 3 primary products/services

- Product/service 1
- Product/service 2
- Product/service 3

Working Hours

Our operating hours are 8a-8p EST, 7 days/week, available by appointment.

Employee Policies

Separate Policies and Procedures.

- Policies are the Rules of the business.
- Procedures are the instructions of how to run the business.

Onboarding and Training

From the first day of joining Tempest you are a member of the team and you will succeed! First, you will meet with the President to take care of all of the onboarding including:

- Non-Disclosure
- Independent Contractor Agreement
- Commission Report

Next, we will review all of the company policies and procedures and answer any questions you have. But don't worry, we don't expect you to have it all figured out on the first day.

Your training will follow the EDGE training method:

E	Explain	• First, experienced subject matter experts on our team will EXPLAIN to you the steps, tools and protocols involved in day to day operations.
D	Demonstrate	• Next, these same subject matter experts will DEMONSTRATE how to successfully perform. This is usually done by job shadowing.
G	Guide	• Once you have seen it done a few times, it's your turn! You will perform the steps with our SME as your GUIDE .
E	Enable	• Once you have mastered each process, congratulations! You can move forward on our own with follow up training to ENABLE your success our company.



Employment Classifications

1. Employment is not guaranteed for any period of time and is at-will for all employees.
2. Both the employee and the company have the right to end the employment relationship at any time.
3. Definitions:
 - **Full-Time:** An employee scheduled to work at least forty (40) or more hours per week.
 - **Part-Time:** An employee scheduled to work (29) hours or less per week.
 - **Contractor:** Technically, not an employee. Contractors operate under a contract to perform a specific task for a specific amount of time.

Wages and Salaries

Employees may have different pay structures based on their role within the company. Make sure to check with your supervisor to set up direct deposit, transfers, check, protocols that meet your needs and your position.

OR

1. All employees are required to clock in and out at the beginning and end of each scheduled shift. Failure to do so may result in a late or absence occurrence.
2. Employees must notify their supervisors when they are unable to clock in or out.
3. Employees are paid biweekly on Fridays.
4. **Payroll Deductions**
 - a. We are required by law to make the following deductions from each employee's paycheck:
 - i. Federal Withholding Tax
 - ii. State Withholding Tax
 - iii. FICA (Social Security Tax)
 - iv. Medicare Tax
5. Upon satisfying eligibility requirements, an employee may authorize deductions for the purpose of participating in medical, dental, and other benefit plans offered in connection with employment.
6. Employees with questions about their pay or deductions should contact management or HR for assistance.
7. **Direct Deposit**
 - a. All full-time and part-time employees will be enrolled in direct deposit to receive their paychecks.

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PRO TIP: Copy images from your website. Re-use materials that you already have developed.





Attendance Policy

At Tempest, we value the dedication and hard work of our employees, and we understand the importance of a balanced approach to work and personal life. Our attendance and time-off policy is designed to support both productivity and well-being. We strive to support our employees' needs while ensuring the continued success of the company. Employees are encouraged to reach out to their supervisors or the HR department with any questions or concerns about attendance and time off policies.

Below is the policy for attendance and the time-off benefits available to employees:

1. Employees are expected to be punctual and present for all scheduled shifts. Regular attendance is crucial for the smooth operation of the company and ensure that team members can rely on each other.
2. If an employee anticipates being late or unable to attend work, they must notify their supervisor as early as possible to ensure proper coverage.
3. In the case of unplanned absences (e.g., illness or emergencies), employees are expected to communicate with their supervisor as soon as possible.
4. More than 2 occurrences within a given month may result in disciplinary action such as a verbal warning, written warning or termination if the employee is already under a written warning.
5. **Reporting Absences or Late Arrivals**
 - a. Employees must notify their supervisor **at least two hours before** their shift begins in case of absence or tardiness if and when possible. A lateness or absence will count as 1 occurrence.
 - b. Employees reporting for work more than 5 minutes late will be marked "late" and will count as 1 occurrence.
 - c. For planned absences, such as medical appointments, employees should provide notice, in writing, **at least 48 hours in advance**.
 - d. If reported more than 48 hours in advance, the absence will not be counted as an occurrence.



Paid Time Off (PTO) Policy

Tempest provides Paid Time Off (PTO) for employees to rest, recharge, and manage personal matters. The following PTO policies are in place:

1. Earning PTO

- a. **After 6 Months of Employment:** Employees are eligible for 5 PTO days after completing six months of continuous employment.
- b. **After 1 Year of Employment:** Employees are eligible for 10 PTO days after completing one full year of continuous employment.
- c. During the first 6 months of employment, employees are eligible for up to 3 **UNPAID** days off for illness, family care, prescheduled vacations and emergencies. Employees must still follow the same pre-approval and reporting requirements for unpaid and paid time off.

2. PTO Allotment

- a. Employee PTO days are based on years of service:
 - i. Paid Time Off (PTO) Chart - Full Time Salary Positions
 - ii. An employee who has been employed for 1-4 years receives 14 PTO days.
 - iii. An employee who has been employed for 5-6 years receives 17 PTO days.
 - iv. An employee who has been employed for 7-9 years receives 20 PTO days.
 - v. An employee who has been employed for 10 years receives 22 PTO days.
 - vi. An employee who has been employed for 11+ years receives 25 PTO days.
3. PTO Days are allotted, and employees start accruing hours at the beginning of each calendar year (January 1).
4. Any adjustment to PTO days based on an employee's tenure will be made at the beginning of the calendar year following the employee's anniversary date.
5. Up to two consecutive weeks of PTO are permitted.
6. Only 5 PTO days (40 hours) will rollover into the following calendar year unless an exception is approved by company management.
7. Payment of unused accrued PTO will only be made to an employee at the time of termination.
8. If an employee has exhausted his/her PTO or has used more than they accrued and leaves the company, a pay adjustment may be made on his/her final paycheck.
9. PTO days can be used for any purpose, including personal time, vacation, or illness.
10. Employees must submit PTO requests, in writing, to their supervisor **at least two weeks in advance** for planned time off. Approvals are based on staffing needs and workload.
11. In cases of illness or emergency, PTO can be used with less notice, but employees should inform their supervisor as soon as possible.
12. Unused PTO days cannot roll over to the next year unless specifically agreed upon in writing by management.
13. PTO must be used in increments of at least half a day.
14. Your supervisor will track attendance and PTO usage to ensure that employees comply with company policy.
15. Excessive unapproved absences or failure to follow proper absence notification procedures may result in disciplinary action, up to and including termination.



Non-PTO Leave

Type of Leave	Description/Details
Unpaid Time Off	- For employees who have exhausted their PTO or need additional time off, unpaid time off may be requested. This will be considered on a case-by-case basis and MUST be approved by a supervisor in advance. - Unpaid time off is not guaranteed and is subject to business needs.
Leave of Absence	- For extended absences due to medical, family, or other reasons, employees may request a leave of absence. - Leave requests need to be provided in writing and must be discussed with management. - Each request will be reviewed based on the circumstances and company policy. - A doctor's note may be required for medical leaves.
Bereavement Leave	- An employee may be absent for up to five business days with pay if someone in the immediate family passes away and services are within the state. If additional time is needed, please contact your supervisor/owner to make arrangements for additional unpaid time off. - For purposes of this provision, the immediate family includes husband, wife, children, father, mother, brother, sister, grandparent, father and mother-in-law, sons and daughters-in-law, and similar step relations.
Maternity Leave	- An employee taking this type of leave must notify their supervisor in a timely manner. - Salaried full-time employees are eligible for six weeks of paid maternity leave; an additional two weeks are available for cesarean births. - Maternity leave must be submitted at least 30 days prior to the scheduled delivery due date. - Employees are eligible for these maternity leave benefits after the 90-day introductory period. - All supporting documentation should be submitted to his/her supervisor.
Jury Duty / Court Appearance	- All employees called to serve on a jury or otherwise required to appear before a court in a judicial proceeding due to court order, subpoena, or other process will be excused from work as necessary to appear, provided they submit prior written notification and written evidence of the request or court order. - A copy of the summons must be provided to management. Salaried employees are entitled to be paid their total regular compensation while attending the judicial proceeding.