

# Employee Handbook

Web-Co Custom Industries, Inc.

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**Web-Co Custom Industries, Inc.** (hereafter, Web-Co) is a not-for-profit, Extended Employment Sheltered Workshop. We provide meaningful employment to people with disabilities through the production of goods and services for the private and government sector. Web-Co was incorporated in May of 1977 and is operated by a voluntary Board of Directors from Webster County, Missouri.

What is an **Extended Employment Sheltered Workshop**? It is a business run like any other light assembly or service company, except that its employees are persons with disabilities who have demonstrated personal qualifications to *work cooperatively with others*, have acquired *good work habits*, and have a *productive work capacity* (from the Department of Elementary and Secondary Education website, emphasis added). In light of this definition, Web-Co hires employees on a **60 day trail-basis** to insure that they meet the stated criteria.

Missouri follows the ***Employment-At-Will*** doctrine. This means that both the employer and employee can terminate the employment relationship at any time and for any reason, as long as there is no employment contract to the contrary, there is no discrimination under civil rights laws (based on race, color, age, national origin, religion, ancestry, sex, or physical/mental disability), no merit laws apply, or the state's limited public policy exception does not apply (<http://labor.mo.gov/DLS/General/discharged>).

## Table of Contents

Abuse or Neglect	1
Acknowledgement of Receipt	19
Attendance	2
Bereavement	2
Breaks and Lunch	2
Computer Usage	3
Drug Testing	3
Employee Conduct	5
Equal Employment Opportunity	6
Family Medical Leave	6
Grievances	6
Grooming and Clothing	8
HIPPA	8
Holidays	8
Insurance	9
Interaction of Employees	10
Leaving Assigned Work Area	10
Medication	10
Payroll	10
Phone Calls	11
Safety	11
Sick Leave	12
Supervisor Relationships	13
Tobacco	13
Tardiness	13
Transportation	14
Vacation	15
Visitors	16
Work Hours	16

## **Employee Policies**

This handbook applies to: certified employees, lead workers, temporary employees, or employees of contracted temporary employment agencies who are employed by Web-Co. Any deviation from, or change to these policies, will be with the approval of Management (referring to the General Manager, Plant Manager, and Human Resources Director) and the Board of Directors.

### **Abuse or Neglect:**

Web-Co does not permit or allow sexual abuse or molestation to occur in the workplace or at any activity sponsored by or related to it. In order to make this “zero-tolerance” policy clear to all employees, we have adopted mandatory procedures that any employee, staff, etc. must follow when they learn of or witness sexual abuse or molestation.

Sexual abuse takes the form of inappropriate sexual contact or interaction for the gratification of the actor who is functioning as a caregiver and is responsible for the employee’s well-being. Sexual abuse includes sexual assault, exploitation, molestation, or injury. It does not include sexual harassment, which is another form of behavior which is prohibited by Web-Co.

Any member of the Web-Co community who learns of sexual abuse being committed must immediately report it to the Human Resources Director. The abuse will be reported by this designee to the Missouri Department of Health and Senior Services (800-392-0210) according to Missouri Statute Chapter 630. DHSS will conduct the investigation and contact any authorities necessary.

We prohibit any retaliation against anyone, who in good faith reports sexual abuse, alleges that it is being committed, or participates in the investigation. Intentionally false or malicious accusations of sexual abuse are prohibited and may be disciplined, up to and including termination.

**Attendance:**

We expect all employees to be at work, on time, on their scheduled work days. Web-Co must be notified of an employee's absence from work within 30 minutes of your scheduled start-time (please request to speak with your supervisor).

If an employee is absent more than three (3) consecutive workdays, a doctor's note will be required. This documentation must be turned in to your supervisor or the HR Director. Absences of three (3) or more consecutive workdays without notification may result in discipline, up to and including termination.

Excessive absenteeism (defined as three times in one quarter) may result in a written warning. The 4<sup>th</sup> absence may result in a suspension (without pay). The 5<sup>th</sup> absence may result in discipline, up to and including termination. The supervisor and/or Management will structure the disciplinary measures to be as appropriate and effective to the situation/person as possible. Management reserves the right to terminate any employee at any time.

**Bereavement:**

Web-Co recognizes bereavement is a difficult period of time for an employee. Every effort will be made to ensure that the employee is able to attend to necessary family matters without loss of earnings. All employees are eligible for paid funeral leave of three consecutive working days for: spouse, child, parent, guardian, brother, sister, mother-in-law, father-in-law, grandchild, grandparent, brother-in-law, sister-in-law, or as deemed appropriate by Management.

Pay for the period of absence will be computed at the regular rate per day. Time off for bereavement will not be credited for the purpose of computing overtime.

**Breaks and Lunches:**

Employees have a 30 minute break at 9:30 a.m. and at 12:00 p.m. (both are unpaid). Each employee is responsible for his or her own food and drink. Lunch boxes should be insulated and marked with the employee's name to avoid confusion. Lunch boxes should be kept in each employee's assigned cubby. If you

place an item in the refrigerator, it should be individually contained (not the entire lunch box) and labeled with the employee's name.

The lunchroom is furnished with soda machines, snack machine, refrigerator, and microwaves for the convenience of the employees. Food is to be consumed in the lunchroom only, **not** in the production area or sewing room. No open containers are to be left in the refrigerator or employee's cubby. The refrigerator will be cleaned out on Friday afternoon and anything left in it will be thrown away. An employee may have *water* at their workstation, as long as it is in a non-breakable, sealable container.

### **Computer Usage:**

There are certain jobs (e.g., the front office) where employees will have access to computers and the internet. These devices should be used solely for work related to Web-Co. Visiting any websites that are vulgar, explicit, pornographic, etc. is strictly prohibited. Doing so may result in disciplinary action, up to and including termination.

### **Drug Testing:**

Web-Co is concerned about those situations where the use of alcohol and/or drugs seriously interferes with the safety, health, and job performance of our employees. While we have no intent or desire to intrude upon the private lives of our employees, we do have an obligation to provide the safest and best possible working environment for all employees. Our employees also have a responsibility to report to work fit for duty with no illegal drugs or alcohol in their system.

As a condition of employment on a federal contract or grant, the employee must:

1. Abide by the terms of this policy statement; and
2. Notify the employer within five calendar days if he or she is convicted of a criminal drug violation in the work place.
3. Web-Co must then notify the contracting agency within ten days after receiving notice that a covered employee has been convicted of a criminal drug violation in the work place.

### **Procedures and Penalties:**

Violation of any of the following work rules is grounds for immediate discipline, up to and including termination:

#### *1. Alcohol:*

Possession or drinking of any alcoholic beverage on Web-Co property, including the parking lot and Web-Co vehicles, at any time, including breaks or lunch, is prohibited. Reporting for work while under the influence of alcohol is prohibited.

#### *2. Illegal Drugs:*

Possession, use, distribution, purchase, sale or offering for sale of narcotics or any controlled or illegal substance, on Web-Co property, including the parking lot and Web-Co vehicles, at any time, including breaks or lunch is prohibited.

Reporting for work or working while under the influence of any controlled or illegal substance, except a drug prescribed for the employee by a physician and used by that employee as prescribed, will be disciplined, up to and including termination. The burden of proof lies with the employee and Management will determine the disposition of each case.

Employees who are not actually on Web-Co property but are performing work for Web-Co business offsite will be treated the same as if the employee were on Web-Co property.

### **Refusal:**

A refusal to comply with a directive to undergo an alcohol or drug test is considered to be the equivalent of a positive drug or alcohol screen. Failing a drug or alcohol screen may be disciplined, up to and including termination.

## **Types of Testing:**

### *1. Reasonable Cause:*

Web-Co will require an employee reasonably suspected of being “under the influence” of alcohol and/or drugs to be tested by qualified personnel (e.g., a local clinic or Employee Screening Services) at Web-Co’s expense. A breathalyzer is also kept on site and may be used in cases where deemed warranted.

### *2. Post-Accident or On-the-Job Injury:*

An employee who is involved in an on-the-job accident or injury will be tested for alcohol and drugs as part of Web-Co’s investigation into the incident.

Web-Co will require the alcohol or drug testing of any employee involved in an on-the-job accident resulting, in Management’s opinion, in damage to personnel, materials, equipment, vehicles or products. Web-Co will also require the alcohol and drug testing of the driver of any Web-Co car, truck, or other vehicle involved in an accident. Web-Co additionally will require the alcohol and drug testing of any employee, whose on-the-job injury warrants medical treatment at a medical facility.

## **Worker’s Compensation:**

Missouri’s Worker’s Compensation Law allows penalties against employees who use alcohol or illegal drugs from 50% up to total forfeiture of benefits, depending upon the circumstances and cause of the accident.

## **Employee Conduct:**

Web-Co employees are expected to respect the rights and dignity of their fellow employees. Therefore, screaming, cursing, pushing, or shoving, or any other action considered out of place, will not be tolerated. This company will not allow any form of harassment of its employees. The result of any of these actions will result in appropriate disciplinary action, up to and including immediate termination. The striking or fighting among employees, or threats of physical



harm to other employees, may result in the immediate termination of the employees involved.

**Equal Employment Opportunity:**

It is the policy of Web-Co that an individual's race, color, religion, sex, disability, age, or national origin are not and will not be considered in any personnel or management decisions. We affirm our commitment to these fundamental policies. All recruiting, hiring, training, and promoting for all job classifications is done without regard to race, color, religion, sex, disability, or age. All decisions on employment are made to abide by the principle of equal employment.

All promotion decisions will continue to be made in accordance with equal employment opportunity principles and only valid job requirements will be used. All other personnel actions such as compensation, benefits, transfers, layoffs, and return from layoffs, will be administered without regard to race, color, religion, sex, age, disability, or national origin, except when there is a *bona fide* occupational qualification.

Any employee of Web-Co, whether supervisory or non-supervisory, who practices discrimination will be subject to disciplinary action. If employees believe that an incident of discrimination has occurred that is offensive or objectionable, that causes discomfort or humiliation, or that creates a hostile environment, or that interferes with job performance or advancement opportunities, they are urged to bring the matter to the attention of any supervisor or the Human Resources Director (also, see: <http://www.eeoc.gov/>).

**Family Medical Leave:**

Leave will be granted in accordance with guidelines set forth in the Family Medical Leave Act (<http://www.dol.gov/whd/fmla/>).

**Grievances:**

An employee grievance procedure is available to employees as a fair and effective means to resolve work-related complaints and problems. By using this procedure, employees can call upon their supervisors and Web-Co Management to evaluate

their cases and decide whether or not they have been treated fairly. Grievances may include, but are not limited to, such things as: discipline, transfer, job posting, selection, assignment of vacation or holiday time, personal requests, etc.

Employees cannot use the procedure to appeal decisions related to Web-Co's responsibility to determine corporate direction or strategic operating decisions (e.g., the number and assignment of employees to particular tasks, establishment of rules or conduct, determination of the hours of work, starting and quitting times, wages and benefits, etc.)

Employees should discuss their grievances with their immediate supervisor within two (2) scheduled working days of the incident. If they are not satisfied with that outcome, they should take their grievance to the next supervisory level if one exists within their department.

If the grievance is not settled, employees should submit it in writing to the Human Resource Director (within seven (7) days after the incident, if the grievance involves disciplinary action).

- The grievance should be written on a Grievance Report Form available from the Human Resource Director. HR will try to resolve the grievance through counsel and advice within 5 days.
- When employees believe it would be inappropriate to discuss their grievance with their immediate supervisor (e.g., if it involves the supervisor), they may bypass the supervisor and seek assistance from the next level of management or the Human Resource Director.
- If the Human Resource Director is unable to resolve the grievance, the employee may take the matter to the General Manager.
- If the GM is unable to resolve the grievance, the employee may take the matter to the Board of Directors or a designated subcommittee. Any matter to be brought before the Board must be submitted in writing to the Board President two weeks prior to the next meeting (held the fourth Monday night of every month).

Web-Co will not permit any supervisor, manager, or employee to engage in any form of retaliation against an employee who initiates the grievance process.

**Grooming and Clothing:**

Each employee should keep themselves clean and well-groomed.

For clothing, please do **not** wear:

- Clothing with inappropriate or suggestive pictures or messages,
- Shorts that are above the knee when standing up,
- Halter-tops, see-through tops, mesh shirts, T-tops, or low cut blouses,
- Shirts that do not cover the front and back torso,
- Clothes that reveal undergarments,
- Short-sleeved shirts that are not capped or hemmed,
- Shoes with an open heel or open toe (except office personnel),
- Shoes or boots with a high heel (except office personnel),
- Dresses (except office personnel or with prior Management approval).

If necessary, an employee will be sent home due to poor grooming, hygiene, or inappropriate attire.

**HIPPA:**

Web-Co makes every effort to protect individuals' medical records and other personal health information in accordance with the Health Insurance Portability and Accountability Act (see: <http://www.hhs.gov/hipaa>).

**Holidays:**

It is the policy of Web-Co to designate and observe certain days each year as holidays. Eligible employees will be given a day off with pay for each holiday observed according to the number of days a week they work (i.e., if working five days/week, will be paid a full day; if they work 4 days/week they get 4/5 of a day, etc.). The rate of pay will be based on the employee's average float rate.

Employees on leave of absence, or on lay-off or suspension, are not eligible to receive holiday pay.

Web-Co observes the following holidays:

- New Year's Day
- Floating Holiday (determined by Management)
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day (may be used as a floating holiday)
- Thanksgiving Day
- The Friday after Thanksgiving
- Christmas Day

To receive holiday pay, an eligible employee must work a **full** scheduled workday before **and** after the holiday, or be on an authorized absence/vacation (approved in advance by a supervisor or Management). If an employee is absent on one of these days because of illness or injury, Web-Co reserves the right to verify the reason for the absence before approving holiday pay. Holidays are not considered a day worked for calculating overtime.

A holiday that occurs on a Saturday or Sunday generally will be observed by Web-Co on either the preceding Friday or the following Monday. Due to production demands, holidays may be observed at another time. Either of these scenarios will be determined and announced by Management.

Web-Co recognizes that there may be religious holidays (other than those already designated as holidays) that employees would like to observe. It may be possible to arrange these holidays as scheduled days off, authorized absences without pay, or personal time off. Requests for time off will be processed through the employee's supervisor and approved by Management.

**Insurance:**

Web-Co provides each employee with worker's compensation insurance coverage while at work.

**Interaction of Employees:**

Good, healthy interaction is encouraged among all of the employees. However, no touching is allowed between employees (e.g. holding hands, horseplay, pushing, shoving, etc.). A handshake, pat-on-the-back, or a fist-bump greeting is acceptable.

Employees are not to buy, sell, or trade merchandise while at Web-Co. Also, there is to be no loaning or borrowing of money. This is for the protection of all employees. If an employee is in dire need of money, they should speak with Management and a small loan may be arranged with the expectation that it be paid back as soon as possible. Gossiping and spreading rumors about other employees is also inappropriate.

**Leaving Work Areas:**

An employee must have their supervisor's permission to leave their assigned work area. Under normal conditions, rest room and water fountains should be used during the regularly scheduled break and lunch period.

**Medication:**

Web-Co encourages all employees to take medicines at home, if at all possible. If an employee requires medication during the work day, they must keep their medications on their person and be able to self-administer the medicine. No medications will be held in the office nor administered by any member of management.

Some OTC medications (e.g., Ibuprofen, Tylenol, Benadryl, antacids, etc.) will be kept by Management and administered with the permission of parents or guardians (if applicable).

**Payroll:**

Employees are paid on a weekly basis. The employee is paid every Friday, for the work performed during the previous week. If the employee is not able to pick up their paycheck on Friday, the check may be picked up the next week. Someone

other than the employee may pick up their check, if written documentation is on file with the office or if approved by Management. Employees may have their checks deposited directly.

New employees will be supplied with a copy of FLSA Section 14(c), which explains the subminimum wage that may be paid to employees. A copy can be provided by HR and is posted in the shop (<http://webapps.dol.gov/elaws/whd/flsa/14c/>).

### **Phone Calls:**

Cell phones are to be turned off, or on mute, while the employee is on the work floor. No calls or texts should be made or received. If an employee is expecting an “emergency call,” the front office should be called (417-468-5890) and the employee will either be given a message or allowed to answer the call, at the supervisor’s or Management’s discretion.

Employees may use their cell phones in the break room prior to work, on break, at lunch, or after work. There are two phones in the break room that may be used by employees who do not have their own phones – at appropriate times and in five (5) minute increments.

### **Safety:**

At Web-Co, we strive to provide a safe environment for all of our employees. We ask that all employees do everything they can to protect Web-Co’s safety record. There is to be no running, pushing, horseplay, or any other physical activity that could result in injury to yourself or another person. Doing so will result in disciplinary action, up to and including termination.

Everyone is to take responsibility for keeping Web-Co safe. If you observe any actions that you believe to be unsafe, please report it to your supervisor or to Management immediately. If you should be injured in any way, you must report it to your supervisor or Management immediately, so that the proper accident report can be filed and that medical attention can be provided, if necessary.

Only trained employees will operate equipment. Employees should never use equipment that they believe to be unsafe or that they feel untrained or unqualified to operate.

Fire, storm, earthquake, and intruder drills are held on a quarterly basis and will be taken seriously. We also have a monthly safety meeting where safety issues will be addressed and where employees may express their safety concerns.

**Sick Leave:**

Web-Co grants annual sick leave with pay to employees in accordance with the following guidelines:

1. Sick days are accrued during the fiscal year, July 1 through June 30.
2. Eligible employees receive:
  - a. After one (1) fiscal year service, five (5) days of sick pay.
  - b. During the first year of employment, sick days will be accrued according to the following schedule:

<b>Employee Date of Hire</b>	<b># of Sick Days</b>
July 1 – September 30	4
October 1 – December 31	3
January 1 – March 31	2
April 1 – June 30	0

Employees may not take paid sick days until they have actually earned the sick pay.

Sick pay may be taken in **15 minute** increments. Sick pay for employees will consist of the employee’s regular rate of pay. If an employee’s regular work schedule is a four (4) day week, they will only receive four (4) sick days. If only three (3), then they will only receive three (3) sick days, etc.

If an employee is ill and cannot work they must use sick time if any is available. In addition, sick days are not cumulative and are available to be taken in the year

immediately following the year in which they are accrued. Employees will not be paid for any unused sick days remaining at the end of the fiscal year.

If an employee is absent from work for any reason and has remaining PTO, it will be paid. If an employee is absent from work and has no vacation or sick days, it is considered an unexcused absence (unless a doctor's note is provided or it is approved in advance by Management).

**Supervisor Relationship:**

All employees are assigned to work under the direction of one of Web-Co's supervisors. The assigned supervisor will give work assignments, track worked hours, and notify Management of any concerns related to job performance or attendance. All employees will carry out the work assignments or directions of their supervisor or any member of Management, or risk disciplinary actions, up to and including termination. Cursing, or any other inappropriate language, directed at a supervisor or Management, as well as striking a supervisor or Management, will be disciplined up to and including immediate termination.

**Tobacco:**

Tobacco use is prohibited inside the building. Employees who use tobacco must do so outside, in designated areas, during their break and lunch period. Those who use tobacco are responsible for making sure that their waste is disposed of properly.

**Tardiness:**

Three (3) tardies in one quarter may result in a written warning. The 4<sup>th</sup> tardy may result in suspension. A 5<sup>th</sup> tardy may result in discipline up to and including termination. The supervisor and/or Management will structure the disciplinary measures to be as appropriate and effective to the situation/person as possible. Management reserves the right to terminate any employee at any time.



## **Transportation:**

Each employee is expected to provide their own transportation to and from work. If this is not an option, the workshop does operate buses for its employees. The availability is dependent upon capacity and a limited route. Web-Co provides the cost of bus transportation but this could change if funds are no longer available. In this case, a charge will be made to each employee using company transportation.

An employee cannot get on the bus unless they are on the bus schedule. If the schedule is full, the employee will be put on a waiting list. These schedules should be coordinated with the Plant Manager or the Human Resources Director.

While on the bus, the employee is on Web-Co property and must adhere to all Web-Co policies. The driver is the “supervisor” while the employees are on that bus and must adhere to any instructions or limitations imposed by the driver. Failure to follow the driver’s instructions may result in the revocation of riding privileges or other disciplinary action, up to and including termination.

If there is a change in your riding schedule, the front office or the Human Resources Director should be notified as soon as possible, either in writing or by phone.

Employees on the buses **must wear seatbelts** at all times, for safety. This is a **Missouri State law**. Web-Co is also compliant with FTA **Title VI** requirements regarding non-discriminatory practices in transportation (<http://www.fta.dot.gov/civilrights/12328.html>). If you believe that there has been a violation of Title VI, a complaint form can be found on our website (<http://www.webcocustom.com/DownloadableForms.html>).

## **Inclement Weather:**

For the safety of our employees, the buses may not run in conditions of ice and snow. If Fordland School is closed, the Fordland bus will not run. The same goes for the Seymour and Niangua bus, respectively. If Marshfield School is closed, none of the buses will run with the exception of a limited route within Marshfield

city limits, where possible. If the shop is closed, it will be listed on KY3, KTTS, etc. and the outgoing office phone message (417-468-5890) will be changed and state that the shop is closed.

**Vacation:**

Web-Co grants annual vacations with pay to employees in accordance with the following guidelines:

1. The vacation fiscal year is July 1 through June 30. Vacations are accrued or earned on the employee’s length of service and on time worked during the preceding fiscal year and on the number of days per week they work.
  
2. Eligible employees are entitled to the following schedule:
  - a. After one (1) fiscal year of service, five (5) days paid vacation; after five (5) fiscal years of service, ten (10) days paid vacation.
  - b. The first year an employee works past July 1, there may be a portion of the vacation days allotted due to working only a partial year. The days will be awarded according to the following schedule:

<b>Employee Date of Hire</b>	<b># of Days of Vacation</b>
July 1 – September 30	4
October 1 – December 31	3
January 1 – March 31	2
April 1 – June 30	0

Employees may not take paid vacation until they have actually earned the vacation. New employees accrue paid vacation during their first fiscal year but may not take any vacation until the start of the second fiscal year.

If an employee’s regular work schedule is a four (4) day week, they will only receive four (4) vacation days. If only three (3), then they will only receive three (3) vacation days, etc.

Vacation time must be taken in **full-day increments**. If an employee wants a day off they must use a vacation day if one is available. A request to use a vacation

day must be submitted to a supervisor *at least* a week ahead of time. The request may be denied if production demands are extremely high.

Employees on a leave of absence are required to use all accrued paid vacation time as part of the leave. In addition, employees on a leave of absence will not accrue any new vacation time during the leave. Employees may not receive vacation pay in lieu of time off. Employees who quit and come back will start over in accruing vacation days.

In addition, vacations are not cumulative and must be taken in the year immediately following the year in which they are accrued. Employees will not be paid for any unused vacation remaining at the end of the fiscal year.

When employment is terminated, employees will receive vacation pay for any unused vacation accrued at the time of termination. If an employee dies, pay for accrued and unused vacation will be paid in a lump sum to the employee's estate.

If the shop is **closed** (e.g., due to inclement weather), the employee will be given the option of using a vacation day or of not being paid for the day.

**Visitors:**

Employees are not allowed visitors during work hours without prior Management approval. If it is an emergency situation, the office should be contacted. A message will be taken to the employee or the employee will be brought to the front office. All visitors must sign in at the front office upon arrival.

**Work Hours:**

The workday begins at 8:00 a.m. and ends at 2:30 p.m., or as scheduled by Management. All employees are to be at their assigned work areas and ready to begin their job assignments at 8:00 a.m. If you are late, you must go to the office and sign in. If you leave early for any reason, you must go through the office and sign out.

**Approval by Management:**

Management will coordinate the implementation of this handbook and assure reasonable and consistent application. All managers and supervisors are responsible for enforcing this handbook in accordance with applicable work rules.

**Conclusion:**

These policies, which govern our daily operations, are reviewed on a regular basis to make sure they are current and relevant to the time in which we work and in tune with other businesses of like operation.

We thank you for your cooperation and observance of these policies. Your contributions to our success now and in the future are appreciated.

Web-Co Custom Industries, Inc.  
Board of Directors and Management

Originally approved by the Board of Directors: 06/21/10  
Updated Drug Policy: 12/07/10  
Updated Break Times: 01/07/13  
Overall revision approved: 01/25/16



# Employee Handbook Acknowledgment of Receipt

Employee Name: \_\_\_\_\_

Date: \_\_\_\_\_

I acknowledge that I have received a copy of Web-Co Custom Industries' Handbook. I understand that I must read and familiarize myself with the contents of this Handbook and that I will conduct myself in accordance with its policies.

I also understand that the terms of this Handbook do not offer or guarantee continued employment, and that my employment is at-will; that is, either the company or I may terminate the employment relationship at any time for any reason. This Handbook does not create a contractual relationship between Web-Co and the employee.

Employee's signature: \_\_\_\_\_

Parent or Guardian's signature (if applicable) \_\_\_\_\_

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Annual Reviews (date and signature):

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____