



# **Save Point Transportation Inc.**

## **Employee Handbook draft**



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## **About The Company**

### **Welcome**

Dear Employee,

We are pleased to have you as part of Save Point Transportation Inc. organization. As employees, we represent the professionalism of Save Point Transportation Inc. and make a direct and important contribution to the community by offering rides to individuals with disabilities helping improve the quality of their lives.

This handbook has been developed to help you understand your job responsibilities as a member of our team. It is based on the Save Point Transportation Inc. policies, as well as State and Federal Regulations.

This book is a work in progress, with revisions to follow as laws and or company policies change and will serve as a basis for our continued development and improvement.



## **Company History**

Save Point Transportation Inc. started as an idea from David Zaniewski participating in the Froedtert Hospital Spinal Cord Injury support groups in the 2010's. David went on to become a Froedtert Hospital Spinal Cord Injury mentor and participant in the Independence First transportation advocacy committee.

Basic research was conducted to determine the number of private companies offering paratransit services in the area and the cost of equipping micro-paratransit vehicles. Investigation into funding the business from grants and loans was performed but the startup cost of operating a two-vehicle business was a bit beyond David's capability in 2017.

An additional spinal cord surgery in 2019 and Covid-19 in 2020 led to personal experiences with the lack of quality paratransit services in the metro Milwaukee community. Private providers disappeared from the market and personal Transit Plus service experiences led to a revival of the dream.

Covid shut down many services in 2020 and 2021, including access to transportation and medical services. David learned of Independence Living Centers in Wisconsin providing transportation services. Connecting with and learning from those program managers proved especially valuable. David learned more about quality vehicle equipment from an Independence First co-worker, but there were still knowledge gaps and the fears of starting a new



business.

2021 and 2022 were years of recovering from Covid shutdowns. Many businesses reopened but paratransit was not among them. In 2022, Milwaukee county announced the termination of the on-demand paratransit service. David attended meetings and was re-connected with former co-worker Lauren Grudzinski. They talked about possible future dreams and the concept of Save Point was developed by Lauren. David retired in the spring of 2023 and Lauren talked about the need for transportation for people to get to her maker space dream. Lauren brought Dan Fritz into the fold during the summer of 2023 and Save Point started to become reality.

The paratransit business and budget plans were developed and modified over the next several months. Papers were filed for Save Point Transportation Inc. to become reality in December 2023.

In the words of “Weird Al” Yankovic, “The Saga Begins”.





## **Mission Statement/Vision/Values**

### **Mission**

To improve quality of life for individuals with disabilities and limited mobility by providing a new, best in class, affordable, paratransit service in the Milwaukee County area. Our Motto: On-time, safe, quality transportation! We hope to become a model for other communities and individuals hoping to develop better paratransit solutions.

### **Vision Statement**

We don't want to simply replace transportation options currently being defunded and downsized, but will create the best transportation alternative for the community. The "you'll get there eventually" mentality behind the existing transit and paratransit programs is not acceptable to us.

- through tiered membership options, we show our dedication to quality of service over profits

We choose to evaluate complaints submitted to the Transit Plus program, identify causes and design our service to eliminate or drastically reduce these problems.

- by offering door-to-door service for any passenger/caregiver to travel without other paying patrons in the vehicle

### **Values**

We want our organization to be recognized for its integrity. We must start with a culture of trust and responsibility within the organization or we will



become like all the other public transit services. All suggestions coming from employees, patrons and stakeholders will be valued. No issue is too small to be discussed for merit. Only through open communication can we take ideas and turn them into innovation and financial improvement.

## Goals

In order to achieve our mission and vision, we must create a product where all of the following are true:

- Fewer or no physical barriers
- Increased ease of access for members and Patrons
- Increased member and Patron satisfaction
- Enhanced safety through an extensive driver education program
- Organizational redundancy and resilience so that processes don't break, and we can react quickly to the needs of the community
- Ensure that we can sustain viability and service quality metrics
- Develop a completely transparent complaint process
- Hold periodic listening sessions to receive stakeholder feedback
- Hold employees accountable using performance criteria
- Every member and Patron can say they feel special



## **Disclaimer**

The statements described in this handbook are for general purposes and responsibilities. The information contained in this handbook is not necessarily an exclusive list of all responsibilities, duties and skills that may be required in your job within Save Point Transportation Inc. Save Point Transportation Inc. policies, State and Federal laws supersede all contents of this handbook.

## **About The Workplace**

### **Expectations**

Save Point Transportation Inc. procedures for employees are established by the governing body of the organization and will be in force until the next revision date. Employees are required, as part of their employment, to sign a statement at the end of this handbook, agreeing to read and follow all company policies and procedures provided therein. Employees are also required, periodically, to update their knowledge of the handbook. Changes in procedures during the year will be kept to a minimum. Company email or memo will be created informing employees of each new change. It is the responsibility of each employee to review this handbook on a regular basis for updates and changes.

Any employee violating policies Save Point Transportation Inc., will be subject to disciplinary action, up to and including termination.



## **Employee Badge**

Each employee will be given a badge with their name, photo, and job title. Badges should always be in the possession of the individual employee. Badges should be worn and plainly visible when in public settings. **\*\*\*Report lost/stolen badges to the human resources department or CEO immediately!**

## **CEO's Authority**

All employees are subject to the authority of the CEO, including assignment or reassignment. The CEO's authority can be delegated to appropriate personnel if necessary.

## **Equal Employment Opportunity**

To provide equal employment and advancement opportunities to all individuals, employment decisions at Save Point Transportation Inc. will be based on merit, qualifications, and abilities. Save Point Transportation Inc. does not discriminate in employment opportunities or practices based on race, color, religion, sex, national origin, age, or any other characteristic protected by law.

This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of



their immediate supervisor. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

## **Transportation Public Rights Under Title VI - Notice of Nondiscrimination**

Save Point Transportation Inc. is committed to ensuring that no person is excluded from the participation in, denied the benefits of, or otherwise subjected to discrimination on the basis of race, color, national origin, disability, sex, age, religion, income status or limited English proficiency (LEP) in any and all programs, activities, or services administered by the Save Point Transportation Inc. in accordance with Title VI of the Civil Rights Act of 1964 and related nondiscrimination authorities.

Any person who believes they've been aggrieved by any unlawful discriminatory practice may file a complaint with the Save Point Transportation Inc..

For more information on the Save Point Transportation Inc.'s civil rights program, and the procedures to file a complaint, contact David Zaniewski, CEO at [dzaniewski@save-points.org](mailto:dzaniewski@save-points.org) 414-973-8814, or any existing Human Resource Manager (for hearing impaired, please use Wisconsin Relay 711 - <https://wisconsinrelay.com> or visit our main office at 700 W Virginia St, Suite 106, Milwaukee, WI



53204. For more information, visit the Title VI link on <https://www.save-points.org/>.

A complaint may also be filed directly with the following:

- Wisconsin Department of Transportation (WisDOT), Senior Title VI and ADA Coordinator, Phone: (608) 266-8129, TTY (800) 947-3529, Fax: (608)267-3641, Email: [taqwanya.smith@dot.wi.gov](mailto:taqwanya.smith@dot.wi.gov), 4822 Madison Yards Way, 5th Floor South, Madison, WI 53705. For more information, visit <https://wisconsindot.gov/Pages/doing-bus/civil-rights/titlevi-ada/filingcomplaint.aspx>
- U.S. Department of Transportation, Federal Transit Administration (FTA), Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590, Phone: 1-888-446-4511 or 711(Relay), email: [FTACivilRightsCommunications@dot.gov](mailto:FTACivilRightsCommunications@dot.gov)

If information is needed in another language, contact 414-973-8814.

Si se necesita informacion en otro idioma de contacto, 414-973-8814.

Yog muaj lus qhia ntxiv rau lwm hom lus, hu rau 414-973-8814.

## **Discrimination, Harassment, And Retaliation**

Employees shall not engage in prohibited harassment, including sexual harassment, of other employees or clients. While acting in the course of their employment, employees shall not engage in



prohibited harassment of other persons including Patrons, employees, vendors, contractors, volunteers, or any other persons associated with the organization. A substantiated charge of harassment will result in disciplinary action.

Employees who believe they have been discriminated or retaliated against or harassed are encouraged to promptly report such incidents to the supervisor. If the supervisor is the subject of a complaint, the employee should report the complaint directly to the CEO or human resources management. A complaint against the CEO may be made directly to the Board of Directors.

### **Weapons, Workplace Violence, Bullying**

Save Point Transportation Inc. is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, Save Point Transportation Inc. has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including supervisors, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the building, parking lot or vehicles of Save Point



Transportation Inc. without proper authorization.

Conduct that threatens, intimidates, or coerces another employee by Save Point Transportation Inc. at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

### **Accommodations**

Save Point Transportation Inc. is committed to complying fully with the federal and state laws regarding equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Save Point Transportation Inc. will make reasonable accommodations for an otherwise qualified individual with a disability who is an applicant or an employee, unless doing so would result in an undue hardship to the organization. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Save Point Transportation Inc. will also make reasonable accommodations for employees who are victims of domestic violence, sexual assault, or stalking; and for applicants and employees based on their religious beliefs and practices.

The CEO is responsible for all aspects of Save





Point Transportation Inc. The staff consists of:

### Contact Information

Name	Position	Phone Number
David Zaniewski	CEO	414-973-8814 414-207-7473 cell
Dan Fritz	Safety Manager	972-429-2306 972-626-5580 cell
Lauren Grudzinski	President	414-420-6736 414-531-9591 cell
	Dispatcher	
	Scheduler	



## **Save Point Transportation Inc. (SPTi) Phone Numbers**

Main Number 414-808-0065 (TTY Relay 711)

Customer Service 414-973-8814

Spanish to English.....877-490-3723

[Info@save-points.org](mailto:Info@save-points.org)

After Hours 414-973-8814

### **Hours Of Operation**

#### **Monday – Friday**

- Business Hours | 6:00am – 8:00pm
- Office Hours | 9:00am – 4:30pm

#### **Saturday & Sunday**

- Business Hours | 7:00am – 6:00pm
- Office Hours | 9:30am – 4:00pm

#### **Holidays**

- Business Hours | 8:00am – 6:00pm
- Office Hours | closed
  - New Year's Day, President's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day.

### **Save Point Transportation Inc. (SPTi) Address**

700 W Virginia St

Suite 106

Milwaukee WI 53204

<https://www.save-points.org/>



## **Compensation**

### **Compensation Philosophy Statement**

Save Point Transportation Inc. is all about its mission, vision and goals. We exist to improve the quality of life for individuals needing transportation services. We want our organization to be recognized for its integrity. That starts with a culture of trust and responsibility within the organization.

Every employee will have a job plan and the organization will have an evaluation process. We are a startup, so job plans and evaluation processes may flex for a while. The goal is for supervisors to do twice yearly employee evaluations. We expect the board of directors to develop goals for each job within the organization and employees to have feedback in the goals written into their plans.

Your salary statement will be furnished to you upon hire by Human Resources Department. It will show your rate-of-pay per hour for the position. You will be notified annually of any pay raise. This information is considered confidential and should be treated as such.

As a startup and non-profit, there will not be a lot of capital for improving employee compensation for the first 12-18 months. Drivers, schedulers and dispatchers will receive increases before management. The goal is for every employee to be compensated at rates comparable with other businesses in the industry, within 3 years.



With that in mind we are open to ideas for a rewards program to help with employee retentions.

## **Employment Classifications**

Save Point Transportation Inc. will have the following job titles at startup:

- Scheduler
- Dispatcher
- Driver
- CEO
- Office Manager
- Safety Manager
- Human Resources Manager

Management titles are considered exempt, with all other titles being non-exempt.

Shift managers will be promoted from within as the business grows. Services contracted during startup, such as payroll, IT, web design, and maintenance will be brought on staff as the business grows.

Drivers will have several additional classifications depending upon their training and length of time with the organization. They will start out as trainees, graduate to apprentices and become drivers after their first evaluation.

## **Hours Of Work – Time Reporting**

Pay time for all employees starts with the pre-scheduled clock-in time. Pay time ends with clock-out time. For drivers, route sheet time is only an estimate.



Use of the time clock is required. An electronic system has not yet been chosen. All employees will receive appropriate training on any system chosen. Each employee is required to clock in and out at their assigned times. Extra service performed on an emergency basis shall be paid accordingly.

Drivers will be mostly part time. There will be a combination of personal choice hours and assigned hours to accommodate the business need. If the actual total daily route time exceeds the expected shift hours, the employee will be paid for the actual amount of time on route. Drivers who do not have enough routes to fill their shift, at the option of the employer, will be given extra duties to complete their shift time. If the employee opts out of the additional work, they should clock out. The employee should clock back in for additional route time when appropriate.

The total daily actual time assigned to any individual should not exceed eight (8) hours per day unless 10 or 12 hour a day shifts are ever implemented.

Overtime work performed by an employee, without the knowledge of company supervisors or management, may be grounds for disciplinary action. If an emergency occurs, overtime must be documented in writing using the Overtime Request Form.

Requests for clock-in time adjustments will be made by the staff using the appropriate Time Adjustment Form. No requested change is allowed



prior to approval. Time adjustments will be calculated on the next scheduled pay date.

### **Meal And Other Break Periods**

Office staff will be expected to flex meal and break times to ensure proper phone coverages. Remember to clock in and out for meal breaks of at least 15 minutes.

Save Point Transportation Inc. provides employees who work more than five hours in a day with an unpaid 30 minute uninterrupted meal period starting no later than the end of the fifth hour of work. If the employee's total work period per day is no more than 6 hours, the meal period may be waived by mutual consent of both the employer and the employee.

### **Call-Back Pay**

Management staff is expected to cover shortages by returning to the office because of employee illness or unexpected outages. Call-backs for regular staff should be rare, but will be appropriately compensated as overtime.

### **On-Call Pay**

Management staff is expected to cover any driving emergencies because of employee illness or unexpected outages. At some point drivers will be asked to volunteer for business On-Call needs. An official On-Call pay policy will then be developed and



implemented.

### **Shift Premium**

The business will have early, late and weekend hour needs, but not for all positions during startup. A reasonable shift premium will be developed with input from hourly employees when needed and will become permanent policy.

### **Overtime**

Management or supervisor approval will be required for overtime hours. Do not work extra hours without an email or signed Overtime Request Form from a manager or your supervisor. Drivers may be an exception due to unavoidable route time overages.

### **Paydays**

Payroll is distributed every other Friday for the two-week period ending the preceding Tuesday. If the payroll distribution date falls on a holiday, the payroll will be distributed on the last working day preceding the holiday. Direct deposit is available for employees if preferred. No one except the employee is permitted to pick up the employee's paycheck unless the employee has given a written consent for a particular individual to pick up their paycheck (Paycheck Pickup Authorization Form). If the employee wants to have their paycheck mailed, they must request this in writing. At the discretion of the CEO, an emergency



paycheck may be distributed as the CEO deems appropriate. If an employee is terminated or resigns, their paycheck will be mailed to the last known address on record.

## **Payroll Deductions**

Federal Income Tax and Social Security is withheld from pay as required by Federal Law. The amount of tax withheld from a paycheck is determined by the number of exemptions claimed on the W-4 form that was filled out at the time of employment. Should the number of exemptions change during the year, then another W-4 form should be filled out. In January of each year, the company will supply each staff member with a W-2 form showing the total amount of Income Tax withheld. Staff members terminating their employment should leave a forwarding address where they may receive their W-2 at the beginning of the next year.

- Federal Law determines social Security deduction rate
- State Law determines unemployment Insurance deduction rate.
- State Law determines temporary Disability deduction rate.





## **Benefits**

### **General Benefits Information**

Save Point Transportation Inc. does not intend to hire many full-time employees. The concept is to give individuals in the disability community an opportunity for employment without losing existing benefits. As the business grows and becomes eligible for benefit plans with 10 or more full-time employees more benefits will become available.

### **Continuation Of Medical Coverage (Cobra)**

As a startup we will not have health plans and won't be able to offer COBRA coverage.

### **Employee Assistance Program (EAP)**

Save Point Transportation Inc. plans to have EAP coverage for all employees.

### **Flexible Spending Account Plan (FSA)**

As a startup we will not have health plans but will investigate FSA plans.

### **Health Savings Account Plan (HSA)**

As a startup we will not have health plans but will investigate HSA plans.

### **Insurance Plans**

As a startup we will not have health plans but may offer a stipend to all employees that have the



need. Rate to be determined at a future time.

### **Long-Term Disability (LTD)**

Save Point Transportation Inc. plans to have LTD coverage for all employees.

### **Short-Term Disability (STD)**

Save Point Transportation Inc. plans to have STD coverage for all employees.

### **Tuition Reimbursement**

As a startup we will not have tuition reimbursement but will investigate tuition reimbursement as needed.

### **Unemployment Insurance**

Save Point Transportation Inc. plans to open up an unemployment insurance account with the Wisconsin Department of Work Development (DWD) and report all employees and wages to the DWD. We will also have a poster in the work place regarding unemployment insurance. Such posters can be found through DWD.

### **Volunteerism**

Save Point Transportation Inc. does not currently have a volunteerism policy. One may be developed in the future to cover:

- Volunteering for other organizations.
- Volunteers working for us in lieu of pay.



## **Workers' Compensation**

Save Point Transportation Inc. plans to have Workers' Compensation coverage for all employees.

## **403(B) Plan**

Save Point Transportation Inc. plans to offer a payroll savings plan to all employees.



# **Attendance & Time Away From Work**

## **Attendance**

The following regulations apply to all hourly employees of Save Point Transportation Inc. All hourly employees are “at-will employees” of Save Point Transportation Inc. Advance notice of expected outage may be authorized through use of the Vacation - Excused Absence Form.

## **Definitions**

1. Days – As used herein shall, except where otherwise indicated, mean scheduled workdays or shifts and scheduled work hours.
2. Excused absences – Absence from a scheduled period of work, meeting, workshop or other company assigned duty because of preapproval by a supervisor or other company manager.

## **Absenteeism And Tardiness**

1. It shall be each employee’s responsibility to notify management, their supervisor or dispatch when they are going to be either tardy or absent. To avoid penalties for late notification, the employee shall call the office an hour before shift begins. When calling in, the person must state the reason for the absence and whether they will be available for additional clock-ins that day. If the person later decides not to work the additional clock-in(s), they must call the office.



2. If the employee notifies the office that the absence will last all day or all shift for a specific number of days, then one notification is sufficient. If the employee cannot return to work on the date specified in the previous notification, management or their supervisor must again be notified. These requirements apply to all clock-ins, including mid-day and other assignments.
3. The following guidelines will be used for handling excessive absences or tardiness. In determining whether an employee has been absent or tardy an excessive number of times, the following definitions will apply:
  - a) Tardiness – any employee clocking-in ten (10) or more minutes after their scheduled starting time will be considered tardy.
  - b) Excessive Tardiness – Any three (3) occurrences of tardiness within a thirty (30) workday period will be considered excessive.
  - c) Absence – An employee that is not present at their work assignment for the entire scheduled work period will not be paid for that period.
  - d) Excessive Absenteeism – Any three (3) separate occurrences of absence within a thirty (30) workday period will be considered excessive.
  - e) Excessive Tardiness/Absenteeism – Any combination of four (4) absences/tardinesses within a thirty (30) workday period will be



considered excessive.

- f) Excessive Absenteeism, Tardiness, or combination of incidents will receive due process corrective discipline.

**Note:** The Supervisor, Management or CEO should exercise prudent judgement in the determination of excessive absenteeism or tardiness. Each case should be examined carefully in reference to the absence or tardiness. This policy does not require disciplinary actions, but allows for corrective action if a Manager or CEO, after examining all the factors, feels that it is necessary. The purpose should be to help employees to improve attendance, not to discipline or terminate. However, in some cases, disciplinary action, including termination, may be necessary.

The company understands that your personal life is important, but you are expected to be at your place of work during your scheduled hours unless you receive the approval of a Supervisor, Management or CEO. You are expected to arrange your personal affairs so that they do not interfere with your work. Advance notice for absences or vacation is greatly appreciated.

### **Emergency Closings**

Employees are directed to tune in to the major radio or television stations during severe weather situations. If severe weather forces the closing of the



company, the decision will be made by **5:30am** by Management. In addition, the company will call employees with notification. For this reason, please make sure to keep your contact information up to date with the Office Manager. During periods of inclement weather, transportation personnel will be on standby and available to assist our clients with their transportation needs.

## **Holidays**

Save Point Transportation Inc. is a 365 day a year business. Drivers will be required to work at least 2 holidays and receive pay and time off on a compensated day approved by a manager or supervisor. We will recognize 10 legal holidays a year and the office will be closed on 7 of them:

- New Year's Day
- President's Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day
- Christmas Day

The other 3 holidays are:

- Christmas Eve
- New Year's Eve
- Black Friday

Although the office may be closed to visitors and scheduling, we will have to arrange for managers and dispatchers to handle emergencies. This policy is



subject to change as the company grows, and staff works from multiple locations.

### **Leaves Of Absence - Vacation**

An employee who wishes to take a leave of absence or vacation, must notify their supervisor of the intent and must use the Vacation - Excused Absence Form that includes the start date and the expected date of returning to work.

If the employee returns after an extended leave of absence, the employee will be reinstated to their original position at the end of the leave. If not, the employee will be eligible for the first open position which is equal in pay.

### **Jury Duty**

Employees will receive leave with pay and without loss of accumulated leave for jury duty. Employees must present documentation of the service and may keep any compensation they receive. A summons to appear is not proper documentation of the service. This type of leave is for jury duty only. If an employee is released early, they must return to work.

### **Maternity Leave**

An employee follows the same procedure for Leave of Absence to take a Maternity Leave.

### **Military Leave**





It is the policy of Save Point Transportation Inc. to grant military leave of absence, as required by a federal law known as the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA).

An employee who is a member of the United States Army, Navy, Air Force, Marines, Coast Guard, National Guard, Reserves or Public Health Service will be granted a leave of absence for military service, training, or related obligations in accordance with applicable law.

At the conclusion of the leave, upon the satisfaction of certain conditions, an employee generally has a right to return to the job and benefits they would have attained if not for their military service, or in some instances, a comparable job.

### **Military Family Leave**

Eligible employees with a spouse, son, daughter, or parent on active duty or has been called to active duty status in the National Guard or Reserves in support of a contingency operation may request a leave of absence. Qualifying contingencies may include attending certain military events, arranging alternate childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration meetings.

FMLA also includes a special leave entitlement



that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period of time. A covered service member is a current member of the Armed Forces, including a member of the National Reserves or Guard, who has a serious injury or illness incurred in the line of duty on active duty that may render the service member medically unfit to perform his or her duties for which the service member is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list.

Employees who have advance knowledge of the need for such leave must give the center 14 days' notice. During FMLA leave the employee will be required to use the balance of annual leave, sick leave, and personal leave prior to the leave being taken unpaid.

Any employee who would like more information about FMLA eligibility and the components of the Act should contact Human Resources to review the Act in its entirety.

The link below has additional resources on FMLA by state:

<http://www.employmentlawhq.com/state-by-state-map.html>

### **Family & Medical Leave Act (FMLA)**

The Family and Medical Leave Act (FMLA) allows eligible employees to take a leave of absence



for certain family and medical reasons. Under FMLA, eligible employees may take up to 12 weeks of unpaid leave for the following reasons:

- Incapacity due to pregnancy, pre-natal care, or the birth of a child.
- The adoption, or placement in foster care of a child.
- To care for the employee's spouse, son, daughter, or parent who has a qualifying serious health condition.
- For the employee's own serious health condition that makes them unable to perform the essential functions of their job.

### **Paid Sick Leave**

Exempt employees, when we have some, will be eligible for paid sick leave. The BOD will develop a company policy.

### **Paid Time Off (PTO)**

Employees working a holiday will receive paid time off equivalent to the number of hours worked. This will be a day of their choosing with management or supervisor approval.

### **Personal Days**

The BOD will develop a company policy.

### **Sick Time**

Non-exempt employees will be allowed up to 10



excused absences per calendar year.

### **Vacation**

All employees will accrue vacation hours based on the scheduled work hours, at the rate of 1 hour for every 25 hours worked.



## **Time At Work**

### **Background Investigations**

All employees will undergo a background investigation as a condition of employment. All employees expected to drive a company vehicle will also undergo motor vehicle and criminal background investigations.

### **Business Ethics/Conflicts Of Interest**

Individuals employed by Save Point Transportation Inc. may hold outside jobs as long as they meet the performance standards of their job with Save Point Transportation Inc. Employees should consider the impact that outside employment may have on their ability to perform their duties at Save Point Transportation Inc. All employees will be evaluated by the same performance standards and will be subject to Save Point Transportation Inc. scheduling demands, regardless of any outside work requirements.

If Save Point Transportation Inc. determines that an employees' outside work interferes with their job performance or their ability to meet the requirements of Save Point Transportation Inc. as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain employed with Save Point Transportation Inc.

All outside employment should be documented



using the conflict of interest form. Employees may not receive any income or material gain from individuals or organizations for materials produced or services rendered while performing their jobs at Save Point Transportation Inc..

### **Communication Systems**

Computers, radios and cell phones owned by Save Point Transportation Inc., and used in the workplace building or vehicles are considered communication systems. Misuse of Save Point Transportation Inc. communication system is grounds for termination.

### **Company Communication/Intranet/Bulletin Boards**

Employees are prohibited from distributing, circulating or posting (on bulletin boards, refrigerators, walls, etc.) literature, petitions or other materials at any time for any purpose without the prior approval of the management.

Misuse of the Save Point Transportation Inc. communication equipment for viewing non-work related video content or posting on social media sites is prohibited.

Misuse of Save Point Transportation Inc. company communication, intranet or bulletin boards is grounds for termination.

### **Company Property**



Employees are responsible for Save Point Transportation Inc. equipment, property and work products that may be issued to them and/or are in their possession or control, including but not limited to:

- Telephone cards,
- Credit cards,
- Identification badges,
- Office/building keys,
- Office/building security passes,
- Computers, computerized diskettes, electronic/voicemail codes
- Intellectual property (e.g., written materials, work products)

In the event of separation from employment, or immediately upon request by the CEO or his representative, employees must return all Save Point Transportation Inc. property that is in their possession or control. Where permitted by applicable law(s), Save Point Transportation Inc. may withhold from the employees' final paycheck the cost of any property, including intellectual property, which is not returned when required. Save Point Transportation Inc. may also take any action deemed appropriate to recover or protect its property.

### **Confidentiality**

All Save Point Transportation Inc. communication, whether oral, electronic or paper is considered company confidential.



## **Corrective Action**

Save Point Transportation Inc. handles problem situations with employees through due process discipline. This procedure is designed to provide the employee with information as follows:

1. Nature and scope of the problem
2. Possible solution for the problem
3. Consequences for future violations

## **Customer Feedback**

Often an employee's job performance may stimulate comment from patrons and the public. When received by Save Point Transportation Inc., these comments become Customer Feedback. Customer Feedback will be discussed with the employee in a timely manner by appropriate office personnel and each discussion may result in corrective action.

## **Drugs And Alcohol**

Save Point Transportation Inc. is a drug free workplace. Only employees agree and consent to participate in a drug and/or alcohol screening and to provide a sample for testing. All employees recognize that by continuing their employment with the Company, they have consented to the Company's adoption of a drug/alcohol-testing program.

Refusal to submit a urine and/or breathe sample or specimen, will be considered a violation of policy. The employee will be subject to the same disciplinary





action enforced when submitting a positive sample. Failure to produce an adequate sample, without a valid medical reason, or engaging in conduct that clearly obstructs the collection process, will be considered a refusal to test. This policy is not intended to, and will not, limit testing or search for drugs and/or alcohol by authorized law enforcement personnel in the performance of their duties.

### **Drivers:**

Drivers are prohibited from consuming an intoxicating beverage, regardless of its alcohol content, within six (6) hours of going on duty. This prohibition extends to any prescription or over-the-counter medication that contains alcohol. If an employee has used such a medication within six (6) hours of duty, they should report this to their supervisor.

Drivers shall inform the management or their supervisor of any use of prescribed medication that could affect their performance. It is the employee's responsibility to determine from the physician whether the prescribed drug would impair the employee's job performance. When reporting such use, the employee is required to have a written statement from their physician regarding the prescription's effect on the employee's performance of job duties and present it to their supervisor or management.

When there is a risk of accident, the employee shall be directed to take leave, regardless of whether paid leave is available. Any situation involving an



employee under the influence of drugs or alcohol, or the use, sale, possession, or distribution of drugs should be reported immediately to the **CEO**. It is the supervisor's responsibility to document suspected or actual drug/alcohol use.

### **Employee Appearance**

All employees will be expected to maintain a clean and professional appearance. Some requirements are:

- Clothing must be clean and in good repair and must not be imprinted with or display obscene or suggestive language, alcohol, tobacco and/or illegal drug advertisements (this includes accessories such as hats, handbags, backpacks, etc.). If it says "Winston," "Salem," "Lite", etc., even without the picture of a cigarette or beer, the interpretation of the policy is that tobacco or alcohol is what is being implied. Therefore, articles of clothing described above are not to be worn to work.
- Footwear must be close toed.
- The torso must be covered and in good taste. Undergarments should not be visible.
- No spandex shorts, pajamas, pants or sweat pants. Leggings may be worn if under another layer of clothing.
- Dresses, skirts, and shorts must not be in poor taste.



- No spaghetti strap dresses or tops.
- If there is any doubt as to whether your attire is inappropriate, then it probably is!!

## **Employee Relations**

The Patrons' first physical contact with the company is when boarding a vehicle. It is expected that all staff will act professionally towards all Patrons and provide the needed assistance to help with boarding and exiting the vehicle.

## **Employment Of Relatives**

The employment of relatives in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried into day-to-day working relationships.

Although Save Point Transportation Inc. has no prohibition against hiring relatives of existing employees, we are committed to monitoring situations in which relatives work in the same area. In case of actual or potential problems, the management will take prompt action. This can include reassignment or, if necessary, termination of employment for one or both individuals involved.

For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is like that of persons who are related by blood or marriage.



## **Employment/Personnel Records**

The Save Point Transportation Inc. maintains two separate files for each employee. The first file will have your application, demographics such as your address, phone number and emergency contact, criminal records check, signed job description, pay rate, Vehicle Driver Certification card, current driver's license, training records, disciplinary records, and any records pertaining to your employment. The second file contains your drug screenings records required for employment. Each employee is expected to keep their address, phone numbers, and emergency contact phone numbers up to date in their personnel file. Current information helps the staff in case the employee has an emergency. According to state law, you have the right to see your personnel file and any other file that contains information on you.

## **Employee Personal Data Sheet**

Each employee will be given an employee data sheet at the time of employment. This is to be kept up to date with current address, phone, and emergency contact information. The office must have current numbers for every employee. If there are any changes to this information at any point during your employment with the company, you must update the information with human resources department or management.



## **Internal Job Opportunities**

Employees at Save Point Transportation Inc. are encouraged to seek advancement within the organization. Job opportunities will be posted internally before being advertised to the community.

## **Layoffs/Recalls**

As a new business, Save Point Transportation Inc. is aware that future layoffs are a possibility. The BOD has control of the organization finances and direction. Any layoff and recall guidance will be handed down from the BOD. We promise to make every effort to retain employees.

## **Lockers**

It is the desire of Save Point Transportation Inc. to have a locker area for employees to secure personal items and extra clothing not allowed in the office or vehicles.

## **Office Etiquette**

### **Common Areas**

- Only consume the food you brought. Bring your own meals and snacks and label them clearly.
- Clean up after yourself. Throw away trash, clean dishes and wipe down any tables or counters that you use during breaks.
- Replenish items you take from common areas if necessary. Depending on our office policies,



you may need to replenish items you take from the kitchen or break room, such as silverware or napkins. Only take what you need.

- Eat strong-smelling food in a separate area. When making meals or snacks that have potent odors, consider eating outside or in your private office.
- Silence your notifications. When you work in a shared space, turn off notifications on your phone, email and messaging services to minimize noise.
- Limit distractions for other team members. Ask employees around you before playing music or taking calls in a common work area. Keep calls brief, and if you need to take longer calls, use a conference room or private office.

## **Privacy**

- Take personal or sensitive calls in private. Respect personal space and boundaries by closing your office doors or going outside for personal calls.
- Protect personal information. Store confidential or sensitive information for coworkers or Patrons in secure locations and make sure sensitive documents stay in a protected location.
- Avoid blind copying others on sensitive emails. When you copy other employees on work emails, allow the recipients to be aware of everyone on the email chain. This can help



build trust among teammates.

- Keep work matters off your social media accounts.
- Only include necessary recipients on emails. Only sending emails to the involved parties shows you respect your coworkers' time and only communicate with them as necessary.

### **Professionalism**

- Focus on presenters during meetings and presentations. Show that you're engaged in meetings by making eye contact and monitoring your body language. Put your phone away if possible.
- Arrive on time. Try to arrive at work and to meetings on time. Alert your manager or supervisor if you're going to be late.
- Having friendships at work can improve your job satisfaction, but personal conversations can be distracting and detract from work tasks.
- Respond to messages promptly. Respond to messages and emails in a timely manner to let your colleagues know you received their inquiry. You don't have to formulate a full response immediately, but you can send a quick response saying that you plan to reply fully within the day or week.
- Share credit when appropriate. If you're part of a group project, make sure all team members receive recognition for their work. This shows teamwork and honesty.



- Speak professionally. Avoid using slang or controversial terms in the office. Instead, speak clearly and professionally when at work, as this can encourage your peers and supervisors to take you seriously.

### **Interpersonal Relationships**

- Keep interactions professional. It's important to maintain professionalism while at work by limiting physical contact and speaking appropriately.
- Invite new employees to join your group. Consider including new employees when you take breaks or go out for lunch to help welcome them to the team. This can improve workplace camaraderie and morale.
- Eliminate gossip. Avoid taking part in gossip in the workplace. Remove yourself from conversations that become unprofessional.
- Be courteous to all team members. Treat all employees with kindness and respect, regardless of their position at the company. This shows integrity and friendliness.

### **Personal Hygiene**

- Show up to work clean and well-groomed. Prioritize proper hygiene by maintaining a clean and neat appearance.
- Dress to suit your work environment. Adhere to your office's dress code and make sure your clothes are appropriate.
- Limit strong-smelling scents. Avoid powerful





- scents in colognes, perfumes and lotions.
- Stay home when you're sick. To keep our workplace healthy and avoid spreading germs, stay home if you don't feel well.
  - Keep your workstation clean and organized. Remove clutter and trash and keep your shelves and desk organized.

## **Parking**

Employees need to provide information about all vehicles that will park in one of the lots designated by the building management.

- Place Number
- Make, Model and color of vehicle

## **Performance Evaluations**

All employees should strive to maintain exemplary performance every day. Exemplary performance guidelines that will be used for the employee evaluation process are:

### **1) Leadership**

- Demonstrates positive personal commitment toward department goals and objectives.
- Employee uses imagination and shared thinking to resolve problems; making suggestions and working toward common goals of the company.
- Employee cooperates with other Save Point Transportation Inc. employees to make the operation run smoothly.



- Employee attitude is positive and proactive; seeking solutions to problems rather than placing blame or merely complaining.

## **2) Strategic Planning**

- On-time arrivals at work; clock in and out as scheduled.
- Operators: On-time arrivals at pick-up and stops.
- Operators: Run trips on time with knowledge as to location and route.

## **3) Information Analysis**

- Fill out required paperwork accurately, completely, and on time. This includes, but is not limited to, daily vehicle inspection reports, maintenance requests, and other required company forms.

## **4) Human Resources Focus**

- Participate in all required training and exercises.
- Operators: Personally ensure certification, driver's license, are current.

## **5) Process Management**

- Number of employee counseling and written reprimands.
- Exhibits good time management skills.
- Operators: Fill out maintenance requests in timely manner.
- Operators: Pre-trip inspections of vehicle and safety equipment before every assignment.



- Operators: Post-Trip inspection of vehicle and safety equipment after each assignment.
- Operators: Keeping vehicle clean is a responsibility of operators.

## **6) Performance Results**

- Attendance and tardiness records. Employee comes to work consistently, arranging appointments and personal matters off-duty so as not to interfere with duties.
- Operators: Monitor and manage client behavior professionally.
- Operators: Ensure clients are secured in vehicle with seat belts, harnesses, wheelchair straps, car seats etc.
- Operators: Perform all route duties without accidents, tickets, or complaints.

## **Phone Use**

Use your cell phone for outgoing personal calls. Try not to use business phones at Save Point Transportation Inc. for personal reasons. We understand that a business number is used for emergency contacts.

A phone that is being use for personal reasons can't be used for patrons trying to contact Save Point Transportation Inc..

## **References**

References for future employees will be checked



during the hiring process.

### **Safety**

Use common sense for safety within the offices of Save Point Transportation Inc.. We employ individuals with disabilities that you should take into consideration.

Operators will have their own appendix with company policy and rules for vehicle operation.

### **Searches**

Employees suspected of suspicious activity are subject to lockers and their personal possessions being searched. Employees will be informed and are allowed to be present whenever searches are to be conducted, if possible.

### **Social Media**

Posting on social media is generally reserved to select employees within Save Point Transportation Inc. Posting negative comments about Save Point Transportation Inc. on social media is grounds for termination.

### **Solicitation**

The solicitation and collection of money or property from Patrons or anyone associated with the Patron or other employees is prohibited. The sale or purchase of any items from Patrons is strongly prohibited.



## **Termination And Resignation**

Either Save Point Transportation Inc. or the employee may initiate separation. Save Point Transportation Inc. encourages employees to provide at least two weeks (10 business days) written notice prior to intended separation. After receiving such notice, an exit interview will be scheduled by the CEO or their designee. The CEO has authority to employ or separate all employees. Circumstances under which separation may occur include:

1. **Resignation.** Employees are encouraged to give at least 10 business days of written notice. Since a longer period is desired, the intention to resign should be made known as far in advance as possible. Employees who resign are entitled to receive accrued, unused Vacation benefits.
2. **Termination or Lay-off.** Under certain circumstances, the termination or lay-off of an employee may be necessary. Employees who are terminated or laid off are entitled to receive accrued, unused Vacation benefits. The CEO has authority to discharge an employee from the employ of Save Point Transportation Inc.. As stated above, all employment at Save Point Transportation Inc. is "at-will." That means that employees may be terminated from employment with Save Point Transportation Inc. with or without cause, and employees are free to leave



the employment of Save Point Transportation Inc. with or without cause. Reasons for discharge may include, but are not limited to:

- Falsifying or withholding information on your employment application that did or would have affected Save Point Transportation Inc.'s decision to hire you (this conduct will result in your immediate termination);
- Falsifying or withholding information in other personnel records including personnel questionnaires, performance evaluations or any other records;
- Performance at work below a level acceptable to Save Point Transportation Inc. or the failure to perform assigned duties;
- Failure to complete required time records or falsification of such time records;
- Insubordination;
- Negligence in the performance of duties likely to cause or actually causing personal injury or property damage;
- Fighting, arguing or attempting to injure another;
- Destroying or willfully damaging the personal property of another, including Save Point Transportation Inc.'s property;
- Breach of confidentiality;
- Using or appearing to use for personal gain any information obtained on the job, which is



not readily available to the general public or disclosing such information that damages the interests of Save Point Transportation Inc. or its Patrons or vendors;

- Placing oneself in a position in which personal interests and those of Save Point Transportation Inc. are or appear to be in conflict or might interfere with the ability of the employee to perform the job as well as possible;
- Using Save Point Transportation Inc. property or services for personal gain or taking, removing or disposing of Save Point Transportation Inc. material, supplies or equipment without proper authority;
- Gambling in any form on Save Point Transportation Inc. property;
- Dishonesty;
- Theft;
- The possession, use, sale or being under the influence of drugs or other controlled substances or alcoholic beverages during working hours or on the Save Point Transportation Inc. premises at any time in violation of Save Point Transportation Inc.'s policies.
- Carrying or possessing firearms or weapons on Save Point Transportation Inc. property;
- Excessive tardiness or absenteeism;
- Unauthorized absence from work without



proper notice; and

- Engaging in discriminatory or abusive behavior, including sexual harassment.

At the sole discretion of the CEO, the employee may be asked to leave immediately or be given a period of notice.

### **Tobacco Use/Smoking/E-Cigarettes**

It shall be the policy of the Save Point Transportation Inc. to maintain a healthy environment for employees and patrons. In keeping with this concept, the use of all tobacco products, including e-cigarettes, shall be prohibited in all company facilities or vehicles. Employees may not smoke or use any type of tobacco (including e-cigarettes) at any time while in a company vehicle.

### **Uniforms**

There will be company uniforms that should be worn by operators at all times. Uniforms in the office are optional.

### **Company Vehicles**

Employees shall not use company vehicles except as directed and approved by the CEO or Supervisor. Employees are to use only the vehicle assigned by staff. At no time should a company vehicle be taken home.

### **Visitors**





Save Point Transportation Inc. is a place of business with occasional patrons and employee applicants as visitors. Keep this in mind if management informs you of the potential for expected visitors.

## **Other things to consider**

- Ride price evaluation every six months
- Child seat rental
  - Disposable covers that can be cleaned separately?
  - This one down to limiting liability and cost.
  - This would require a separate rider agreement.
- Service by the hour instead of by the ride.
  - We need to ask for the number of stops
  - We need to make sure that the rate gets us to 2.5 times a single WAV rate or 4.0 times an ambulatory rate.
- Ride checklist should have a space for # of times the lift is used.
- Consider vehicle lockers for storage.  
<https://www.americanvan.com/lockable-upright-cabinets.html>
- Need to work out this process for no show on the 2<sup>nd</sup> ride of the day. Any attempt to reroute the same or another vehicle?
- Need to add details for submitting complaints to the safety manager





## **Employee Handbook “Receipt And Acknowledgment”**

### Instructions:

1. Please read this “Employee Handbook Receipt and Acknowledgement” page.
2. Complete the Acknowledged and Agreed section below, including your signature.
3. Remove this page and return it to the Save Point Transportation Inc. CEO or human resources personnel.

\*\*\*\*\*

I have received a copy of the Employee Handbook for Save Point Transportation Inc. and I understand that I am responsible for reading, becoming familiar with and abiding by its contents. I understand that any of the provisions of this Employee Handbook may be changed, modified, or deleted by Save Point Transportation Inc. at any time.

I understand that neither this Handbook nor any other written or oral communications by a management representative, in any way, creates a contract of employment. I understand and agree that my employment relationship with Save Point Transportation Inc. is based upon my Employment Agreement.

I understand that no person other than the CEO of Save Point Transportation Inc. is authorized to make any agreements that differ from the provisions



of this Employee Handbook and if such agreement is made, it must be in writing by the CEO.

***Acknowledged and Agreed***

Employee Name (please print):

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Employee Signature:

---

Date:

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*Please remove this page and return it to the Save Point Transportation Inc. CEO or human resources personnel.*