



## **Employee Handbook**

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# Employee Handbook

## **WELCOME**

The owner of Synergy Dental Ceramics welcomes you to the Laboratory. It is the goal of the Lab to create an environment where individuals will have an opportunity to learn and advance themselves to a level of personal and professional satisfaction and achievement. The following two statements are the core of our business, please review them.

1. *To the Customer:*

Our clients are our reason for being. They provide the laboratory with the funds that help us operate our business. We recognize this and support their efforts by providing quality prosthesis and exceptional service at a fair cost.

2. *To our Employees:*

Through whose efforts our company grows, we strive to extend the benefits and security of that growth back to those who make it possible. We maintain a state-of-the-art laboratory that uses only the finest materials and equipment. We will maintain the laboratory in top condition to assure your safety and health as well as the quality and integrity of our product.

## **EMPLOYMENT POLICY**

It is the policy of Synergy Dental Ceramics to provide equal opportunity for employment to individuals of all races, creeds, colors, ages, nationalities, and sex with due regard to their relative qualifications and abilities.

The company's employment objective is to employ personnel who meet our standards of character, education, and occupation qualifications. Those who have the capacity for growth will have success growing with the business.

It is also the policy of the company to employ the best available personnel by using the most appropriate and successful screening techniques. Synergy Dental Ceramics will provide training and development opportunities intended to assist individual growth and will, when a vacancy occurs, make every effort to fill that vacancy with the best person within or outside the organization, with due regard to ability, qualifications, and experience. The company will abide by both the spirit and letter of all laws and regulations that apply to its employees.

Employees are not entitled to release information about the laboratory or its activities. Discussing confidential information displays poor judgment and undermines the confidence the company has placed upon an employee. The ability to keep information confidential is one of the criteria by which an employee is measured when opportunities for advancement are considered. The first few days of work for a new employee are very important. First impressions stay with us for a long time. Therefore, the importance of getting an employee off to a good start cannot be over simplified.

## **PROBATIONARY PERIOD**

The first ninety (90) days of employment for every employee is the probationary period. This test period gives the employee and the company time to evaluate whether the proper match has been made.

During this period, several evaluations will be made by the new employee's supervisor to determine their progress in adapting to the new work environment. At the end of the probationary period, the employee will be given a formal performance review. During this period, the employee receives only government mandated benefits such as Social Security and workman's compensation contributions made in his/her behalf by the company. After successfully completing the probationary period, the employee will be entitled to the benefits provided by the company and explained more fully later in this handbook.

## **PERSONNEL RECORDS**

It is important that the company keep very accurate, up-to-date personnel records. Be sure to notify your supervisor of any changes in the following:

1. Name
2. Address
3. Phone number
4. Marital status
5. Names and numbers of dependents
6. Person to notify in case of an emergency

## **OUTSIDE EMPLOYMENT**

As an employee of Synergy Dental Ceramics, you are expected to devote your expertise to this company. As a result, no employee may directly or indirectly maintain any outside employment, business or financial activity which is competitive to, or conflicts with, the interests of Synergy Dental Ceramics. Nor may employees engage in any paid or unpaid activity which interferes with his/her assigned laboratory duties. The employee should notify management of any planned outside employment.

## **MANAGEMENT RIGHTS**

Laboratory management and staff direction activities fall within the management's sphere of responsibility and authority. These activities include, but are not limited to the following:

- |                                      |   |
|--------------------------------------|---|
| 1) types of production               | 6) size of the staff  |
| 2) location                          | 7) right to hire  |
| 3) assignment of work                | 8) hours of employment  |
| 4) methods of use                    | 9) right to promote or transfer   |
| 5) processes and means of production | 10) right to relieve or suspend employees from duty because of lack of work or other business reasons |

Please note that the State of New York is an "Employment-at-will jurisdiction. This means that management may discharge an employee at any time, for any reason without prior notice. Similarly, an employee may resign at any time with or without notice. We do, however request that two weeks' notice be provided before an employee resigns. Management will try to provide similar notice if time and circumstance permits.

## **PERFORMANCE EVALUATION**

Annual performance evaluations are done on each employee. The evaluation includes an overall rating of performance, a plan for development, supervisor discussion, and written comments. The rating is based on a 1 to 5 scale; 1 being poor, 5 being excellent. The purpose of the evaluation is to:

- (a) evaluate past performance;
- (b) communicate ways to improve or maintain performance; and
- (c) discuss ways the employee may increase his or her value to the company.

The performance evaluation consists of the following:

- \*Quality of work
- \*Quantity of work
- \*Consistency of work
- \*Initiative
- \*Dependability
- \*Personal appearance
- \* Attendance/Punctuality
- \*Teamwork
- \* Safety
- \* Skills or techniques acquired

## **EVALUATION FORM**

There is one basic Evaluation Form used by the corporation. It is for all employees (excluding Executive Management). The employee is requested to complete the evaluation portion of the form, and then a conference is scheduled with the employee. The conference is expected to be constructive in nature and should not be adversarial. All evaluations are written and in English.

## **JOB TRAINING**

Employees will be given thorough on-the-job training in the best performance methods and, whenever possible, will be given opportunities to learn new skills. As a result of the introduction to new methods and techniques, some jobs are occasionally changed or eliminated. It is the policy of the company, whenever possible, to offer appropriate training to employees so they may continue to grow in their jobs as technicians and build personal security.



## **VISITORS**

Because of insurance considerations, personal visitors are not encouraged into the operating work areas of the laboratory. However, there will be many professional visitors, such as patients requiring shades taken or a doctor wishing to discuss a case. We request that you acknowledge their presence, make them feel welcome, and feel free to describe your role in the laboratory.

## **SALARY & WAGE REVIEW**

All wage increases are based on acquired skill, quality of work and productivity. Each employee's wage is reviewed once a year as part of the performance evaluation on his or her anniversary of hire. The review considers the employee's performance from the time of the last wage increase. The employee's supervisor uses the performance evaluation as a reference point for noting changes in performance. When an employee has shown enough progress or achievement to merit an increase, the supervisor recommends the increase which is then reviewed by ownership.

## **LEAVE OF ABSENCE**

In the case of extended illness or serious personal or family problems, an employee may request an unpaid leave of absence. Leave will be considered and granted on an individual basis in accordance with the needs of Synergy Dental Ceramics and the employee. The corporation follows the federal rules of the Family and Medical Leave Act (FMLA) which provides up to twelve weeks off for certain reasons (without compensation). If you fail to return to work as agreed, you will be considered to have voluntarily terminated your employment.

## **CERTIFICATIONS**

The Laboratory encourages any employee who wishes to obtain their C.D.T. certificates to do so. Time off is given to take the examination and no deduction of pay is taken for such time off. However, any fee in connection with the examination is the responsibility of the employee.

## **WORK ASSIGNMENTS**

Assignment of work is the responsibility of an employee's immediate supervisor. All such assignments will be made with the capabilities of the employee in mind. Change in work assignments may be made at the discretion of the supervisor when he/she believes the total output of the department and laboratory will benefit by such change.

## **O.S.H.A. AND SAFETY STANDARD**

Safety is a product of teamwork. When you notice an unsafe condition, immediately bring it to the attention of your supervisor, and action will be taken to correct the situation. Remember most accidents don't just happen, they are caused. Your cooperation is a vital part of this program to protect you, your fellow employees and our customers from injury.

### **SYNERGY DENTAL CERAMICS MUST BE A SAFE WORKPLACE**

The following are some safety rules we would like you to pay particular attention to:

1. Immediately report to your immediate supervisor any conditions or practice that appears unsafe.
2. Operate only equipment that you are trained and authorized to use.
3. Smoking is not permitted on the laboratory premises at any time.
4. Do not block fire corridors or fire exit doors. Furniture, equipment or electric cords may not be stored in front of exit doors.
5. Familiarize yourself with the locations of fire extinguishers in all the areas.
6. Approach walkways and intersections carefully. Do not run in the building.
7. Become familiar with emergency evacuation procedures.
8. Use safety glasses, gloves and face masks in the required areas.
9. Do not bring unauthorized visitors or children into the work areas.
10. Immediately report all injuries to yourself, however slight, to fellow employees, and to your supervisor or the manager on duty, who will assist in arranging for appropriate medical attention.

If any employee thinks that he or she is being exposed to unsafe working conditions, he or she should advise their supervisor immediately; if they feel that the unsafe condition has not been corrected, they have the right to complain to management or O.S.H.A., without fear of reprisal. Violations of safety standards are dangerous to you and your fellow employees. If it can be ascertained who caused the violation, it may be the basis for potential disciplinary action.

## **FIRST AID**

All injuries should be immediately reported to your supervisor. Supervisors will **not** assess the need for first aid or emergency care. A first aid kit is located in the glass cabinet against the wall in the main room. Its contents are for the convenience of all employees. However, any care that is administered should be considered humanitarian in nature. Synergy Dental Ceramics has **not** designated any person responsible for first aid since we are in close proximity to several hospital emergency rooms. Employees with injuries requiring medical attention will be sent to one of these facilities.

## **JURY DUTY**

All employees are encouraged to perform their civic duty and report for jury duty if so ordered. The laboratory is not required to pay the employee, but arrangements may be made. This should be discussed with the owner.

## **PERSONAL PHONE CALLS**

Telephones play an important part in the company's business and they must, therefore, be restricted in their use. Employees can only accept or make personal calls during break times and the lunch period unless the call is illness related or other emergency. Upon receiving such calls, the employee will be notified immediately. All outgoing calls are to be made from the designated telephone. If personal phone calls are received at times other than the designated break times, a message will be taken.

If you own a beeper, response to being "beeped" may be done only during designated breaks. **Likewise, use of personal cellular phones must be limited to breaks.**

## **CARE OF PROPERTY AND CONSIDERATION OF OTHERS**

Employees are urged to be as careful with instruments and other company products assigned to their care as they are with their own belongings. Also, they should be careful not to injure a fellow employee with the instruments and equipment.

## **PAY AND PAYDAYS**

Paydays are every two weeks and are paid the Friday after the two-week period. Each work week is from Thursday to Wednesday. If a holiday falls on a payday, the payday will be the next workday after the day off.

## **WORK WEEK**

The scheduled work week for most positions will be forty (40) hours of work. Overtime is not permitted without prior approval by your supervisor. There will be no exceptions to this rule. We are in a service business with our clients. The work comes first and we work however long it takes to fulfill our obligation to our clients and their patients. The "Spectrum" System has been implemented to monitor all employee presence at work. You are required to use the fingerprint scan when you arrive at the lab and when you leave for the day.

## **WORK DAY**

The regular work day shall consist of eight (8) hours of work, plus a one (1) hour meal period. Some employees may be hired on a short shift basis depending on the individual's needs and the needs of the company.

## **LUNCH AND BREAK PERIODS**

The lunch period is from 1:00p.m. until 2:00p.m. for all employees unless specifically given a different schedule by your supervisor. The morning break period is at 10:00a.m. and the afternoon rest period is at 3:00p.m. Both rest periods are ten (10) minutes long.

## **GRIEVANCES**

Everyone should be happy in their job. We are working very hard to make and keep our valued staff happy since we fully understand that could affect your productivity. However, if a problem arises we want you to feel free to discuss the matter with the owner.

## **OVERTIME**

Overtime will be paid at one and one half our hourly rate for all time over 40 work hours in a work week. The work week is Thursday through Wednesday. However, it will not be paid if the employee is not requested to work by one of the owners. This does not apply to management employees or to other employees who have been exempted from the recording or overtime provisions of the *Federal Fair Labor Standards Act* and comparable New York State Legislation.

## **MEDICAL AND DENTAL APPOINTMENTS**

Every effort should be made to schedule medical/dental appointments so they don't conflict with your scheduled working hours. However, when medical or dental appointments cannot be arranged without affecting work, sick days may be used. This should be approved in advance by your supervisor whenever possible.

## **REGULAR FULL TIME EMPLOYEE DEFINITION**

In order to be considered a regular full time employee, and be eligible for the benefits offered by the corporation you must be scheduled to work a minimum of thirty (30) hours per week.

## **VACATION TIME**

Vacation time is accrued in one year, to be taken in a subsequent year in accordance with the following schedule:

<u>Employment Time Frame</u>	<u>Vacation Time</u>
Less than 1 Year of Employment	0 Weeks
1-4 Years of Employment	1 Week
5+ Years of Employment	2 Weeks

If a vacation is not taken in the subsequent year, the employee will be compensated for it the following year. In taking, scheduling or granting vacation, management will consider the following factors:

1. Seniority
2. Your wishes
3. The wishes of your fellow workers
4. The requirements of the business
5. The nature or urgency of the need for the leave

Under normal conditions, employees are encouraged to take no more than one week of leave at a time. Also, it's preferred that no two employees within the same department take leave at the same time. All vacation requests are subject to management approval.

When requesting vacation, inform your supervisor of the dates you prefer as early as possible, preferably 2 months in advance. Vacation Time may be taken in half-day increments.

### **SICK/PERSONAL DAYS**

Sick/Personal Days are earned at a rate of 5 days total per year. During the first 90 days of employment, sick/personal days will not be earned. Sick/Personal Days earned but not taken will be paid out by check but may not be carried from one year to another.

### **HOLIDAYS**

Synergy Dental Ceramics recognizes six holidays each year and will close the laboratory on these days. They are:

1. New Year's Day
2. Memorial Day
3. Independence Day
4. Labor Day
5. Thanksgiving Day **or** the Friday after Thanksgiving
6. Christmas Day

### **TIME OFF WITHOUT PAY**

Time off without pay will be considered if requested in advance by the owner of Synergy Dental Ceramics.

### **PAYCHECK DEDUCTIONS**

Every paycheck you receive will have some money taken out for what is called "deductions." The law requires our company to deduct for Federal Income Taxes and for Social Security Tax. ADP serves as the collection agency for these taxes and passes the money on to the government within three days after payday. With respect to Social Security, we match dollar-for-dollar the amount withheld from your pay.

### **MEDICAL INSURANCE**

All employees are eligible for medical insurance through HealthPass. This insurance helps defray costs in the event of hospitalization, surgery and prescriptions. The employee is responsible for the premium he/she chooses, either an individual policy or a family policy. The choice to provide paid coverage is at the discretion of the owner. Details of the plan are explained in the insurance booklet or if you have further questions please discuss them with Ed Probst.

## **STATUTORY BENEFITS**

In addition to all benefits outlined above, the company complies with all Federal and New York laws protecting you and your family. For example, we match your Social Security deduction, we pay for your Unemployment Insurance and Workers Compensation in full at no cost to you. This category of benefits also includes your right to continue your healthcare coverage under COBRA for up to 18 months if you leave our employment voluntarily or involuntarily (except if you are terminated for gross misconduct) at 104% of the actual cost. It also includes up to twelve weeks of unpaid leave following the principles of the *Federal Family and Medical Leave Act*. This would include maternity or infant adoption leave, serious personal or family illness or infirmity. You must apply for this leave (see discussion of this topic above), and if approved, your medical coverage will continue as if you were still an active employee.

## **TARDINESS**

Your job is important and it is essential that you start work promptly at the beginning of your assigned shift. Tardiness is an inconvenience for your co-workers, as well as the company. Frequent tardiness could result in disciplinary action. Please be on time!

## **ABSENTEEISM**

Every time you are absent an additional burden is placed on your fellow workers and on your supervisor. We understand, however, that emergencies and personal business do arise making some absences unavoidable. It is considered inexcusable to be absent or tardy without notice. Failure to notify your supervisor as soon as possible is not only irresponsible, but also discourteous to your co-workers. Such failure of notification can result in disciplinary action. In case of illness, we reserve the right to require a statement of your treatment by a licensed physician. If you are out unexpectedly for more than one day, we ask that you check with your supervisor by telephone daily as to your progress and your probable date of return. Three days' absence without reporting in, unless other arrangements have been made, will be considered voluntary termination.

## **USE AND ABUSE OF ALCOHOL**

There is a distinction between social drinking and alcoholism, which should be recognized by all employees. The company has no objection to the former as long as it does not take place on the company premises, while driving on business, during working hours, or adversely affects the work of employees. Alcoholism is quite a different matter. An employee who is subject to this form of illness, and whose work is unsatisfactory because of it, may be discharged unless he or she agrees to undergo proper medical treatment. Accrued vacation time may be used for this purpose. In any case, the company is under no obligation to retain an unsatisfactory employee.

## **DRUG ABUSE**

On advice of the company's medical and legal consultants, the company has adopted a firm policy with regard to the use of controlled substances (narcotics) by employees. If an employee, regardless of position or length of service, is discovered to be a habitual user of narcotics, he/she will be dismissed. The company is under no obligation to retain an unsatisfactory employee.

## **NON-HARASSMENT**

It is our policy to prohibit harassment of one employee by another employee on any basis including, but not limited to, age, race, color, physical or mental disability, national origin and/or religion.

The purpose of this policy is not to regulate our employees' personal morality. Rather, it is to assure that, in the workplace, no employee harasses another on any of these bases.

While it is not easy to define precisely what any of these bases are, they certainly include slurs, epithets, threats, derogatory comments or visual depictions, welcome jokes and teasing.

Any employee who feels that he/she is a victim of such harassment should immediately report the matter to the owner. We will investigate all such reports and take appropriate disciplinary action, up to and including termination of employment.

## **SEXUAL HARRASMENT**

It is the Company's policy to prohibit sexual harassment of any employee by another employee. The purpose of this policy is not to regulate the morality of employees. Rather, it is to assure that in the workplace, no employee is subject to sexual harassment. While it is not easy to define precisely what sexual harassment is, it certainly includes unwelcome sexual advances, requests for sexual favors and/or verbal or physical conduct of a sexual nature including, but



not limited to, drawings, pictures, jokes, teasing, uninvited touching or other sexually-related comments.

Sexual harassment of an employee will not be tolerated. Violations of this policy may result in disciplinary action, up to and including termination of employment. There will be no adverse action taken against employees who report violations of this policy or participate in the investigation of such violations.

Any employee who feels that he/she is a victim of sexual harassment should immediately report such actions in accordance with the following procedure. All complaints will be promptly and thoroughly investigated as confidentially as possible.

1. Any employee who believes that he/she is a victim of sexual harassment should report the act immediately to the owner.

2. The Corporation will investigate every reported incident immediately. Any employee of the Company who has been found to have sexually harassed another employee may be subject to appropriate disciplinary action, up to and including immediate discharge.

3. The Company will conduct all investigations in a discreet manner. The Company recognizes that every investigation requires a determination based on all the facts in the matter. We also recognize the serious impact a false accusation can have. We trust that all employees will continue to act responsibly.

4. The reporting employee and any employee participating in any investigation under this policy has the Company's assurance that no reprisals will be taken as a result of a sexual harassment complaint. Rather, it is our policy to encourage discussion of the matter so as to help protect others from being subjected to similar inappropriate behavior.

## **PERSONAL CONDUCT**

The way you behave affects not only yourself, but also reflects on the image of the laboratory and your fellow employees.

Clearly, image is important with the many visitors to the laboratory. Smoking will not be allowed in the building. When smoking outside, proper disposal of trash is requested.

Unauthorized possession, destruction, or disposal of company property, customer's goods or articles, or items belonging to co-workers is grounds for discharge.

Horseplay, scuffling, insubordination, or fighting, will not be tolerated and may result in disciplinary action.

Falsifying Company records or careless, deliberate or negligent damaging of any property is grounds for discharge. This includes machines, supplies, instruments, equipment and motor vehicles.

Basically you are expected to use good judgment and consideration of others while working at the laboratory.