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EMPLOYEE HANDBOOK

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1. Introduction

Welcome to **edu Business Solutions** (“edu”). This Employee Handbook is designed to help you understand the Company’s expectations, policies, procedures, and your rights and responsibilities as an employee. This 2025 edition includes edu-specific policies, to comply with current **California and federal law**. Nothing in this handbook creates a contract of employment, alters the at-will nature of employment, or guarantees employment for any specific period.

2. Policy Compliance & Confidential Reporting

edu Business Solutions takes all policies, procedures, and workplace standards seriously. All employees are expected to comply with this handbook and any related procedures, training, or written guidelines.

If you believe a policy has been violated—including harassment, discrimination, safety concerns, misuse of company resources, or other misconduct—you are strongly encouraged to report it. You may:

- Report to your Manager or to the Chief Operations Officer; and/or
- **Confidentially report a policy violation online at: https://edubusinesssolutions.com/employee-resources/**

Retaliation against any employee who makes a good-faith report or participates in an investigation is strictly prohibited.

3. Nature of Employment (At-Will)

Per California law, employment with edu is **at-will**. This means:

- You are free to resign at any time, with or without cause or advance notice; and
- edu may terminate the employment relationship at any time, with or without cause or advance notice, consistent with applicable law.

No manager or representative has authority to modify the at-will relationship except in a **written employment agreement** signed by the President of edu.

4. Employee Relations

edu believes that the work conditions, wages, and benefits it offers are competitive within our industry and region. Employees are encouraged to raise concerns, questions, or suggestions openly with management.

edu’s philosophy is that **direct, honest communication** between employees and management fosters a positive workplace, clear expectations, and opportunities for improvement and growth.

5. Equal Employment Opportunity (EEO) & FEHA Compliance

edu provides equal employment and advancement opportunities to all individuals. Employment decisions are based on merit, qualifications, and business needs. edu strictly prohibits discrimination and harassment based on **any protected characteristic**, including but not limited to:

- Race, color, ancestry, national origin
- Religion or creed
- Age
- Physical or mental disability
- Medical condition or genetic information
- Sex, gender, gender identity, gender expression
- Sexual orientation
- Marital status, registered domestic partner status
- Pregnancy, childbirth, lactation, or related medical conditions
- Military or veteran status
- Political activity or affiliation
- Reproductive health decision-making
- Any other status protected by federal, state, or local law

edu will provide **reasonable accommodation** to qualified applicants and employees with disabilities, pregnant employees, and for sincerely held religious beliefs/practices, unless doing so would impose an undue hardship. This policy applies to **all terms and conditions of employment**, including recruitment, hiring, training, promotion, compensation, discipline, and termination.

6. Disability Accommodation (ADA & California)

edu is committed to full compliance with the **Americans with Disabilities Act (ADA)** and applicable California laws.

- Pre-employment inquiries focus only on an applicant's ability to perform job duties.
- Post-offer medical examinations are required only when job-related and consistent with business necessity.
- Medical information is kept **confidential** and in separate files.
- Reasonable accommodations are provided where disability affects job performance and accommodation does not cause undue hardship.

Employees who need an accommodation should notify their Manager or HR and engage in an interactive process to identify appropriate accommodations.

7. Immigration Law Compliance

edu employs only individuals who are authorized to work in the United States and does not unlawfully discriminate based on citizenship or national origin.

- All new hires must complete Form I-9 and present acceptable documentation.
- Rehired employees may be required to complete a new I-9 if prior documents have expired or are no longer valid.

8. Conflicts of Interest

Employees must avoid any personal, financial, or other interests that conflict or appear to conflict with the interests of edu.

Examples include:

- Personal financial interests in vendors or competitors
- Receiving gifts, kickbacks, or special favors in exchange for business
- Using Company resources or information for personal gain

Employees must promptly disclose actual or potential conflicts to the VP of Operations or Chief Operations Officer so that appropriate safeguards may be implemented.

9. Outside Employment

Employees may hold outside jobs **provided** such work does not:

- Interfere with performance of their job at edu;
- Create a conflict of interest; or
- Compete with edu's business interests.

If edu determines outside employment is interfering with performance or requirements, the employee may be required to discontinue the outside work to remain employed with edu.

10. Non-Disclosure, Confidentiality & Data Security

The protection of **confidential business information** is vital to edu's success. Confidential information includes, but is not limited to:

- Compensation data
- Marketing strategies & pricing
- Customer lists and contact data
- Technical information, source code, ideas, and trade secrets
- Pending projects, proposals, and financial information
- Any "personal information" or "sensitive personal information" as defined by the **California Privacy Rights Act (CPRA)**

Employees are required to sign a separate **Non-Disclosure Agreement (NDA)** as a condition of employment.

Under no circumstances whatsoever is any employee authorized to use the database or contact information of any **active or inactive edu client** for any personal reason and/or business venture, including non-profit ventures. Employees are prohibited from:

- Providing their own personal contact information (home address, personal email, personal phone numbers, etc.) to any active or inactive clients, or their prospects or customers, for any personal reason.
- Obtaining contact information from any client or their prospects/customers for personal use, even at the client's request.

Violation of this Med Company Policy will result in immediate termination of employment for cause.

Unauthorized disclosure or misuse of confidential information may also result in legal action.

11. Whistleblower & Anti-Retaliation Protections

Employees may report suspected violations of law, fraud, securities violations, or other misconduct to:

- Federal or state regulatory agencies
- Law enforcement
- Members or committees of Congress
- Supervisors or other personnel with investigatory authority

edu will not discharge, demote, suspend, threaten, harass, or discriminate against an employee for lawful whistleblowing activities. Retaliation against any employee who raises a concern in good faith is strictly prohibited. Employees may also confidentially report concerns via the **Employee Resources link** noted in Section 2.

12. Acceptable Use, Technology, Social Media, Cybersecurity & Generative AI

12.1 Acceptable Use of Systems

Company technology resources—including computers, phones, email, messaging platforms, software, and network access—are provided primarily for **business use**.
Employees must NOT:

- Install unauthorized software or apps
- Access, download, or distribute illegal, obscene, or discriminatory content
- Bypass security controls, disable antivirus, or attempt to “hack” systems
- Use edu systems to run personal businesses or side ventures
- Store confidential data on unapproved devices or services

edu reserves the right to monitor usage to protect security, ensure compliance, and safeguard data.

12.2 Social Media & Public Communications

When using social media or public platforms:

- Do not disclose confidential or proprietary information.
- Do not speak on behalf of edu unless specifically authorized.
- Maintain professionalism and avoid content that could harm edu’s reputation or violate harassment/EEO policies.

12.3 Cybersecurity & Passwords

Employees must:

- Use **strong, unique passwords** and enable **multi-factor authentication (MFA)** where provided.

- Never share passwords with others.
- Report suspicious emails, links, or activity immediately.

12.4 Generative AI Use Policy

Employees must **not** enter confidential, customer, personal, or sensitive data into AI tools unless:

- The tool has been explicitly approved by edu; and
- The use complies with edu's security, privacy, and confidentiality requirements.

AI-generated content must always be reviewed for **accuracy, bias, and compliance** before use in any external communication, product, or documentation.

13. Employment Status & Records

13.1 Employment Categories

edu clarifies employment classifications so employees understand their status and benefit eligibility:

- **Regular Full-Time:**
- Scheduled 30+ hours per week, not in a temporary or initial employment period, generally eligible for edu's benefit package per plan terms.
- **Part-Time:**
- Scheduled 20 or fewer hours per week, not in a temporary or initial employment period, generally **not** eligible for edu's benefit package per plan terms except as required by CA law.
- **Initial Employment Period:**
- First 90 days of employment or following promotion/transfer (see 13.5).

Employees are also designated **Non-Exempt** or **Exempt** per CA wage and hour laws.

13.2 Access to Personnel Files

edu maintains an **electronic personnel file** for each employee. Access is limited to management with a legitimate business reason. Employees may review their own file upon reasonable advance request in the presence of an individual designated by edu.

13.3 Employment Reference Checks

To protect privacy:

- edu generally confirms only dates of employment, positions held, and, when authorized, wage information.
- Additional information is released only with written authorization from the employee.

13.4 Personnel Data Changes
Employees must promptly notify edu of changes to:

- Address, phone number, emergency contacts
- Tax withholding status
- Dependents or other relevant personal information

13.5 Initial Employment Period
New and rehired employees are subject to a **90-day initial employment period**. During this time, edu evaluates:

- Attendance and punctuality
- Performance and work habits
- Overall suitability

Significant absences may extend the initial period. Promotion/transfer to a new role may trigger a secondary 90-day initial employment period. At any time during or after this period, either you or edu may end the at-will relationship.

13.6 Employment Applications
edu relies on accurate information in applications and during the hiring process. Misrepresentation, falsification, or material omissions may result in disqualification or termination.

13.7 Background Checks
edu Business Solutions conducts pre-employment background checks for all final candidates as a condition of employment. These checks may include, but are not limited to, verification of identity, employment history, education, professional references, and review of publicly available records, consistent with federal and California law.

Background checks are conducted only after a conditional offer of employment has been made, and candidates will receive all legally required disclosures and authorizations under the Fair Credit Reporting Act (FCRA) and applicable California regulations, including the Investigative Consumer Reporting Agencies Act (ICRAA) and the Consumer Credit Reporting Agencies Act (CCRAA).

Employment is contingent upon the successful completion of the background check process. A candidate will be provided an opportunity to dispute or provide clarification regarding any information returned in the report.

edu may also conduct background checks when required for certain positions, customer contracts, security-sensitive duties, or when otherwise permitted by law.

13.8 Performance Evaluations
Managers and employees are encouraged to discuss performance informally throughout the year. Formal evaluations, usually annual, may be used to:

- Review job responsibilities and expectations
- Recognize strengths and identify areas for development
- Inform merit pay decisions (not guaranteed)

14. Wage & Hour Compliance, Timekeeping & Remote Work
edu complies with California wage and hour law, including:

- **Meal Periods:**
  - 30-minute off-duty meal period by the end of the 5th hour of work.
  - Second 30-minute meal by the 10th hour when applicable.
- **Rest Breaks:**
  - 10 minutes of paid rest for each 4 hours worked or major fraction.
- **Overtime:**
  - Paid at 1.5x or 2x regular rate consistent with California Labor Code.
- **Timekeeping:**
  - All non-exempt employees must accurately record all hours worked.
  - Off-the-clock work is strictly prohibited.
  - **Remote employees** must follow the same timekeeping, meal, and rest requirements and must not work off-the-clock.

15. Expense Reimbursement (Labor Code §2802)
edu reimburses employees for **reasonable and necessary business expenses**, including those required for remote work (e.g., equipment resources, phone, supplies or other required tools), consistent with Company policy and California Labor Code §2802. Employees must submit timely, documented expense reports as directed.

16. Paid Sick Leave & Leaves of Absence

16.1 Paid Sick Leave (PSL)
Employees receive at least **40 hours / 5 days** of Paid Sick Leave annually, as required by current California law. PSL may be used for:

- Personal illness, injury, or preventive care
- Care of a family member or **designated person**
- Certain needs related to domestic violence, sexual assault, or stalking

16.2 Other Leaves
edu provides required leaves, including:

- CFRA (California Family Rights Act) leave, where eligible
- Pregnancy Disability Leave (PDL)
- Reproductive Loss Leave (up to 5 days)
- Jury and Witness Duty leave
- Military leave
- Organ and bone marrow donor leave
- Domestic violence, sexual assault, or stalking-related leave

Leaves will be administered consistent with federal and California law and Company policy.

17. Workplace Conduct, Anti-Harassment, Anti-Bullying & Anti-Retaliation
edu prohibits **harassment, discrimination, bullying, and abusive conduct** based on any protected characteristic. Examples of prohibited conduct include:

- Unwelcome sexual advances or comments
- Slurs, epithets, or jokes targeting protected characteristics
- Threats, intimidation, or sabotage of work
- Repeated derogatory comments or patterns of shouting or humiliation

Complaints may be made to management, HR, or via the **Employee Resources** link. All complaints will be investigated promptly and thoroughly. Violation of this policy may result in termination of employment. Retaliation is strictly prohibited.

18. Workplace Violence Prevention (SB 553)
edu maintains a separate **Workplace Violence Prevention Plan (WVPP)** that complies with **California SB 553** and Cal/OSHA regulations.
Key points:

- Threats, intimidation, or acts of violence are strictly prohibited.
- Employees must promptly report concerns or incidents.
- Annual training is required.
- edu maintains incident logs and reviews the plan at least annually and after incidents.

19. Safety & Workers' Compensation
Employees must:

- Follow all safety rules and guidelines.
- Immediately report any workplace injury, illness, or unsafe condition.

Workers' compensation insurance covers qualifying work-related injuries or illnesses as required by law.

20. Benefits
edu offers various benefits to eligible employees, such as medical, dental, vision, 401k contributions and other benefits. Specific eligibility and coverage details are governed by official **plan documents**, which control in the event of any conflict with this handbook.

21. Employment Termination & Resignation
Termination may occur for many reasons, including resignation, discharge, layoff, or retirement. Final pay will be issued consistent with California law:

- Immediate if involuntarily terminated
- Within 72 hours if employee resigns without notice
- On last day if employee gives at least 72 hours' notice

edu may conduct an exit interview to address benefits, conversion options, return of Company property, and feedback.

Resignation: edu requests at least **two weeks' written notice**, though it is not required. Employees on active warning at the time of resignation may be ineligible for rehire per Company policy.

23. Employee Acknowledgment

I acknowledge that I have received, read, and understand the **edu Business Solutions Employee Handbook (2025 Edition)**, and I agree to follow the policies and guidelines it contains. I understand that this handbook supersedes all prior versions and that employment with edu remains at-will.

Employee Signature: _____

Printed Name: _____

Date: _____