

# **Carmel Taxi and Car Service Inc.**

## **EMPLOYEE MANUAL**

Revised [July 24, 2015]

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## **SECTION 1**

### **INTRODUCTION**

This Manual is designed to acquaint you with Carmel Taxi and Car Service Inc. and provide you with information about working conditions, and policies affecting your employment.

The information contained in this Manual applies to all employees of Carmel Taxi and Car Service Inc. Following the policies described in this Manual is considered a condition of continued employment. However, nothing in this Manual alters an employee's status. The contents of this Manual shall not constitute nor be construed as a promise of employment or as a contract between the Company and any of its employees. The Manual is a summary of our policies, which are presented here only as a matter of information.

You are responsible for reading, understanding, and complying with the provisions of this Manual. Our objective is to provide you with a work environment that is constructive to both personal and professional growth.

#### **1.1 CHANGES IN POLICY**

This Manual supersedes all previous employee manuals and memos that may have been issued from time to time on subjects covered in this Manual.

However, since our business and our organization are subject to change, we reserve the right to interpret, change, suspend, cancel, or dispute with or without notice all or any part of our policies, procedures, and benefits at any time. We will notify all employees of these changes. Changes will be effective on the dates determined by the Company, and after those dates all superseded policies will be null.

No individual supervisor or manager has the authority to change policies at any time. If you are uncertain about any policy or procedure, speak with your direct supervisor or Administration.

#### **1.2 EMPLOYMENT APPLICATIONS**

We rely upon the accuracy of information contained in the employment application and the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

#### **1.3 EMPLOYMENT RELATIONSHIP**

You enter into employment voluntarily, and you are free to resign at any time for any reason or no reason. Similarly, Carmel Taxi and Car Service Inc. is free to conclude its relationship with any employee at any time for any reason or no reason. Following the probationary period, employees are required to follow the Employment Termination Policy (See Section 3.16).

## **SECTION 2**

### **DEFINITIONS OF EMPLOYEES STATUS**

#### **“EMPLOYEES” DEFINED**

An “employee” of Carmel Taxi and Car Service Inc. is a person who regularly works for Carmel Taxi and Car Service Inc. on a wage or salary basis. “Employees” may include regular full-time, regular part-time, and temporary persons, and others employed with the Company who are subject to the control and direction of Carmel Taxi and Car Service Inc. in the performance of their duties.

#### **REGULAR FULL-TIME**

Taxi Drivers who have completed the 90 Day probationary period and have obtained and maintained their WTCL Driver’s Permit and who are regularly scheduled to work 35 or more payroll hours per week.

Other Employees who have completed the 90 day probationary period and who are regularly schedule to work 35 or more payroll hours per week.

#### **REGULAR PART-TIME**

Taxi Drivers who have completed the 90 Day probationary period and have obtained and maintained their WTLC Driver’s Permit and who are regularly scheduled to work less than 35 payroll hours per week.

Other Employees who have completed the 90 day probationary period and who are regularly schedule to work less than 35 payroll hours per week.

#### **TEMPORARY (FULL-TIME or PART-TIME)**

Those whose performance is being evaluated to determine whether further employment in a specific position or with the Company is appropriate or individuals who are hired as interim replacements to assist in the completion of a specific project or for vacation relief. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status until they are notified of a change.

#### **PROBATIONARY PERIOD FOR NEW EMPLOYEES**

A new employee whose performance is being evaluated to determine whether further employment in a specific position or with Carmel Taxi and Car Service Inc. is appropriate. When an employee completes the probationary period, the employee will be notified of his/her new status with Carmel Taxi and Car Service Inc.

## **SECTION 3**

### **EMPLOYMENT POLICIES**

#### **3.1 NON-DISCRIMINATION**

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Carmel Taxi and Car Service Inc. will be based on merit, qualifications, and abilities. Carmel Taxi and Car Service Inc. does not discriminate in employment opportunities or practices because of race, color, religion, sex, national origin, age or disability.

Carmel Taxi and Car Service Inc. will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and training.

Employees with questions or concerns about discrimination in the workplace are encouraged to bring these issues to the attention of their supervisor. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in unlawful discrimination will be subject to disciplinary action, including termination of employment.

#### **3.2 NON-DISCLOSURE/CONFIDENTIALITY**

The protection of confidential business information and trade secrets is vital to the interests and success of Carmel Taxi and Car Service Inc. Such confidential information includes, but is not limited to, the following examples:

- Compensation data,
- Financial information,
- Marketing strategies,
- Pending projects and proposals,
- Client and customer information,
- Proprietary production processes,
- Personnel/Payroll records, and
- Conversations between any persons associated with the company.

All employees are required to sign a non-disclosure and confidentiality agreement as a condition of employment.

Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

### **3.3 NEW EMPLOYEE ORIENTATION**

Orientation is a formal welcoming process that is designed to make the new employee feel comfortable, informed about the company, and prepared for their position. New employee orientation is conducted by Administration, and includes an overview of the company history, an explanation of the company core values, vision, and mission; and company goals and objectives. In addition, the new employee will be given an overview of procedures, tax, and legal issues, and complete any necessary paperwork.

Employees are presented with all codes, keys, and procedures needed to navigate within the workplace. The new employee's supervisor then introduces the new hire to staff throughout the company, reviews their job description and scope of position, explains the company's evaluation procedures, and helps the new employee get started on specific functions.

### **3.4 PROBATIONARY PERIOD FOR NEW EMPLOYEES**

The probationary period for regular full-time and regular part-time employees lasts up to 90 days from date of hire. During this time, employees have the opportunity to evaluate our Company as a place to work and management has its first opportunity to evaluate the employee. During this introductory period, both the employee and the Company have the right to terminate employment without advance notice.

Upon satisfactory completion of the 90-day probationary period, a 90-day review will be given and benefits if available will begin as appropriate. All employees, regardless of classification or length of service, are expected to meet and maintain Company standards for job performance and behavior (See Section 4, Standards of Conduct).

### **3.5 OFFICE HOURS**

Carmel Taxi and Car Service Inc. Administrative office is open from 8 a.m. to 5 p.m. Monday through Friday, except for Holidays (See Section 3.6, Holidays).

Carmel Taxi and Car Service Inc. Business operation is open from 6 a.m. to 1 a.m. Monday through Thursday, from 6 a.m. Friday remaining open until Sunday 11:59 p.m. except for Holidays (See Section 3.6, Holidays). In the computation of various employee Timesheets, the employee workweek is considered to begin on Monday ending on Sunday, unless a supervisor makes prior other arrangement with the employee.

### **3.6 HOLIDAYS**

Carmel Taxi and Car Service Inc. observes the following non-paid holidays for all employees:

Memorial Day (Early Closing 5:00 p.m.)  
Labor Day (Early Closing 5:00 p.m.)  
Thanksgiving Day (Early Closing 5:00 p.m.)  
Christmas Day

### **3.7 JURY DUTY/MILITARY LEAVE**

Employees will be granted time off to serve on a jury or military leave without pay. However, all regular employees both full-time or part-time will be kept on the active payroll until their civic duties have been completed. A copy of the jury duty summons and all other associated paperwork are required for the personnel file.

### **3.8 LUNCH PERIODS**

Employees are allowed a 20 Minutes lunch break. Lunch breaks generally are taken between the hours of 11 a.m. and 1:00 p.m. on a staggered schedule so that your absence does not create a problem for co-workers or clients. Evening breaks generally are taken as driver has a down time upon notification of supervisor.

### **3.9 BREAK PERIODS**

Carmel Taxi and Car Service Inc. does not provide for employees to break during production activities except for the above outlined lunch period.

If employees have unexpected personal business to take care of, they must notify their direct supervisor to discuss time away from work and make provisions as necessary. Personal business should be conducted on the employee's own time.

Employees who do not adhere to the break policy will be subject to disciplinary action, including termination.

### **3.10 PERSONNEL FILES**

Employee personnel files include the following: job application, job description, résumé, records of participation in training events, salary history, records of disciplinary action and documents related to employee performance reviews, coaching, permits, licenses and mentoring.

Personnel files are the property of Carmel Taxi and Car Service Inc., and access to the information is restricted. Management personnel of Carmel Taxi and Car Service Inc. who have a legitimate reason to review the file are allowed to do so.

Employees who wish to review their own file should contact their supervisor. With reasonable advance notice, the employee may review his/her personnel file in Company's office and in the presence of the Administration

### **3.11 PERSONNEL DATA CHANGES**

It is the responsibility of each employee to promptly notify the Administration of any changes in personnel data such as:

- Mailing address
- Telephone numbers
- Name and number of dependents
- Individuals to be contacted in the event of an emergency.

An employee's personnel data should be accurate and current at all times.

### **3.12 INCLEMENT WEATHER/EMERGENCY CLOSINGS**

At times, emergencies such as severe weather, fires, or power failures can disrupt company operations. The decision to close the office will be made by Administration.

When the decision is made to close the office, employees will receive official notification from their supervisors.

Time off from scheduled work due to emergency closings will be unpaid for all employees.

### **3.13 EMPLOYEE PERFORMANCE REVIEW AND PLANNING SESSIONS**

Administration will conduct performance reviews and planning sessions with all regular full-time and regular part-time employees after one year of service. Administration may conduct informal performance reviews and planning sessions more often if they choose.

Performance reviews and planning sessions are designed for the Administration and the employee to discuss his/her current job tasks, encourage and recognize attributes, and discuss positive, purposeful approaches for meeting work-related goals. Together, employee and Administration can discuss ways in which the employee can accomplish goals or learn new skills. The planning sessions are designed for the employee and his/her Administrator to make and agree on new goals, skills, and areas for improvement.

New employees will be reviewed at the end of their probationary periods (see Section 3.3, Probationary Period for New Employees). After the initial review, the employee will be reviewed according to the regular annual schedule.

### **3.14 OUTSIDE EMPLOYMENT**

Employees may hold outside jobs in non-related businesses or professions as long as the employee meets the performance standards of their job description with Carmel Taxi and Car Service Inc. Unless an alternative work schedule has been approved by Carmel Taxi and Car Service Inc., employees will be subject to the company's scheduling demands, regardless of any existing outside work assignments.

Carmel Taxi and Car Service Inc.'s office space, equipment, and materials are not to be used for outside employment.

### **3.15 CORRECTIVE ACTION**

Carmel Taxi and Car Service Inc. holds each of its employees to certain work rules and standards of conduct (see Section 4). When an employee deviates from these rules and standards, Carmel Taxi and Car Service Inc. expects the employee's supervisor to take corrective action.

Corrective action at Carmel Taxi and Car Service Inc. is progressive. That is, the action taken in response to a rule infraction or violation of standards typically follows a pattern increasing in seriousness until the infraction or violation is corrected.

The usual sequence of corrective actions includes an oral warning, a written warning, probation, and finally termination of employment. In deciding which initial corrective action would be appropriate, a supervisor will consider the seriousness of the infraction, the circumstances surrounding the matter, and the employee's previous record.

Though committed to a progressive approach to corrective action, Carmel Taxi and Car Service Inc. consider certain rule infractions and violations of standards as grounds for immediate termination of employment. These include but are not limited to: theft in any form, insubordinate behavior, vandalism or destruction of company property, being on company property during non-business hours, the use of company equipment and/or company vehicles without prior authorization from Administration, untruthfulness about personal work history, skills, or training, divulging Company business practices, and misrepresentations of Carmel Taxi and Car Service Inc. to a customer, a prospective customer, the general public, or an employee.

### **3.16 EMPLOYMENT TERMINATION**

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are a few examples of some of the most common circumstances under which employment is terminated:

- **Resignation** – voluntary employment termination initiated by an employee.
- **Termination** – involuntary employment termination initiated by Carmel Taxi and Car Service Inc.
- **Layoff** – involuntary employment termination initiated by Carmel Taxi and Car Service Inc. for non-disciplinary reasons.

When an employee intends to terminate his/her employment with Carmel Taxi and Car Service Inc., he/she shall give Carmel Taxi and Car Service Inc. at least two (2) weeks written notice. Supervising employees shall give at least three (3) weeks written notice.

Since employment with Carmel Taxi and Car Service Inc. is based on mutual consent, both the employee and Carmel Taxi and Car Service Inc. has the right to terminate employment at will, with

or without cause during the Introductory/Probationary Period for New Employees (See Section 3.4, Introductory/Probationary Period for New Employees).

Any employee who terminates employment with Carmel Taxi and Car Service Inc. shall return all files, records, keys, and any other materials that are property of Carmel Taxi and Car Service Inc. No final settlement of an employee's pay will be made until all items are returned in appropriate condition. The cost of replacing non-returned items will be deducted from the employee's final paycheck. Furthermore, any outstanding financial obligations owed to Carmel Taxi and Car Service Inc. will also be deducted from the employee's final check.

### **3.17 SAFETY**

Carmel Taxi and Car Service Inc. provides information to employees about workplace safety and health issues through regular internal communication such as:

- Training sessions
- Team meetings
- Bulletin board postings
- Memorandums
- Other written communications

Each employee is expected to obey safety rules and exercise caution and common sense in all work activities. Employees must immediately report any unsafe conditions to their supervisor. Employees who violate safety standards, cause hazardous or dangerous situations, or fail to report, or where appropriate, remedy such situations, may be subject to disciplinary action including termination of employment.

In the case of an accident that results in injury, regardless of how insignificant the injury may appear, employees should notify their supervisor (See Section 3.19, Employee Requiring Medical Attention).

### **3.18 HEALTH-RELATED ISSUES**

Employees, who become aware of any health-related issue, including pregnancy, should notify their supervisor of health status. This policy has been instituted strictly to protect the employee.

A written "permission to work" from the employee's doctor is required at the time or shortly after notice has been given. The doctor's note should specify whether the employee is able to perform regular duties as outlined in his/her job description.

A leave of absence may be granted on a case-by-case basis. If the need arises for a leave of absence, employees should notify their supervisor.

### **3.19 EMPLOYEE REQUIRING MEDICAL ATTENTION**

In the event an employee requires medical attention, whether injured or becoming ill while at work, the employee's personal physician must be notified immediately. If it is necessary for the employee

to be seen by the doctor or go to the hospital, a family member will be called to transport the employee to the appropriate facility. If an emergency arises requiring Emergency Medical Services to evaluate the injury/illness of an employee on-site, the employee will be responsible for any transportation charges. Furthermore, Carmel Taxi and Car Service Inc.'s employees will not be responsible for transportation of another employee due to liabilities that may occur.

A physician's "return to work" notice may be required.

### **3.20 BUILDING SECURITY**

All employees who are issued keys to the office are responsible for their safekeeping. These employees will sign a Building Key Disbursement form upon receiving the key. The last employee, or a designated employee, who leaves the office at the end of the business day assumes the responsibility to ensure that all doors are securely locked, the alarm system is armed, thermostats are set on appropriate evening and/or weekend setting, and all appliances and lights are turned off with exception of the lights normally left on for security purposes. Employees are not allowed on Company property after hours without prior authorization from Administration.

### **3.21 INSURANCE ON PERSONAL EFFECTS**

All employees should be sure that their own personal insurance policies cover the loss of anything occasionally left at the office or Company Vehicles. Carmel Taxi and Car Service Inc. assumes no risk for any loss or damage to personal property.

### **3.22 SUPPLIES; EXPENDITURES; OBLIGATING THE COMPANY**

Only authorized persons may purchase supplies in the name of Carmel Taxi and Car Service Inc. No employee whose regular duties do not include purchasing shall incur any expense on behalf of Carmel Taxi and Car Service Inc. or bind Carmel Taxi and Car Service Inc. by any promise or representation without written approval.

### **3.23 PARKING**

Employees must park their cars in areas indicated and provided by the Company respecting signs and keeping parking area clean.

### **3.24 VISITORS IN THE WORKPLACE**

To provide for the safety and security of employees, visitors, and the facilities at Carmel Taxi and Car Service Inc., only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps ensure security, decreases insurance liability, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

### **3.25 SURVEILLANCE AND VEHICLE TRACKING**

Security cameras are placed in all offices and are under 24 hour surveillance at all times. Carmel Taxi and Car Service Inc. reserve the rights to place vehicle tracking device on all Company vehicles.

## **SECTION 4 (Revised 1/6/15)**

### **STANDARDS OF CONDUCT**

The work rules and standards of conduct for Carmel Taxi and Car Service Inc. are important, and the Company regards them seriously. All employees are urged to become familiar with these rules and standards. In addition, employees are expected to follow the rules and standards faithfully in doing their own jobs and conducting the Company's business. Please note that any employee who deviates from these rules and standards will be subject to corrective action, up to and including termination of employment (see Section 3.15, Corrective Action).

While not intended to list all the forms of behavior that are considered unacceptable in the workplace, the following are examples of rule infractions or misconduct that may result in disciplinary action, including termination of employment.

- Theft or inappropriate removal or possession of property;
- Falsification of timekeeping records (See Section 5.2, Timekeeping);
- Working under the influence of alcohol or illegal drugs (See Section 4.6, Substance Abuse);
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace (See Section 4.6, Substance Abuse);
- Fighting or threatening violence in the workplace or towards clients;
- Boisterous or disruptive activity in the workplace;
- Negligence or improper conduct leading to damage of company-owned or customer-owned property;
- Insubordination or other disrespectful conduct in the workplace or towards clients or other employees
- Violation of safety or health rules;
- Smoking in the workplace or Vehicles;
- Sexual or other unlawful or unwelcome harassment (See Section 4.3, Harassment, Including Sexual Harassment) in the workplace or towards clients;
- Excessive absenteeism or any absence without notice (See also, Section 4.1 Attendance/Punctuality and 4.2, Absence without Notice);
- Unauthorized use of telephones, or other company-owned equipment (See Section 4.4, Telephone Use);
- Using company equipment for purposes other than business (i.e. work for another job on computers or personal Internet usage);
- Unauthorized disclosure of business "secrets" or confidential information;
- Violation of personnel policies; and
- Unsatisfactory performance or conduct.
- Failure to maintain License or WTLC driver permit
-

#### **4.1 ATTENDANCE/PUNCTUALITY**

The Company expects that every employee will be regular and punctual in attendance. This means being in the office or vehicle, ready to work, at their starting time each day. Absenteeism and tardiness places a burden on other employees and on the Company.

If you are unable to report for work for any reason, notify your supervisor before regular starting time. You are responsible for speaking directly with your supervisor about your absence. It is not acceptable to leave a message on a supervisor's voice mail, except in extreme emergencies. In the case of leaving a voice-mail message, a follow-up call must be made later that day. The company phone number is 845-225-5555.

Should undue tardiness become apparent, disciplinary action may be required.

If there comes a time when you see that you will need to work some hours other than those that make up your usual work week, notify your supervisor at least ten working days in advance. Each request for special work hours will be considered separately, in light of the employee's needs and the needs of the Company. Such requests may or may not be granted.

#### **4.2 TARDINESS AND ABSENCE WITHOUT NOTICE**

When you are unable to work owing to illness or an accident, please notify your supervisor. This will allow the Company to arrange for temporary coverage of your duties, and helps other employees to continue work in your absence. If you do not report for work and the Company is not notified of your status, it will be assumed after two consecutive days of absence that you have resigned, and you will be removed from the payroll

For three tardiness or unauthorized absents/early leave in a month you will be written up. Your fourth tardiness you will be suspended for the day. If there is continuance of tardiness your employment could be terminated

There will be 8 (unpaid) sick days/family sick day per year that will not count as an unauthorized absent. However if you are absent for three days or more you will be required to submit a doctor's note.

In the event of medical procedures and you require longer absent from work due to an illness or recuperation time a doctor's letter clearing you to perform your duties will be required to return to work.

In the event of inclement/severe weather and you are unable to come in as schedule please call the office and this will be noted in your time card.

### **4.3 HARASSMENT, INCLUDING SEXUAL HARASSMENT**

Carmel Taxi and Car Service Inc. is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated.

If you believe you have been the victim of harassment, or know of another employee or Client who has, report it immediately. Employees can raise concerns and make reports without fear of reprisal.

Any supervisor who becomes aware of possible harassment should promptly advise the Administration who will handle the matter in a timely and confidential manner.

### **4.4 TELEPHONE AND TEXTING**

Carmel Taxi and Car Service Inc. telephones are intended for the use of serving our customers and in conducting the Company's business.

Personal Cellphone usage during business hours is discouraged except for extreme emergencies. All personal telephone calls should be kept brief to avoid delays in job performance.

Drivers are prohibited to Texting while operating company vehicles.

If an employee is found to be deviating from this policy, he/she will be subject to disciplinary action (See Section 3.15, Corrective Action).

### **4.5 PUBLIC IMAGE**

A professional appearance is important anytime that you come in contact with customers or potential customers. Employees should be well groomed and dressed appropriately for our business and for their position in particular.

The following items are considered inappropriate working attire for Carmel Taxi and Car Service Inc.:

- Open-toed sandals
- Spaghetti-strapped shirts
- Tank tops or revealing shirts
- Short mini skirts
- Sheer clothing
- T-shirts with inappropriate or offensive gestures or advertising
- Ripped Jeans or Shorts

Consult your supervisor if you have any questions about appropriate attire.

## 4.6 SUBSTANCE ABUSE

The Company is committed to providing a safe and productive workplace for its employees. In keeping with this commitment, the following rules regarding alcohol and drugs of abuse have been established for all staff members, regardless of rank or position, including both regular and temporary employees. The rules apply during working hours to all employees of the Company while they are operating Company vehicle or performing their duties.

The manufacture, distribution, possession, sale, or purchase of controlled substances of abuse on Company property is prohibited.

Being under the influence of illegal drugs, alcohol, or substances of abuse on Company property is prohibited.

Working while under the influence of prescription drugs that impair performance is prohibited.

So that there is no question about what these rules signify, please note the following definitions:

**Company property:** All Company owned or leased property and Company Owned or leased Vehicles used by employees.

**Controlled substance of abuse:** Any substance listed in Schedules I-V of Section 202 of the Controlled Substance Act, as amended.

**Drug:** Any chemical substance that produces physical, mental, emotional, or behavioral change in the user.

**Drug paraphernalia:** Equipment, a product, or material that is used or intended for use in concealing an illegal drug, or otherwise introducing into the human body an illegal drug or controlled substance.

**Illegal drug:**

- a. Any drug or derivative thereof whose use, possession, sale, transfer, attempted sale or transfer, manufacture, or storage is illegal or regulated under any federal, state, or local law or regulation.
- b. Any drug, including – but not limited to – a prescription drug, used for any reason other than that prescribed by a physician.
- c. Inhalants used illegally.

**Under the influence:** A state of not having the normal use of mental or physical faculties resulting from the voluntary introduction into the body of an alcoholic beverage, drug, or substance of abuse.

Consistent with the rules listed above, any of the following actions constitutes a violation of the Company's policy on drugs and may subject an employee to disciplinary action, up to and including immediate termination.

Using, selling, purchasing, transferring, manufacturing, or storing an illegal drug or drug paraphernalia, or attempting to or assisting another to do so, while in the course of employment.

Working or reporting to work, conducting Company business or being on Company property while under the influence of an illegal drug or alcohol, or in an impaired condition.

#### **4.7 TOBACCO PRODUCTS**

The use of tobacco products is not permitted anywhere on the Company's premises including Company vehicles.

#### **4.8 INTERNET USE**

Carmel Taxi and Car Service Inc. employees are allowed use of the Internet and e-mail when necessary to serve our customers and conduct the Company's business.

Employees are not allowed to customized, download applications or software to computers, tablets, cell phones except necessary and appropriate for Company business transactions.

Employees may use the Internet when appropriate to access information needed to conduct business of the Company. Employees may use e-mail when appropriate for Company business correspondence.

Use of the Internet must not disrupt operation of the company computer network. Use of the Internet must not interfere with an employee's productivity. Employees are responsible for using the Internet in a manner that is ethical and lawful.

Internet messages are public and not private. Carmel Taxi and Car Service Inc. reserves the right to access and monitor all files and messages on its systems.

## SECTION 5

### WAGE AND SALARY POLICIES

#### 5.1 WAGE OR SALARY INCREASES

Each employee's hourly wage or annual salary will be reviewed at least once each year. The employee's review date will usually be conducted on or about the anniversary date of employment or the date of the previous compensation review. Such reviews may be conducted more frequently for a newly created position, or based on a recent increase or promotion.

Increases will be determined on the basis of performance, adherence to company policies and procedures, and ability to meet or exceed duties per job description and achieve performance goals (See Section 3.13, Performance Review/Planning Sessions).]

Although the Company's salary ranges and hourly wage schedules will be adjusted on an ongoing basis, Carmel Taxi and Car Service Inc. does not grant "cost of living" increases. Performance is the key to wage increases in the Company.

#### 5.2 TIMEKEEPING

Accurately recording time worked is the responsibility of every non-exempt employee. Time worked is the time actually spent on a job(s) performing assigned duties.

Carmel Taxi and Car Service Inc. does not pay for extended breaks or time spent on personal matters.

The time clock is a legal instrument. Altering, falsifying, tampering with time records, or recording time on another team member's time record will result in disciplinary action, including termination of employment.

Authorized personnel will review time records each week. Any changes to an employee's time record must be approved by his/her supervisor. Questions regarding the timekeeping system or time cards should be directed to the supervisor.

**Time-Clock** – All Taxi Drivers are to inform Supervisor upon entering and leaving vehicle from the lot. Supervisor will punch drivers in and out. Taxi Driver's are to document their entering time and their leaving time on the trip sheets. The employee will be given thorough instructions on usage and instructions on what to do should a problem or mismatch in time occurs.

All Supervisors and office employees are to use the Time-clock on the computer to punch in and out.

### **5.3 PAYDAYS**

All employees are paid bi-weekly. In the event that a regularly scheduled payday falls on a weekend or holiday, employees will receive pay on the next day of operation.

If a regular payday falls during an employee's vacation, the employee's paycheck will be available upon his/her return from vacation.

If the employee is not at work when paychecks are distributed and does not receive the paycheck, the paycheck will be kept at the office through the rest of the week. If an employee is unable to pick up his or her check on payday, he or she will need to see the company administrator.

Paychecks will not, under any circumstances, be given to any person other than the employee without written authorization. Paychecks may also be mailed to the employee's address.

### **5.4 SOCIAL SECURITY, MEDICARE, FEDERAL AND STATE TAXES**

Carmel Taxi and Car Service Inc. withholds income tax from all employees' earnings and participates in FICA (Social Security), Medicare withholding and matching programs as required by law. As well as any Federal, State Taxes and other Deductions as required by law.

### **5.5 RECORD KEEPING**

Each employee is responsible for verifying his/her pay stub to make sure the correct amount of hours appear.

### **5.6 Paid Vacation Benefit (7/24/15)**

1. All Full Time DISPATCHERS employees working 5 or more days will earn 5 days PAID vacation after 18 months of employment.
2. All Full Time DRIVERS employees working 5 or more days will earn 2 days Paid vacation after their first qualifying year. They will earn 1 day each qualifying year after. There will be a CAP of up to 5 days earned.
3. Full Time employees DRIVERS working 5 or more days will earn 2 additional Paid vacation days after 8 qualifying years of employment. For a MAX CAP of 7 days.
4. ALL Employees may not request "PAID VACATION" during the following holiday week, Special Days or the months between Memorial Day and Labor Day (June, July, August).

- New Year's Eve
- New Year's Day
- Martin Luther King, Jr. birthday
- Valentine's Day
- Presidents Day
- Easter
- Mother's Day

- Memorial Day
- Father's Day
- Independence Day
- Labor Day
- Rosh Hashana
- Columbus Day
- Veterans' Day
- Thanksgiving Day
- Chanukah
- Christmas Day

5. Earned vacation must be taken within a year of earning period or it will be forfeited.
6. Vacation notices must be submitted in writing at least three weeks ahead
7. Paid Vacation time must be taking consecutive.
8. Paid Vacation time will not be paid if it falls on a normal schedule DAY(s) OFF.
9. Paid Vacations must be at least 6 months apart from the last vacation requested.
10. Employees will be paid 8hrs per vacation day earned.
11. In order to avoid multiple employees on vacation at one time, there will only be ONE employee allowed to go on vacation at a time and it will be on a first in first out (FIFO).
12. Employees who resigned failing to give two week written notice will VOID any vacation time earned.
13. Employees who are terminated for violating company policies will VOID any vacation time earned.
14. Employees who fail to show to work two or more days (Sick or Personal) within 30 days without written notice as indicated in company's regulation or Doctors note will lose a month towards earning year.
15. Employees who come to work late or leave work earlier without written notice or Doctor's note as indicated in company's regulation 3 times in 30 days will lose a month towards earning year.
16. Employees who fail to show to work one day and come to work late or leave work early 2 days without written Notice or Doctor's note as indicated in Company's regulation within 30 days will lose a month toward earning a year.
17. Carmel Taxi reserves the right to TERMINATE this benefit anytime with 4 month written notice to all employees.

## SECTION 6

### **JOB DESCRIPTIONS, ELIGIBILITY, DUTIES AND RESPONSIBILITIES**

#### **6.1 TAXI DRIVER DEFINITION**

Taxi Drivers are operator of a motor vehicle use to transport Carmel Taxi and Car Service Inc.'s customers (passengers) in a safe and timely manner to and from the location indicated by or informed to the Dispatcher/Supervisor.

#### **6.2 TAXI DRIVERS ELIGIBILITY**

All applicants interested in a driver's position must submit the following items for insurance eligibility as an authorized driver under the corporation policy.

- New York State Driver License Class A, B, C, or E
- Driver's Abstract from Department of Motor Vehicle
- Social security card and 2<sup>nd</sup> form of ID (passport, Employee ID, School ID, Computerized paystub Permanent Resident Card, or Employment Authorization Card).
- High School Diploma or GED as a minimum level of education.
- Certificate of Completion from a NY State approved defensive driving course showing that you completed the course within 6 months from date of application. If you already have a WTLC than one year from date of application.
- Proof of residency ex: Utility Bill (no credit card or cell phone bill is accepted).
- Completely filled out Employment Application
- Completely filled out Driver Endorsement Request Form and notarized Driver's Insured Affirmation Form.

Upon employment drivers must apply and obtain a Westchester Taxi and Limousine Commission Driver's Permit (WTLC) at the cost of \$135 non-refundable paid to WTLC by applicant annually upon employment. WTLC requires fingerprinting and drug test at a cost of \$90 paid by Carmel Taxi and Car Service Inc. where all applicants will undergo background check, identity verification and substance abuse testing.

#### **6.3 TAXI DRIVERS DUTIES AND RESPONSABILITIES**

- Drivers are expected to be courteous and polite at all times with passengers.
- The aggressiveness use of the horn to alert passenger of arrival is not tolerated.
- Vehicle Horn is not to be used between the hours of 9:00 pm to 8:00 am.
- Passengers who find the car radio content to be offensive upon request radio must be turned off.
- Drivers must carry personal petty cash to make change for a \$50 dollar bill
- All Drivers must recheck with dispatcher if inactive for more than 15 minutes.

- Drivers are to inspect and check vehicle daily for, noticeable vehicle damage, Missing Ez-Pass, GPS or Cellular Phone, Level of gas (Full), Cleanliness of vehicle inside and outside, and the proper function of vehicle safety lights.
- Drivers have the right to refuse transportation to passenger if they feel unsafe and/or are face in a dangerous or conflicted situation. Drivers can contact legal authorities if necessary.
- Drivers can extend their arms for support and refrain from physically lifting customers as you are not a qualified.
- Drivers are expected to lift items up to 13 pounds this includes wheelchair, walkers, strollers, luggage or groceries.
- Drivers are prohibited from entering customers home. Leave groceries, bags or luggage as close to the front door without entering the house. This is for your safety.
- Drivers are to refrain from requesting customer's personal information including phone number or providing passenger with driver's personal information including phone number.
- Drivers are to respect all road, and DMV regulations when operating vehicle. Ex: speed limit, traffic lights, right of way, signal lights and STOP signs.
- While operating vehicles drivers must consider road conditions and use caution to prevent damage to vehicles ex: pot holes, curves, icy road, and debris on the road.
- In the event of a vehicle accident, Drivers are to immediately notify supervisor of such accident. Drivers must obtain license plate of other vehicle, Driver license information of other driver(s) and insurance information of other vehicle(s) involve in the accident.
- Vehicle damage to headlights, tail lights, front bumper, rear bumper or side of vehicles due to driver's negligence while driving or backing into a wall, fence, rock or any other obstacles is the responsibility of driver to repair or replace if damage is greater than \$100.00.
- In the event of any damage to, GPS, Ez-Pass Cellphone due to negligence. Driver is responsible for repair or replacement of such item.
- Drivers must keep a record of all trips with pick up location, Drop off Location, amount charge, date, and license plate number of vehicle assigned that day.
- All Trip sheets and cash reimbursements for the week must be submitted to the office by Monday afternoon. If you are not schedule to work on Monday you may drop off trip sheet on Sunday, Saturday or Friday with supervisor.
- Passengers have the right to bring and install children portable car seats. Drivers are to refrain from installing car seats. .
- Passengers have a waiting period of 10 minutes upon vehicle arrival. If passengers are not out within 5 minutes of arrival please notify dispatcher. Extended wait time without knowledge to dispatcher will delay the taxis of other Medicaid transportation.
- Drivers are to confirm the pickup and drop off of passenger including price with the dispatchers.
- Drivers are to inform dispatchers request for change of pick up or destination including any requested stop.
- Out of town trips are to be paid prior to initiating the trip.
- Drivers must provide a receipt upon request by passenger.
- All Credit card transaction must be informed to Dispatcher for prior approval and transaction confirmation prior to completion of trip.

- Credit Card must be present when trip is being charged on the credit card. Unless instructed by dispatcher that the trip is prepaid over the phone by other than the passenger.
- All Credit card transaction slips must have customer's signature, trip date Driver's name and trip information and a copy of sign receipt must be given to passenger.
- Gratuities added to credit card slips by passenger must be informed and submitted to office ASAP in order to batch transaction and add tip. Once transaction is batched out gratuity will be LOST and Carmel Taxi and Car Service Inc. will not reimburse driver for loss of gratuity due to failure of notification.
- If passenger is not the credit card holder all tips must be authorized by the credit card holder not the passenger.
- Gratuities on a credit card greater than \$10 dollars. Carmel Taxi and Car Service Inc. will deduct \$1.00 for the processing fee and taxes on each transaction.

#### **6.4 DISPATCHER DEFINITIONS**

Dispatchers receive all transportation requests via phone, fax or e-mail and then transmit information in a prompt and efficient manner to Taxi Drivers. Dispatchers are the "Supervisor in Shift" and are responsible for the direction of all units within Carmel Taxi and Car Service Inc. and provide Carmel Taxi and Car Service Inc. Customers with a prompt and reliable service and representation.

#### **6.5 DISPATCHER ELIGIBILITY**

All applicants for Dispatcher position must provide the following items:

- Social Security and 2<sup>nd</sup> Forms of ID (U.S. passport, Employee ID-School ID, Permanent Resident Card, Employment Authorization Card, Foreign passport that contains a temporary I-551, Voter's Registration Card, US Military Card)
- High School Diploma or GED as a minimum level of education.
- Internet savvy and Computer knowledge of Microsoft word, Excel, Outlook
- Clerical, Communication and office Skills

#### **6.6 DISPATCHERS RESPONSIBILITY AND DUTIES**

- Dispatchers must be respectful to customers and Taxi Drivers at all time.
- Dispatchers must search address online and instruct Taxi Driver with alternate routes for faster service.
- Incoming Calls for Complains should be handled with conscious towards the customer (if manageable) try to solve. Anything serious please contact Administration. Please document date, name and phone number of client in case Administration need to contact them.
- All taxi requests must be enter in the system as the call comes in with information of pick up, drop off, price and assigned driver.
- Dispatcher must take priority to prior reservations in the calendar and provide ample of time for Taxi Driver to arrive to destination.

- When booking a reservation all information must be completed with customers name, phone number, number of passengers, amount of luggage, date and time of pick up, pick up location, drop off location, flight information if airport, price and method of payment. Dispatcher taken the reservation must also input their name as the call taker and dated.
- Dispatchers are responsible for obtaining and processing credit card information from the customer (credit card number, credit card holder name, security code and billing address of credit card) and adding any gratuities. All printed documents must not display credit card information in order to protect the privacy and identity of customer. All credit card transactions must be batched out at end of shift.
- Prior authorization must be obtained for trips requested by Corporate Accounts via fax or email prior to sending the taxi.
- Dispatchers must follow up and be responsible to obtain any missing authorization or added leg of trips authorized to Taxi Driver.
- Company email must be periodically checked for trip requests and cancellation notifications from Corporate Accounts.
- Taxi request outside the Carmel/Mahopac area must be confirmed and secured with a credit card on file regardless if customer wishes to pay cash.
- Dispatchers must sign off on all trips completed during their shift and if needed correction must be requested for trips that had added trip or missing information.
- Dispatchers are responsible for clocking drivers in and out using the Time Clock MTS program and Taxi Drivers lunch break. They must also keep track of vehicles and Taxi Drivers status all time.
- The safety of all Taxi Drivers is a priority at all times and legal authority must be contacted if necessary.
- Dispatchers can determine the need to send Taxi Drivers home if driver is misbehaving or is not performing efficiently.
- Dispatchers can determine the need to send Taxi Drivers home if there are too many vehicles working and the trips/reservation are low.
- Dispatchers cannot authorize request for time off from any employee, authorize repair work on vehicle or authorize cash expense. This decision must always come from the owners.
- Dispatchers can allocate time during driver shift for vehicle maintenance such as oil change, car wash, or re-fueling if necessary and needed.
- Each Dispatcher will be assigned a task to be completed during down times such as data entry, filing, reconciliation of trip log and record keeping.

## SECTION 7

### **EMPLOYEE COMMUNICATIONS**

#### **7.1 STAFF MEETINGS**

Staff meetings will be held periodically. These informative meetings allow employees to be informed on recent company activities, changes in the workplace and employee recognition. These meetings are mandatory for all employees.

#### **7.2 BULLETIN BOARDS**

Bulletin boards placed in Carmel Office provide employees access to important posted information and announcements. The employee is responsible for reading necessary information posted on the bulletin boards.

#### **7.3 PROCEDURE FOR HANDLING COMPLAINTS**

Under normal working conditions, employees who have a job-related problem, question or complaint should first discuss it with their immediate supervisor. At this level, employees usually reach the simplest, quickest, and most satisfactory solution. If the employee and supervisor do not solve the problem, Carmel Taxi and Car Service Inc. encourage employees to contact the Administration.



## **EMPLOYEE MANUAL ACKNOWLEDGEMENT FORM**

The employee manual describes important information about Carmel Taxi and Car Service Inc., and I understand that I should consult my immediate supervisor regarding any questions not answered in the handbook.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the manual may occur. All such changes will be communicated through official notices, and I understand that the revised information may supersede, modify, or eliminate existing policies. Only the Administration of Carmel Taxi and Car Service Inc. has the ability to adopt any revisions to the policies in this manual.

Furthermore, I acknowledge that this manual is neither a contract of employment nor a legal document. I have received the manual, and I understand that it is my responsibility to read and comply with the policies contained in this manual and any revisions made to it.

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EMPLOYEE'S SIGNATURE

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DATE

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EMPLOYEE'S PRINTED NAME