

**IRONCLAD**  
**BICYCLES**  
PRESCOTT, ARIZONA

EMPLOYEE MANUAL

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A GUIDE TO PRINCIPLES, GOALS, PROCEDURES  
& PERSONNEL POLICIES

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**MARCH 2009**

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## INTRODUCTION: WELCOME & BRIEF HISTORY

### ~ WELCOME ~

We are pleased to welcome you as an important part of the Ironclad Bicycles (Ironclad) team. We want you to enjoy your employment here, so please offer ideas on how to make Ironclad a better place to work, for you as well as other staff members. As you step into your role with us we look forward to learning from you as you help to make Ironclad the friendliest, most caring and inspiring bike shop in the area.

### ~ BRIEF HISTORY ~

Ironclad Bicycles opened for business in 1992 at 839 Hope Street, just one block from its current location. The founder and original owner, Sue Knaup, combined used and new bike sales and repair with welding services. Sue also collected old bicycles, all very ironclad. The name Ironclad Bicycles is meant to resonate with all types of customers eliciting positive ideas such as:

- History – from old bicycles to the Clash of the Ironclads
- Our welding past – to show we go out of our way to meet customers' needs
- Ironclad products which we stand behind
- Ironclad service which customers can count on.

Bicycle advocacy has always played an important role in Ironclad's development. In fact, in 1996 Sue realized the shop was at a crossroads – in order to move past breaking even she would have to move the shop to a better storefront location and in order for such a location to thrive, the Prescott area would have to become more welcoming to bicyclists.

In 1997 Sue moved Ironclad to 710 White Spar Road, the former home of Thunderbird Laundry Mat. In that same year, Sue founded the nonprofit, non-governmental organization, Prescott Alternative Transportation to address the abhorrent lack of bicycle and pedestrian facilities in the Prescott area.

In 2003, as Sue moved into full-time bicycle advocacy work at the national and international levels, her husband Jim took over as owner of Ironclad Bicycles. Since then, Jim has brought his talents for retail to the shop, including a greater emphasis on accessories and merchandising as well as improved customer service. These changes have strengthened Ironclad and built its reputation as the place where all types of bicyclists can connect with Prescott's extensive bicycling culture.

## SECTION 1: PRINCIPLES, GOALS & PROCEDURES

### ~ PRINCIPLES ~

- **We exceed our customers' expectations.**
- **We tap every opportunity to show** our current and potential customers that:
  - Our staff can connect them with this area's bicycling culture including group rides and advocacy action as well as find them all the information they need on area rides and happenings.
  - Ironclad Bicycles is the friendliest bike shop around, where they'll get personal attention for all their cycling needs whether they enjoy road riding, mountain biking or the simple pleasure of riding around town.
  - Ironclad Bicycles is the only bike rental shop in the area. We stock our rental fleet with the latest models so they can rent their next dream ride before they buy; and we'll even deduct the rental cost!
- **We are a coordinated team.** All actions must help the rest of the staff team exceed our customers' expectations, whether it's keeping the repair area organized so the next repair can happen immediately or completing paperwork procedures so others don't have to waste time deciphering gaps.
- **We clean** every smudge, shine all glass, keep every surface clear of clutter, keep the repair area organized, and keep all merchandise bright and ready for purchase.
- **We communicate** every need and inspiration clearly with the other team members so that customers' expectations are exceeded, problems are solved immediately, orders are made and shop supplies are stocked. And if we're not sure, we ask.

### ~ VISION ~

Ironclad is Prescott's community source for all types of bicyclists and new riders for:

- High quality bicycles and information about the bicycles we carry
- Bicycling solutions
- Specific information and ways to connect with local bike culture, rides and advocacy
- Quality and timely resources on bicycle issues pertinent to Prescott's bike culture.

### ~ GOALS ~

The recession caused a slight slump at the end of 2007, but took a major toll in 2008 with year-end totals down 25% from 2007. Sales at Ironclad had been trending upward since 2003 (including 2007) so final 2008 numbers were off even more than their potential without the recession. In order to push past the recession as it settles in for 2009, we will have to engage all components of our sales efforts and marketing plan to inspire our current and new customers to invest their dwindling funds in bicycling. If we do a good job, 2009 will take us back to our upward climb. **We'll fully analyze our progress in July** so we can adjust efforts that are falling short and increase those that are successful.

**2008 BASELINE** (to gauge the success of 2009 goals):

**Gross sales:**

**Gross labor:**

**Average gross sales and labor per day:**

**Bikes sold:**

**Rentals:**

**E-newsletters:**

**Ironclad event participants:**

**Press hits:**

**Direct mailings:**

**2009 GOALS:**

**Average gross sales and labor per day:**

**Bikes sold:**

**Rentals:**

**Expansion, renovation, merchandising:** To open next door area as an attractive well merchandised addition/enhancement including efficient and welcoming office area (*Jim and Will*)

**Website and e-newsletter:** Monthly web updates, pursue social network opportunities, monthly e-newsletter (*Jim and Clay*)

**Ironclad events:** tool school (at least one), Get to Know Your Bicycle (try for a few), social gatherings, participate in local advocacy events/ Bike Month, loop rides, Sunday rides (every Sunday starting in April), etc. (*Tim to organize and assign duties*)

**Ironclad event participants:** 120

**E-newsletters:** monthly, starting in April (*Clay*) = 9

**Media opportunities & press hits:** Bike Month, shop events, Complete Streets Town Hall results, Tour de France, specials (align with direct mail), Race Across America, tap other opportunities as they arise (*Sue*).

**Press hit goal:** 6 (at least four in Courier)

**Direct mail:** spring inspiration (March), prepare for winter (Nov) (*Sue*) = 2

## ~ PROCEDURES ~

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**GREETING & ASSISTING CUSTOMERS**


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Always stand up, smile and greet every customer who enters the shop. If you are on the phone and the only one who can help that customer who just entered, get off the phone as soon as possible. Also remember, whenever a customer is in the shop, we are open. Once you engage with the customer, remember these important sales cues:

- Never start with a yes or no question; instead ask them something that pertains to them
- Give them space and time to look around if they want to, but stay near and available
- Investigate to find out all their hopes and dreams that brought them into the shop
- Avoid talking about yourself; instead focus on asking them about their needs
- Avoid answering “no,” instead work to find ways to take care of their needs
- Remember the phrase “so that you” to connect product specs with customer benefits i.e., This bike has a suspension fork so that your ride will be smoother.
- Offer only one or two choices once you know the customer’s needs to avoid confusion
- Close the sale – you’ve got to ask if they’d like to buy it now
- Ask for add-on potentials – this is a service to the customer to ensure they are ready to ride their new bike. Parts and accessories are also the most important profit generator for Ironclad to ensure we reach our goals, including your paycheck! Offer:
  - Lock
  - Seat bag with extra tube, patch kit, tire levers
  - Pump
  - Lights – front is the law
  - Rack, panniers, basket
  - Chain lube (and show them how to oil their chain)
  - Clothing
  - Helmet (but avoid overblown bike danger and lifesaving claims – see helmet concern at: [http://www.onestreet.org/bike\\_driver\\_education.html](http://www.onestreet.org/bike_driver_education.html) )
  - Consider other accessories that will help that particular customer reach their bicycling hopes and dreams i.e., fenders, bell, streamers, shoes, etc.

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**ANSWERING THE PHONE**


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All staff are expected to answer the phone with genuine enthusiasm (remember, treat all customers like royalty!), including staff member’s name i.e.,: “Hello, Ironclad Bicycles, this is Jim, how can I help you?” Also, all must use the exact name of the shop when answering the phone, not Ironclad or Ironclad Bikes or other variations. This is vital for branding. If a staff member hears another answer the phone with a lower standard than this, they are expected to alert that staff member of this shortfall as soon as they hang up so they can do a better job the very next time they answer the phone.

While on the phone, avoid answering “no” to customers. Instead work to find ways to show them we can take care of their needs. If they ask for a certain brand we don’t carry, ask them what amenities they like which that product offers and tell them about products we carry or can order that also offer those amenities.

If you receive a call from any unfamiliar solicitor, i.e., you do not personally know them or their connection to Ironclad, hang up immediately. Note that legitimate solicitors that we deal with will have already arranged a meeting with either the owner or manager. NEVER agree to any offering made by any telephone solicitor!!! The owner is the only one authorized to change any contracts or services. This is serious, as employees who agreed to such services in the past have cost Ironclad dearly. This solicitor concern also applies to walk-ins.

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## DAILY TASKS

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### Open:

- Arrive by 9:30a.m. and clock in
- Check for needed supplies for opening i.e., proper change; then go get them immediately
- Start register: add cash, \$1’s (10), \$5’s (4), \$10’s (3), \$20’s (2) = \$100
- Bikes out, change fancy outside display bikes from day before, and LOCK all of them!
- Sandwich board out
- Sweep sidewalk and pick up trash
- Triage repairs, builds, orders, etc. per customer needs

### Accepting cash:

- Place their money on the top of the register in front of you (don’t place it into the register until they’ve accepted their change)
- Count their change out loud as you place it into their hand

### Accepting checks:

- Local checks ONLY!!
- Write their drivers license number, expiration date and birth date on the check
- Manager will deal with returned checks; note that there is a \$20 return charge on top of the sale total, in case you are working when a customer who comes in to payoff a returned check.

### Accepting credit cards:

- We do not accept American Express
- Get trained on the use of the terminal and make sure you understand what every button does before you attempt any credit card sale by yourself.
- Find the terminal manual under the register in case of any strange results.
- Compare the signature on the card with the customer’s signature. If the card is not signed, ask for another ID with their signature. If they don’t match or they don’t have such an ID with them, immediately void the credit card sale and request a different payment means.

**Gift Certificates:**

- Complete TWO copies, one for the customer and one for the Ironclad gift certificate file.
- Before accepting a gift certificate as payment, find and match the Ironclad copy with the customer copy.
- If they match, complete the sale, cancel Ironclad copy and throw away customer copy.
- Make a special note in the ledger at the end of day that gift certificate is redeemed.

**Cleaning:**

In general: Our cleaning principle is to create an environment that welcomes our customers and dazzles them with our products and services. To this end, we provide specific tools:

- White paper towels for nasty messes (throw away, so use sparingly to save cost)
- Blue paper towels for tough, nasty messes (throw away, so use sparingly to save cost)
- Red and blue rags for repair cleaning (reusable so make sure to clean regularly)
- Yellow towels for merchandise, glass and counters (keep one with you all the time so you can clean smudges on the spot; wash with water and Dawn dish soap after every use)
- Bathroom sponges (keep clean for reuse)
- Floor dust mop (keep clean for reuse)
- Cleaning products (keep these and all above well stocked)

Bathroom: Clean sink, toilet & sweep daily; spot clean even after daily cleaning (mop weekly)

Bikes: daily walk-through and wipe down sections in need; carry damp yellow towel with you to wipe off bikes and surfaces as you discover dust and smudges; check and fill low tires with air

Glass doors: daily wipe off smudges inside and out with Windex (full cleaning weekly)

Counter, tables and other surfaces: daily wipe off main areas with Windex (full cleaning weekly)

Floor: Dust mop daily (wet mop weekly)

Repair area: daily re-hang tools, sweep, clean counters (mop weekly)

**Priorities:**

1. Greet and assist customers in the shop or on the phone
2. Complete repairs before the time promised to the customer (start by promising completion in just more than a reasonable amount of time, accounting for interruptions)
3. Price and stock merchandise that has arrived
4. Build bikes – We do not store bikes in boxes! Use the checklist and list bike in binder.

This priority list is meant to help you ensure we exceed our customers' expectations. Other Daily Tasks are also expected and are to be folded in as you keep these priorities and this principle in mind. For instance, following priority #1, if you are in the midst of putting out the bikes to start the Daily Tasks and a customer walks in at 9:40am, you must greet and assist that customer. A

similar policy example could take place at the end of the day. We never tell customers, “We’re closing now.” If there is a customer in our shop, we are open.

**Receiving bike and parts shipments:**

Inspect each box for damage. Do not let the delivery person leave until you have opened all damaged boxes to inspect for damages or losses. If severe damage has occurred, refuse the order. If there is only minor damage such as a small scratch on the fork (make sure the scratch isn’t a symptom of a bent frame or fork!), then use your judgment including whether this is a special order that the customer is anxious to receive. Report all damaged shipments to the manager whether you accepted or refused them.

**Recycling – recycle everything possible!:**

- All cardboard – breakdown and add to pile by trash bins (Jim hauls to recycling)
- All paper, plastic and metal – place in blue bin (no trash or Styrofoam in blue bins)
- Old bikes and bike parts – donate to HUB or check with Sue, otherwise place small steel and aluminum parts in blue bin, parts larger than bin to be hauled away by Jim
- We’re still looking for a way to recycle tires, tubes and glass – please offer ideas

**Close:**

- Clean and organize repair area to be ready for next day repairs
- Bring in bikes
- Stow sandwich board on side of building
- Register - move register key to Z; hit dot, total, dot, total; enter register tape into ledger; remove all paper bills from register and place in cash box; secure cash box
- Note cash pay-outs
- Report any register discrepancies immediately to the manager or owner
- Add notes to all bikes in progress, order forms, shopping lists, etc. so next day team knows exactly where you left everything and every shortage you encountered.
- Clock out – include only time worked without breaks
- Turn off heat and lights; leave radio on for added security
- Make sure back door is locked, lock both doors next door and then fully lock front door

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## REPAIRS

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**1) Diagnosis** – for ALL bikes, no matter what the customer thinks it is! Every significant repair must receive a minimum 15 minute, thorough estimate. After listening carefully to the customer’s concerns and symptoms experienced, simply ask them to look around the store and make themselves comfortable. This will ensure a precise estimate. Include in your checkover:

With bike still on floor:

- Headset:
  - put on front brake and rock bike to check for loose HS
  - lift front end and tap bars to see if HS is too tight or seized

Place bike into repair stand:

- Wheels:

- check both quick releases: tight enough? Closed? If not, make a note to show customer how to use them when you explain the estimate.
- remove each wheel and feel smoothness of cone adjustment – too loose? (QR hubs should have slight play), too tight? Lock nuts tight? Presence of grease?
- check tires for wear and worse i.e., sidewall tear, etc.
- replace and spin both wheels to watch for rim wobble between brake pads
- squeeze all pairs of spokes on both wheels to check for consistent spoke tension
- Brakes: check for pad wear and that pads are only hitting rims
- Bottom Bracket: grab both crank arms and yank to test for loose BB
- Sprockets: check for significant wear and if they are bent
- Chain: check for rust, twists and wear (pull chain away from sprocket)
- Cassette: always replace when you replace chain, replace chain when you replace cassette
- Shifters: check for damage and extreme wear
- Cables and housing: check for cracks, corrosion or strange twists
- Rear derailleur: check alignment for potential damage
- Fork: stand away from bike to see if fork blades are bent
- Suspension front and rear: check for leaks and abnormal side-to-side play
- Frame: check for buckles and cracks

## 2) Calculate

- Add up costs including all needed parts and full labor
- Add \$20 to every significant repair estimate to cover the unexpected. Plus, customers love it when we come in under the estimate; not so the other way around.

## 3) Inform the customer of:

- Diagnosis and costs. Discuss options and come up with an informed plan that will return a safe bike at a cost and timeframe they can afford.
- Completion date and time – be conservative and allow for distractions!

## 4) Fill out repair ticket FULLY and CLEARLY, including:

- Customer name
- Customer phone number
- Customer mailing address
- Customer email (ask if they'd like to receive our e-news)
- Date
- Date customer expects to pick it up (make sure to add some cushion)
- Diagnosis and needed repair including all parts - bearings, cables, etc.
- Engage parts special order system - remove all parts for that repair from inventory and place in a bag with the bicycle. Special order repair parts must be logged into "accessory orders" binder.
- Fill out bike tag and attach to handlebar

## 5) If you discover needed repairs beyond estimate:

- Call the customer before making any unexpected repairs that exceed the estimate.

- Do not proceed with the unexpected repairs that exceed the estimate until you have received the customer's approval.

**6) Complete repair**, following full tune-up and overhaul guidelines if these are the chosen repair packages, add all actual costs to repair ticket and add it up, phone customer to pick up their bike.

#### **Abandoned repair bikes:**

- Call all repair customers once each week and note on the repair tag your name and the date you called them – include whether you spoke with them or left a message.
- Add a storage charge to the repair tags of all bikes left for more than two weeks of \$5 per week, including the first two weeks.
- After 30 days, if the bike is in good shape, prepare the bike for sale and add it to used bikes for sale at a price at or above the cost of the repair and storage.
- Complete the record of contacts including staff names and dates contacted (including the year!) and file in proper file.

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## **BIKE SALES**

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1. Ensure you match the customer with the best bike for them – style, fit, price, etc.
2. Always offer a test ride to qualified customers to help ensure the bike is right for them.  
Before test ride:
  - a. Take and hold their driver's license or similar photo ID – otherwise, no test ride
  - b. Minimum age is 18, otherwise must be accompanied by parent or guardian
  - c. Check over bike – proper air in tires, quick releases tight, ready to ride
  - d. Show customer how to operate that bicycle including brakes and shifting
  - e. Adjust the seat so their knee is only slightly bent at bottom of pedal stroke
  - f. Offer helmet – go to rental helmets, not new helmets
  - g. Suggest routes and to avoid trailer park on north side of the shop
  - h. When customer returns, greet them outside the shop and ask them thorough questions regarding their experience; if it wasn't perfect, either adjust that bike (stem, handlebars, etc.) or try another one until they find their perfect bike.
3. Ask customer if they'd like to buy the bike, then if they'd like: lock, tools, tool bag, spare tube, pump, lights (front is the law at night), rack, fenders, helmet, clothing, etc.
4. Install complimentary water bottle and cage (make sure customer knows this is special)
5. Do a complete bike check-over including filling tires and checking quick releases
6. Have customer fill out waiver and check that it is complete and readable
7. Complete all paperwork including removing bike from inventory
8. Inform the customer how to: use quick releases – especially front wheel (have them actually open and close their new bike's front quick release), use brakes and shifters, maintain their bike, bring bike back for 30 day checkover, follow the rules of the road.
9. Give customer new bike packet: owner's manual, Ironclad brochure (coming soon), Ironclad sticker, copy of waiver, receipt, etc.
10. Help customer load bike if they drove to the shop
11. Enter customer info into spreadsheet in preparation for follow up

**Trade-ins:** Ironclad does not accept trade-ins to offset bike purchase price

**Layaways (for in-stock merchandise only):**

- Customer must put 1/3 down of total sale including add-ons and tax
- Customer must pay at least 1/3 more within 30 days, otherwise notify customer and return bike to sales floor.
- Customer must pay off total within two months of layaway date, otherwise notify customer, refund their down payment and return bike to sales floor.

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**PARTS & ACCESSORIES ORDERS**

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- Add popular items to “accessory and parts” clipboard BEFORE the last is sold, and for less popular items, at least when the last is removed from inventory
- Manager is the only employee authorized to make orders
- All employees are expected to help ensure parts and accessories are ordered BEFORE we run out or before customers need them. Use sales receipts, common orders, reorder tags and previous order invoices to inspire noting parts and accessories needed on clipboard.
- Tire reorder system requires special care to ensure we always have the most popular brands, sizes and styles and do not end up with oddballs.

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**SPECIAL ORDERS**

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- Require 50% deposit.
- Record this deposit, including date and note to call customer when it arrives
- Log items into “accessory orders” binder which manager uses to order from
- All special order sales are final.

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**PRICING**

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- All employees must help ensure price consistencies.
- Always ask manager for approval of any change in price or pricing of new items.
- When bikes, parts or accessories come in requiring a different price, change ALL existing similar products to that price
- Unless manager or owner specifies that a part or accessory is meant to be a “loss leader,” the very minimum markup on parts and accessories is keystone; more for unusual items or items priced higher in most other shops that sell that item (help us watch for these).
- Remember that only items at or above keystone pay their way i.e., cover your paycheck, keep the lights on, etc. All items under keystone cost Ironclad! This includes bikes, so remember to ask for add-on sales!

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## WARRANTIES

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- Check with manager on the warranty policy of the manufacturer/distributor in question.
- Even if the manager is not available, attend to the customer as best you can without guaranteeing a warranty will apply as most manufacturers will need to see the item before honoring their warranty.
- Take in the bike or component fully noting all customer information, complaint, date and all other info on a warranty action record to assist the manager in carrying out the warranty claim.
- Tag item with customer name, date and complaint, noting it is under warranty consideration.

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## RETURN POLICY

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- Customer must have an authentic and dated Ironclad receipt for the purchase.
- Bicycle returns must be within 3 working days of purchase.
  - Deduct 10% of total purchase price to cover our administration of the bike return including preparing it again for sale
- Merchandise returns must be within 30 days of purchase.
- Deduct costs of repairing any damages to the bike or merchandise
- Do not accept returns that cannot be repaired to a brand new standard, ready for resale.
- Bicycle and merchandise return payment, prior to deductions noted above, must be the same as the purchase payment, so check records thoroughly.

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## DISCOUNTS

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- Ironclad does not offer ANY discounts except to current PAT members with their membership card in hand.
- The previous “friends and family” discount has been cancelled.
- Current PAT members receive 10% off parts and accessories only
- Do not give PAT members discounts on bikes or labor.

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## EMPLOYEE PURCHASE

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All employee purchases must be approved by the owner or manager, including purchases direct from manufacturers. Employee purchase is ONLY for the sole use of current Ironclad employees. You may not sell any item you bought through employee purchase. Employee purchase for anyone other than the employee is forbidden. Cost of in-store employee purchase = wholesale cost of item + 10% + tax (+ shipping for special orders). Manufacturer employee purchase programs follow their own separate processes. Ironclad has a zero tolerance for misuse of employee purchases. Misuse of employee purchases may result in termination.

## SECTION 2: PERSONNEL POLICIES

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### DISCLAIMER

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This manual is designed to provide guidance to Ironclad Bicycles (Ironclad) staff. Ironclad is free, at any time, to change the provisions of this manual. This manual is not and shall not be construed as a legally enforceable or binding commitment concerning the terms of employment. Ironclad remains free to change wages and all other conditions of employment.

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### PERSONNEL POLICIES INTRODUCTION

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Ironclad is committed to fair, clearly stated and supportive relationships. We have established personnel policies in order to guide our personnel practices and to create consistency in personnel decisions. Ironclad intends to administer personnel policies in a manner that complies with the letter and spirit of all applicable federal, state and local regulations.

We ask that all employees read this manual and keep it handy for future reference. If there are questions about any of the services and benefits described, the employee should feel free to ask the manager or owner.

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### EMPLOYEE CLASSIFICATION

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Each Ironclad position is classified as set forth below. All classifications are indicated on the position description.

- 1) Employees are classified as **full-time** or **part-time**. Full-time employees are those employees scheduled to work at least 40 hours per week, every week, throughout the entire year. Part-time employees are those employees who do not work 40 hours per week, every week, throughout the entire year.
- 2) Temporary employees are employees whose position at the time of hire is for a specified period of time less than one year.
- 3) Consultants or persons receiving contracts to provide services are not employees.
- 4) Employees may be paid on a **salary** (exempt) or **hourly** (non-exempt) basis, in conformity with applicable law.

Ironclad provides, in its sole and exclusive discretion, certain benefits to its employees, and the benefits are subject to change at any time. Generally, full-time employees are eligible for all benefits for which they qualify that are provided to other similarly classified full-time

employees. Part-time employees regularly scheduled to work at least 20 hours but less than 40 hours per week are eligible for some benefits in proportion to their scheduled hours, again subject to the sole discretion of Ironclad. Part-time employees regularly scheduled to work less than 20 hours per week and temporary employees are not eligible for benefits.

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## **EQUAL OPPORTUNITY**

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Ironclad's policy and intent is to provide equal employment opportunity for all persons regardless of race, color, religion, national origin, ethnicity, marital status, political affiliation, sexual orientation or gender identity, disability, sex, age, or any other protected classification.

Ironclad intends to act with fairness in its employment practices. Equal employment opportunity applies to all aspects of employment practices including, but not limited to, recruiting, hiring, placement, promotion, demotion, transfer, training, compensation, benefits, layoff, recall and termination. Ironclad seeks to work with and do business with organizations and companies that encourage equal employment opportunity.

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## **HIRING AND COMPENSATION**

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Employees are paid every two weeks on Friday for work the previous two weeks.

Persons employed by Ironclad in salaried, exempt positions will receive a salary negotiated at the time of recruitment (to be reviewed periodically thereafter) that will not be based upon an hourly wage. Compensation for part-time salaried employees will be set at an appropriate full-time rate and adjusted proportionally.

In the sole discretion of Ironclad, and if funds are available, individual pay may be increased as a reward for excellence in job performance. A performance appraisal will be considered in granting a raise. Each employee will be eligible for a pay review periodically, at times to be determined by Ironclad.

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## **ORIENTATION AND EVALUATION**

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A new employee will generally serve a three-month orientation and training period which may be extended by Ironclad.

This period provides an employee with an opportunity to become acquainted with Ironclad and to assess the work situation. In turn, it provides the manager an opportunity to judge the employee's ability to perform satisfactorily and the employee's suitability for continued employment. At the end of this period a performance review meeting with the employee and the manager may be scheduled. At all times, both during and after the orientation period, all employees will remain "at will."

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## WORK SCHEDULE

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Our normal work hours are 9:30 a.m. to 6:00 p.m., Monday - Saturday, 9:30 a.m. to 2:30 p.m. on Sundays. The manager or owner may close the shop for weather or other emergencies.

Each employee, with the approval of the manager, will determine their own regular work schedule. The schedules of all employees will be posted in the shop for use by co-workers.

Even if you are not scheduled, every time you are in the shop you are identified as part of the Ironclad team and are expected to stay and help until all customers have been served. If this unexpected, on-the-clock time exceeds ten minutes, note it as you would your scheduled time.

Some employees may be able to work from home part of the time, on a regular or occasional basis. The manager must approve all such arrangements.

Employees are encouraged to lead regularly scheduled and posted Ironclad rides with costumers. To be eligible to be paid for leading such a ride, the manager or owner must approve and schedule the employee to lead the ride. There is a maximum of two hours paid for each ride led. There may also be opportunities for paid participation in bike events such as driving a sag wagon or representing Ironclad. Arrangement for pay must be made at least one week prior to the event.

Employees must notify the manager or owner if delayed or not at work at scheduled times.

There is no regularly scheduled lunch or break time. Employees schedule their lunch and break times to fit their personal and work needs. Lunch and break times are without pay. Full-time employees are expected to work an average of at least 40 hours per week throughout the entire year, exclusive of lunch and break times.

In special circumstances the manager or owner may arrange for additional compensation for special projects.

In the sole discretion of Ironclad, regular exempt employees who work in excess of 40 hours in a given week, may arrange for compensatory time off with the manager or owner.

Ironclad requires each employee to keep a record of hours worked. The manager approves the record at the end of each two week pay period.

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## HOLIDAY SCHEDULE

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There will be 5 unpaid holidays per year for employees:

- New Year's Day
- Easter
- Independence Day
- Thanksgiving Day
- Christmas Day

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## BENEFITS

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### EMPLOYEE PURCHASE

All employee purchases must be approved by the owner or manager, including purchases direct from manufacturers. Employee purchase is **ONLY** for the sole use of current Ironclad employees. You may not sell any item you bought through employee purchase. Employee purchase for anyone other than the employee is forbidden. Cost of in-store employee purchase = wholesale cost of item + 10% + tax (+ shipping for special orders). Manufacturer employee purchase programs follow their own separate processes. Ironclad has a zero tolerance for misuse of employee purchases. Misuse of employee purchases may result in termination.

**PAID VACATION & PERSONAL LEAVE** - See details below.

### COMMUTE-BY-BIKE

This federal tax law allows up to \$20 to be deducted pretax per month from your paychecks to cover bicycling related expenses. As of February 2009 we are still working out the details of reporting this deduction. Please check with the manager or owner for the details. In the meantime, keep track of your bicycle commuting expenses along with the dates you made them. Note, this is **ONLY** for commuting expenses, not recreation riding expenses! So we've got to see you riding to work on a very regular basis before we will consider offering you this benefit.

### HEALTH INSURANCE

At this time, Ironclad does not offer health insurance as a benefit. In the future, Ironclad may pay all or a portion of health coverage for full-time employees. Generally, a full-time employee would be eligible for coverage after a 90-day waiting period on the first day of the next month. For instance, an eligible full-time employee who starts working at Ironclad on April 15 would receive health coverage beginning August 1.

### WORKERS COMPENSATION

Ironclad provides Worker's Compensation insurance for all employees as required by law.

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## PAID VACATION LEAVE

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Only full-time employees are eligible for paid vacation leave. Full-time employees are those employees scheduled to work 40 hours per week, every week, throughout the entire year. At no time will vacation leave accrue at a rate of more than 20 days per year. Except where otherwise warranted, full-time employees will accrue vacation time based on the number of years of full-time employment with Ironclad and in proportion to the scheduled work hours, as follows:

3 mo-1 year	5 days (40 hours/year; 3.34 hours per month)
1-3 years	10 days (80 hours/year; 6.67 hours per month)
3-5 years	15 days (120 hours/year; 10 hours per month)
5 or more	20 days (160 hours/year; 13.34 hours per month)

Employees may use their paid vacation leave as earned if absence from assignment does not unduly provide an impediment for completion of an assigned task or prevent other staff from completion of their work assignments. The manager must approve scheduled absences to ensure Ironclad is fully staffed during the employee's absence. If two full-time employees formally request vacation leave for the same time period, the employee who has worked at Ironclad for the longest time will have seniority. The employee must request vacation leave in writing (e-mail or hard copy) at least 30 days in advance. Paid vacation leave cannot be used before it is accrued.

Paid vacation is generally expected to be used by year end in the year it accrues, and a maximum of one week of vacation leave may be carried over into the next calendar year. Compensation will be paid for up to five days of accumulated vacation leave upon termination of employment.

Employees working less than 40 hours per week and temporary employees are not eligible for paid vacation leave.

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### **PAID PERSONAL LEAVE**

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Only full-time employees are eligible for paid personal leave. Full-time employees are those employees scheduled to work 40 hours per week, every week, throughout the entire year. Paid personal leave may be used for personal, partner or family illness; religious holidays; health-related appointments; grieving the death of a partner or family member; attending funerals; or conducting approved personal business. Full-time employees will accrue personal leave at the rate of 10 days per year (80 hours/year or 6.67 hours per month). Personal leave must be requested and approved by the manager or owner.

Personal leave will accrue commencing with the first full pay period following the date of full-time employment and may be carried over from one year to the next up to a maximum of 20 days. No compensation will be paid for accumulated personal leave upon termination of employment.

Personal leave may be granted for sickness or injury of the individual employee, his/her spouse or partner, children, or other immediate family members living in the household. If an absence because of illness extends beyond the employee's accrued personal leave, such additional leave will be charged against accrued vacation leave. Vacation leave may not be charged against accrued personal leave.

Each Ironclad employee should notify the manager or owner each day the employee will be absent from work due to illness or, if the duration of the absence can be predicted in advance, at the beginning of the absence. An employee may not claim personal leave on a day when the employee works the employee's regularly scheduled number of hours.

If requested by the manager or owner, the employee will provide documentation from the employee's treating physician explaining the employee's absence. Subject to applicable law, Ironclad may request a fitness for duty report to return to work after personal leave or any other leave granted for health-related reasons.

Full-time Ironclad employees may use accrued personal leave to attend funerals of family members (mother, father, sister, brother, spouse/partner, child, niece/nephew, father-in-law, mother-in-law, grandparent, spouse's grandparent, grandchild). "Step" family members are included. The manager or owner may grant an employee without sufficient accrued personal leave up to three working days without pay to attend a funeral for a close family member as defined above. Special cases will be considered on an individual basis by the manager or owner.

**Court Leave** will be granted to an employee who serves on jury duty or who is subpoenaed by a court to serve as a witness. An employee must present a court notice to the manager or owner to be excused. Full-time employees on court leave receive the same wages they would have earned while working during the time required by the court. The amount the court has paid for jury service may be deducted from employee wages. As the court schedule permits, the employee is expected to report to work or fulfill work responsibilities. Part-time employees will not be paid during court leave except for hours actually worked.

Employees working less than 40 hours per week and temporary employees are not eligible for paid personal leave.

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## UNPAID LEAVES OF ABSENCE

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A leave of absence is time off the job that is outside the definition and time periods of holidays, vacation, and personal leave policies. Insurance and other benefits may or may not continue during unpaid leaves, depending on the specific situation. Ironclad may grant leaves of absence, in its sole discretion, for the following situations:

A **Temporary Leave** of absence of one month or less may be granted to an employee in cases where a short period of time away from the job would be in the best interests of the employee and Ironclad. No compensation is available during a temporary leave.

Ironclad may, in its sole discretion, provide up to twelve weeks of unpaid **Family Leave** to any employee for the birth or adoption of a child. Upon completion of any family leave, the employee may be allowed to return to the same or an equivalent position at the same salary as the employee earned prior to the leave.

An **Educational Leave** of absence may be granted to allow an employee to attend educational or training institutions.

**Military Leave** may be granted to an employee while in active or inactive duty with the Armed Forces as a member of a Reserve unit.

A **Special Leave** of absence without pay for other purposes may be granted an employee at the discretion of the manager or owner. Special leaves will not begin until all available leave has been taken. A special leave will be granted only for a definite period of time.

Employees may use personal time without pay for **religious holidays or religious services**.

Employees are encouraged **to vote on election days**. During an election, up to two hours of unpaid voting time will be available to enable full-time employees to vote. The manager will determine the appropriate amount of time needed to reasonably accommodate voting.

Subject to the terms of the applicable plan and applicable law, and unless otherwise specified or determined by the manager or owner, Ironclad will not pay benefits or health insurance premiums for an employee on unpaid leave for longer than five days. However, subject to applicable law and the terms of the applicable plan, the employee may have the option of continuing insurance and retirement benefits at the employee's expense.

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## PERFORMANCE REVIEWS

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All employees are evaluated on an ongoing basis through interaction with the manager and owner. These interactions are intended to be two-way as all Ironclad employees are encouraged to offer ideas for improving Ironclad's overall performance towards exceeding our customers' expectations. Annual performance evaluations serve to record these evaluations and are conducted by the manager in November or December each year. Each performance evaluation is expected to be a positive and interactive process whereby both the manager and the individual being evaluated can learn from one another.

The manager will work with the employee and, as appropriate, other staff to develop performance expectations for each staff member and make sure these expectations are communicated to the employee. The objectives of a performance evaluation are:

- 1) to determine the employee's eligibility for a change in duties, status or pay;
- 2) to provide the basis for determining job training needs;
- 3) to give employees an evaluation of their performance and assist them in improving their performance; and
- 4) to inform manager of any questions or concerns an employee may have about their work including offering ideas for improving Ironclad's overall performance and making Ironclad a great place to work. This last item especially should be on-going and never left for this annual review alone.

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## EMPLOYMENT TERMINATION

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### RESIGNATION

Any employee of Ironclad may resign by submitting a letter of resignation to the manager or owner, preferably at least two weeks prior to the effective date of the resignation.

No employee will be compensated for any unused personal leave or compensatory time at the time of resignation.

An exit interview will be conducted between the employee leaving and the manager or owner to determine the separation process and assist both the employee and the shop in the transition.

### **OTHER DISCHARGES**

Discipline and/or discharge may result for many reasons including, but not limited to, misconduct and/or unsatisfactory performance. The manager or owner must approve all employment terminations.

Misconduct is defined as including, but is not limited to: failure to work scheduled hours, misbehavior on the job, refusal to do work reasonably expected, wrongful use of or taking of property, falsifying time card, misuse of employee purchase, conviction of a felony, or violation of a specific rule, policy, regulation, request or order of Ironclad.

Unsatisfactory performance includes, but is not limited to, the failure of an employee to meet performance standards, to competently complete tasks in a timely manner, or to maintain an adequate attendance record. Uncooperative behavior or negative attitudes that affect the work or morale of others may also result in termination for unsatisfactory performance. Discharge for misconduct or unsatisfactory performance requires no prior notice to the employee.

At the discretion of the manager or owner, a staff member facing termination may be given the option to resign as described in the above section under “Resignation.”

### **WORK PRODUCTS AND FILES**

All supplies, materials, files and work products of an employee if purchased by Ironclad or accomplished during employment will remain the property of Ironclad after resignation, discharge or layoff of that employee. All written work, databases, logos, design, artwork, passwords and computer programming associated with work accomplished during employment remain the property of Ironclad. Ironclad reserves the right to copyright, trademark or service mark such work without explicit permission from an employee or former employee. Work files, whether electronic or hardcopy, and other papers will remain the property of Ironclad. All copies are to be deleted from the employee’s computer. Upon termination of employment, employees are required to remove from their personal computers any Ironclad software licensed to them for home use during employment with Ironclad.

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## **GRIEVANCE PROCEDURE**

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The purpose of the employee grievance procedure is to provide a means for employees to resolve their work place concerns. This procedure represents intent to offer a dispute resolution mechanism to the employees of Ironclad. Any regular full or part-time employee of Ironclad may file a grievance under this section. Failure by Ironclad to exactly follow this procedure shall not subject Ironclad to a breach of contract claim, and the applicable time periods may be extended as appropriate.

STEP 1: Any employee who is eligible may present a grievance to the manager for discussion. The manager will have 10 regular working days in which to respond to the request for relief.

STEP 2: Should the manager fail to respond within the 10 day time limit, if the employee finds the response unsatisfactory or the grievance is against the manager, the employee may present a written appeal to the owner, clearly specifying the grievance and the relief requested. The appeal should be submitted to the owner within five regular working days from the time the first step answer was due or was given. The owner will respond in writing within 10 regular working days of receipt.

STEP 3: If the owner's response is not satisfactory, the employee may request a resolution meeting with both the manager and the owner, but the final decision is the owner's.

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## NON-HARASSMENT POLICY

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Ironclad seeks to provide a work environment in which all individuals are treated with respect and dignity, and that is free of harassment based upon a person's status, e.g., gender, sexual orientation, race, religion, national origin, age, disability and additional categories protected by law. Ironclad does not condone recruiting or pressure to convert anyone to join one's party, institution or cause. Such harassment, like other types of discrimination, not only violates policy, but can also violate applicable discrimination laws, rules and regulations. All employees are responsible for conducting themselves in accordance with the policy. Ironclad will not condone such harassment in any work-related situation or in a situation arising from work activity, whether engaged in by employees or by outside third parties who do business, or seek to do business, with Ironclad.

### A. DEFINITIONS

#### 1. Sexual Harassment

It is against the policy of Ironclad for an employee, male or female, to sexually harass another employee. Sexual harassment includes, but is not limited to, unwelcome sexual advances, request for sexual favors, or engaging in other verbal or physical conduct of a sexual nature where either:

- a. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; or
- b. Submission to or rejection of such conduct by an individual is used as a basis for employment decisions (e.g., promotions, pay increases, terminations, etc.) affecting such individuals; or
- c. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance, or creating an intimidating, hostile or offensive working environment. Examples of such conduct can include, but are not limited to, unwelcome physical contact, subjection to obscene or other suggestive comments or conduct, sexual jokes or pictures, or other verbal or physical abuse of a sexual nature.

## **2. Harassment Relating to Status or Other Personal Characteristics**

Conduct relating to a person's status or other protected characteristic which has the purpose or effect of unreasonably interfering with an individual's work performance, or creating an intimidating, hostile or offensive working environment can constitute harassment. Examples of such conduct can include, but are not limited to, epithets, ridicule of individuals on the basis of their status or other verbal, physical or visual abuse or conduct based on status or personal characteristics.

### **B. REPORTING AND INVESTIGATION OF COMPLAINTS**

Ironclad encourages individuals who believe they are being harassed to firmly and promptly notify the offender that his/her behavior is unwelcome; also recognizes that actual or perceived power and status disparities may make such confrontation infeasible. In the event that such informal, direct communication between individuals is either ineffective or infeasible, the following steps should be followed in reporting a harassment complaint.

1. Anyone who believes he or she might have been harassed in violation of the policy, wishes to report an incident or learns of conduct prohibited by Ironclad, is responsible for contacting the manager or owner.
2. Such reports should be made promptly so that investigation may proceed and other appropriate action may be taken expeditiously. Individuals who wish to report an incident should also be aware of the time limits imposed by local, state and national governmental agencies for the filing of complaints of harassment or discrimination.
3. Any allegation of harassment brought under the policy will be promptly investigated. Confidentiality will be maintained during the investigatory process to the extent practical and appropriate under the circumstances. However, in order to effectively investigate such complaints, Ironclad must determine the scope of the investigation and the individuals who should be informed of the allegations. The complaining party shall be informed generally of the outcome of the investigation and Ironclad's conclusion regarding the same.
4. Ironclad is committed to investigate and take appropriate action with respect to all such claims and strongly encourages internal utilization of the policy.

### **C. DISCIPLINARY ACTION – FOLLOW UP**

Any employee of Ironclad found to have harassed an employee of Ironclad in violation of the policy will be subject to appropriate disciplinary action, up to and including termination of employment. In addition, supervisors and managers who have knowledge that such harassment has occurred in their immediate departments or working groups and take no action to eliminate it are similarly subject to disciplinary action.

### **D. NON-RETALIATION**

Ironclad will not permit retaliation against an individual because that individual, in good faith, raises a complaint of harassment. In fact, retaliation for reporting a violation is itself a violation of this policy.

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## **TOBACCO, ALCOHOL AND OTHER DRUGS**

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Ironclad is committed to compliance with applicable health codes.

For reasons of safety, public relations and other concerns, use of tobacco in the workplace is forbidden. Ironclad employees shall refrain from smoking or chewing tobacco during work periods, meetings or fieldwork. If Ironclad employees must smoke, it should be done only during breaks in designated or appropriate outdoor areas.

Employees are prohibited from using, selling, dispensing, distributing, possessing, or manufacturing illegal drugs and narcotics or alcoholic beverages on Ironclad premises or work sites, unless alcoholic beverages are served as part of an approved Ironclad function or event. In addition, employees are prohibited from off-premise engagement in such activities whenever they adversely affect job performance, job safety, or Ironclad's reputation in the community.

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## **EMPLOYEE RESPONSIBILITIES**

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All Ironclad employees are expected to be civil and treat people with respect and dignity. Employees are expected to share the basic philosophy of Ironclad and to support its principles. Employees are expected to approach their work with a positive attitude and be team players. Where there are problems, employees are expected to be part of the solution.

This team responsibility includes all employees acting as company safety officers. They are expected to learn and understand hazards inherent in a bicycle shop environment including but not limited to: chemical exposure, puncture and abrasion possibilities, projectile and other dangers to the eyes and other body parts, noise and hearing safety, dangers in proper or improper tool use; pinching and entanglement of fingers, hair, or other body parts in various mechanisms; proper lifting procedures, sanitation, hygiene, and protection from infectious diseases; and safe use of a bicycle and bicycle equipment. Every employee is empowered to secure their own safety and the safety of fellow employees and customers, and to make sure necessary safety equipment is available and used (i.e.: rubber and leather gloves, eye protection, ear plugs, etc). Employees are expected to stop others from engaging in unsafe activities, and to notify and seek the assistance of the manager or owner if help is needed to remedy an unsafe situation.

If an unsafe situation turns into a true emergency, employees must call 911 immediately. If an employee witnesses someone shoplifting they also must call 911 immediately.

Every employee is expected to represent Ironclad well and to avoid sharing information deemed confidential by Ironclad. Additional policies and employee responsibilities are described below.

### **EMPLOYEE BEHAVIOR**

Proper employee behavior is necessary for the efficient operation of Ironclad and for the benefit and safety of all employees. Conduct that interferes with operations, discredits Ironclad, or is offensive to customers or fellow employees will not be tolerated.

**Guidelines:**

1. Employees are expected at all times to conduct themselves in a positive manner so as to promote the best interests of Ironclad and respect the rights of their fellow employees.  
**Proper conduct includes:**
  - a. Reporting to work punctually as scheduled and being at the proper workstation, ready for work, at the employee's assigned starting time;
  - b. Giving proper advance notice whenever unable to work or report on time;
  - c. Maintaining work place and work area cleanliness and orderliness;
  - d. Treating all customers, visitors, clients, and fellow employees in a courteous manner;
  - e. Refraining from behavior or conduct deemed offensive, undesirable, or contrary to Ironclad's best interests;
  - f. Performing assigned tasks diligently, efficiently and expeditiously;
  - g. Promptly reporting suspicious, unethical, or illegal conduct by fellow employees, customers, or suppliers to the manager or owner;
  - h. Keeping use of a personal wireless phone and personal calls in the shop to a minimum.
  
2. **The following conduct is prohibited** and will subject the individual involved to disciplinary action, up to and including termination:
  - a. Reporting to work under the influence of alcoholic beverages or illegal drugs or narcotics; use, sale, dispensing, or possession of alcohol, illegal drugs, or narcotics on Ironclad's premises (unless alcoholic beverages are served as part of an approved Ironclad function or event);
  - b. Use of profanity or abusive, demeaning, or insulting language;
  - c. Possession of firearms or other weapons on Ironclad's property or while conducting business on behalf of Ironclad;
  - d. Insubordination, including refusal or failure to follow management's instructions concerning a job-related matter;
  - e. Fighting with or assault on a fellow employee or customer or anyone else on Ironclad property or while engaged in Ironclad business at any location;
  - f. Theft, destruction, defacement, or misuse of Ironclad's or another employee's property;
  - g. Gambling on Ironclad's property or during working time;
  - h. Falsification or alteration of any Ironclad record or report, including, but not limited to: time card, application for employment, medical report, or expense reports;
  - i. Threatening or intimidating management, supervisors, or fellow workers;
  - j. Smoking where prohibited by local ordinance or Ironclad's rules;
  - k. Sleeping on the job;
  - l. Improper attire or inappropriate personal appearance;
  - m. Violating Ironclad's non-harassment policy;
  - n. Improper disclosure of confidential information;
  - o. Inappropriate use of the Ironclad computer for non-productive uses that do not further the work and principles of Ironclad;
  - p. failure to work scheduled hours;
  - q. use of employee purchase for anyone other than the employee;
  - r. the giving of discounts outside of Ironclad's discount policy.

The examples just cited are illustrative of the type of behavior that will not be permitted, but are not intended to be an all-inclusive listing. Further, as employees are at will, employment of Ironclad personnel may be terminated at any time, with or without cause or notice. Ironclad is not required to go through any specific disciplinary steps prior to termination. Any questions in connection with this policy should be directed to the manager or owner.

## **DISCIPLINARY PROCEDURE**

All employees are expected to comply with Ironclad's standards of behavior and performance and any noncompliance with these standards must be remedied.

**Guidelines:** Ironclad retains the right to administer discipline in any legal and ethical manner it sees fit. Depending on circumstances, the nature of and time between infractions, the employee's response to attempts at corrective action, and the length and quality of the employee's total service with Ironclad, the following disciplinary steps may be taken, eliminated, condensed or repeated. However, as an at will employer, Ironclad is not obligated to go through any specific disciplinary steps prior to termination of an employee. If an employee is not meeting Ironclad's standards of behavior or performance, the manager may choose to take any of the following actions:

- a. Meet with the employee to discuss the matter and prepare a memorandum for the manager's own records indicating that the meeting has taken place.
- b. Issue a written reprimand to the employee informing the employee of the nature of the problem and the action necessary to correct it within a prescribed period of time.
- c. Suspend the employee with or without pay; or
- d. Suspend the employee and recommend termination to the owner.

Nothing in this policy alters your status as an employee at will. This means that your employment may be terminated at any time, with or without cause or notice.

## **PERSONAL APPEARANCE**

Ironclad employees must be clean, dress appropriately for their job, and present an acceptable and professional appearance to the public and fellow employees. Ironclad recognizes the need for comfort and individual expression so long as it meets these standards.

## **CONFLICTS OF INTEREST**

Employees may not engage in activities in conflict with the interests of Ironclad.

Employees are required to inform the manager or owner of any proprietary or financial interest they have in a company or organization with which Ironclad does business. Employees must report to the manager or owner if they hold other jobs or positions with a company or organization that does business with Ironclad. The manager or owner, in his/her sole discretion, will determine if a conflict exists.

Employees shall not accept personal gifts from any person or firm doing or seeking to do business with Ironclad. If a customer wants to offer a monetary tip for good service, this money

must be donated to Prescott Alternative Transportation. If a customer offers a gift for good service that is not monetary, the employee is required to share this gift with all other employees. If the nature of the gift would not allow full sharing amongst all employees, the employee is required to refuse the gift.

Employees shall not make employee purchases for anyone other than the employee or offer discounts outside of Ironclad's discount policy.

Employees must avoid the appearance of a conflict of interest.

### **PUBLIC RELATIONS AND POLITICAL ACTIVITY**

No employee may formally represent Ironclad as a spokesperson unless authorized to do so by the manager or owner.

Ironclad encourages informed and active participation in government decision-making. However, the owner is the only one authorized to represent Ironclad in political activities. Ironclad employees may not use Ironclad's name, facilities or equipment for their own political purposes if they differ from the owner's. Employees considering personal, public, political activity likely to affect Ironclad (positively or negatively) should discuss such activity with the owner prior to taking action. The owner, in his sole discretion, will determine whether an activity is allowable under these policies.

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### **CONSULTANT FEES, HONORARIA AND GIFTS**

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All employees are encouraged to participate in a variety of community and professional activities. In those instances where an employee's activities are part of their regular duties and responsibilities, any payment for such activities will be turned over to Ironclad. All fees derived from Ironclad reports, activities, events or speaking engagements while employed by Ironclad will also be turned over to Ironclad.

In some instances, an individual may do work that is based on activities or experiences prior to or separate from his/her regular duties and responsibilities at Ironclad. To avoid actual or appearance of conflict-of-interest, any employee who engages in any remunerative activity in any field directly related to Ironclad programs must have the prior approval of the manager or owner.

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### **FACILITIES, EQUIPMENT AND VEHICLES**

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In order to safeguard its assets and to provide a safe working environment, Ironclad employees must responsibly care for company facilities, equipment and bicycles. Employees should act reasonably to protect company property from theft or damage. All employees should immediately report unsafe conditions, vehicles or equipment.

Accurate and timely documentation of equipment/bicycle usage, preventative maintenance, and damage is required of all employees. Employees who operate a bicycle for Ironclad must operate the bicycle safely, complying with local and state regulations.

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### **TRAVEL POLICY**

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Ironclad will pay for reasonable expenses related to business travel. Ironclad will reimburse for actual expenses incurred during the course of Ironclad business in accordance with a written schedule of reimbursement, provided that appropriate records and receipts are submitted in a timely manner. The most reasonable rate of travel must be used and Ironclad may place limits on travel expenses to ensure economy of travel. The manager or owner must pre-approve all travel outside of the Prescott area. Reimbursement for meals or incidental expense incurred in the employee's local working area requires the advance approval of the manager or owner or his/her designee. An advance for travel may be issued to employees for out-of-area travel, in the manager or owner's sole discretion.

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### **WEAPONS BAN**

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Ironclad strives to provide a safe environment for employees, volunteers, clients and the general public. Weapons are prohibited in all Ironclad facilities. No one may enter any facility operated by Ironclad while carrying a weapon, concealed or otherwise. Employees who work in the field or perform other work outside of their workstation are prohibited from carrying deadly weapons.

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### **INTERNET POLICY, COMPUTER AND E-MAIL USAGE**

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Computers, computer files, the e-mail system, and software furnished to employees are Ironclad property intended for business use only. Employees should not use a password, access a file, or retrieve any stored communication without authorization from the manager or owner. To ensure compliance with this policy, computer and e-mail usage will be monitored. Internet access is provided by Ironclad to assist employees in obtaining work-related data and technology. Internet usage must be strictly limited to job-related activities.

All Internet data that is composed, transmitted, or received via our computer communications systems is part of the official records of Ironclad and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in Internet e-mail messages and other transmissions are accurate, appropriate, ethical, lawful, and represent Ironclad in a positive manner.

The equipment, services, and technology provided to access the Internet remain at all times the property of Ironclad. As such, Ironclad reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems.

Data that is composed, transmitted, accessed, or received via the Internet must not contain contents that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Use of Ironclad's computer system must follow legal guidelines at all times.

Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

To ensure a virus-free environment, no files may be downloaded from the Internet without prior authorization from the manager or owner.

Abuse of the Internet access provided by Ironclad, in violation of law or Ironclad policies, will result in disciplinary action, up to and including termination of employment.

Employees should notify the manager or owner upon learning of violations of this policy. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

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## **OTHER POLICIES**

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Employees are responsible for becoming informed of all Ironclad policies, whether or not included in this manual. Of course, not every event, action, or situation may be covered by a specific policy and Ironclad, at all times, retains the right to take any action it deems in the best interest of the shop.

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**ACKNOWLEDGEMENT OF RECEIPT**

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I have received and read a copy of the Ironclad Bicycles Employee Manual. I will seek clarification from the manager or owner for any policy or provision I do not understand. I understand that Ironclad is an “at will” employer and as such, employment with Ironclad may be terminated without prior notice and that nothing contained in the manual may be construed as a promise of future benefits. I also understand that these policies and procedures are continually evaluated and may be amended, modified, or removed at anytime.

I will do my best to be a positive part of the Ironclad team as we work together to reach Ironclad’s goals and exceed our customers’ expectations.

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

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