

# THINKHR EMPLOYEE HANDBOOK BUILDER FAQ

## Q What's new about the handbook builder?

A The handbook builder has been updated with content for all 50 states and the District of Columbia. Created in partnership with the employment law firm of Constangy, Brooks, Smith & Prophete, LLP, the ThinkHR handbook builder delivers specific policies based on number of employees and state.

## Q How many handbooks can I build?

A There is no limit to the number of handbooks users can create.

## Q What if I have a handbook I was already creating or one that I created previously?

A Although you can't add content from the new builder into your older handbook versions, you will continue to have access to previous handbooks, even handbooks that weren't yet finalized. To access older handbooks, click on the pull down menu under Saved Handbooks and find the Old Versions section. Select the handbook you wish the access and then download or edit the handbook using the Action pull down menu.

The screenshot displays the ThinkHR Employee Handbook Builder interface. At the top, there is a search bar and a navigation menu with categories like Wages & Hours, Discrimination, Staffing, etc. The main content area is titled 'Employee Handbook Builder' and includes a 'Choose sections' dropdown and a 'Progress' indicator. Below this is the 'Company Information' section with various input fields for company details. At the bottom, the 'Saved Handbooks' section is highlighted with a red circle. A dropdown menu is open, showing a list of states: Alaska, Arizona (selected with a checkmark), Arizona V2, and Arkansas. An 'Old Versions' section is also visible in the dropdown menu.

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## Q How many sections and policies are in the handbook builder?

A There are 12 sections with more than 100 policies in the handbook builder. You can pick and choose which policies to include and can edit any policy to meet your needs. The sections are:

- › Welcome
- › Introductory Language and Policies
- › Hiring and Orientation Policies
- › Wage and Hour Policies
- › Performance, Discipline, Layoff and Termination
- › General Policies
- › Benefits
- › Safety and Loss Prevention
- › Trade Secrets and Inventions
- › Customer Relations
- › Closing Statement
- › Acknowledgement of Receipt and Review

## Q What if I need help creating my handbook?

A ThinkHR's team of live advisors is available 11 hours every business day and provides advice and best practices on creating handbooks. If you need technical help, our support team can provide assistance. You can reach both teams at 877.225.1101 or by signing into the Workplace and completing the online form to submit a question.

ThinkHR users also have access to Comply, our extensive online resource center. Comply contains thousands of resources including checklists, toolkits, and sample policies that you can include in your employee handbook.

## Q Can I customize the handbook with our company policies, like PTO, and company history and vision?

A Absolutely. It's important that a handbook convey the special history, vision and culture at your company so we encourage you to customize the content to meet your needs.

Policies have been reviewed for compliance with federal and state laws. Add customized language or policies to make sections your own, or delete what doesn't apply to your company.

Customize the Introductory Language section of the handbook with your company's organization chart, description of your facilities, details about your company's history, and more. You can customize language directly in the builder as you are working, or change language, add or remove policies, and update the table of contents accordingly once you download your Word document after building your handbook.

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## Q Why do I need to include the number of employees and our CEO's information in the Welcome section?

- A Certain policies, like family and medical leave, are dependent on the number of employees. Once you enter the number of employees in the Welcome section, the builder will automatically generate the appropriate policies for your business and location.

The builder will also automatically customize policies with your company name and create a welcome message from your CEO or leader. Policies that have [Company Name] will be updated with your company name when you download the handbook.

## Q Why do policies have red exclamation points and More Information buttons? What's the difference?



Content in the **red exclamation** points provide detail on state specific regulations and areas of the law that speak to policies.

More information

Information in the **More Information** sections contain interpretations and overview of policies.

## Q What is the best way to create handbooks for multiple states?

- A We recommend that you create one state handbook and finalize all of the customized content first. Once you are satisfied with your content, download it as a Word document and cut and paste your customized content into other state versions.

## Q Is my company required by law to have a handbook?

- A Employee handbooks are not required by law but are a best practice for an organization. Our HR experts always recommend that companies of every size have a handbook to clearly convey policies and protect themselves from litigation.

## Q What if my state has a new law? Will my handbook be automatically updated?

- A ThinkHR will continue to update the content of the handbook builder based on new state law. Any handbooks that have been created and saved will not update automatically.