

C&I Inc. Employee Handbook

“if you want to go fast go alone, if you
want to go far, go together”

welcome to C&I

C&I Inc.

Mission & Vision Statement

create inspiring art
with **exceptional**
quality to **reach**
humanity 2.0

“C&I started in washington dc
2006 in 2-bedroom apartment
with \$37 the bank”

C&I Inc.

Core Values

fast & accurate

nothing is beneath you

deliver, every single time

give everything

unyielding courage

dream bigger

prove yourself everyday

C&I is comprised
of three different
companies

C&I Studios

C&I Reach

C&I Next Door

what is C&I

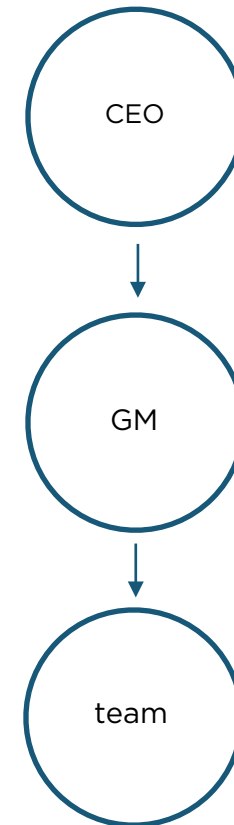
C&I is an Idea Agency that solves advertising challenges with innovative concepts, powerful in-house production. We develop ideas with a higher purpose and execute them with excellence for maximum growth.

(this should be memorized, yes you will be quizzed)

C&I is owned and operated by Joshua Miller-CEO. All daily operations, tasks, projects and deliverables are overseen by the General Manager, Joseph Miller. C&I's finances are managed by Dr. Otis Miller-CFO

C&I's Leadership Team

(chain of command)



“a wise man once said, if you’re early, you’re on time, if you’re on time, you’re late, and if you’re late, you’re fired”

C&I’s Late Policy

All team members are given a 5-minute grace period to arrive on time. If your work begins at 9:00 am, you are given until 9:05 am before the General Manager (also known as the Dark Lord) will come looking for you. If you arrive at 8:54 am, you’re on time. If you arrive at 9:06 am you are late.

You should always consider traffic and accidents as a part your daily commute, being on time is always expected. We have a lot of work to do and you are a vital part of this team. We are counting on you. If you aren’t here, then it hurts the team. Don’t be mad. Just be on time.

C&I's Company Culture

This is not a job and it isn't a career either. It's a life. If you're looking for a job, try Walgreens. If you're looking for a career, try Zimmerman. If you need a quick buck, or wanna work somewhere fun and just fly under the radar, this is not for you.

You will bleed, sweat, thrive, cry, laugh, grow, be overwhelmed and frustrated and do wildly fulfilling work here. Be honest with yourself. If you're not about that life, leave now. We work really hard, we play really hard. C&I will become a big part of your life. We're all-in here, so if you wanna clock in and clock out, check out Starbucks.

you are C&I

how to get fired at C&I

stop caring

how to get a raise at C&I

Prove yourself everyday

Raises cost money. Our company makes money based on our work, our speed, or ability, and our creativity. And we depend on each other as we work together to get the job done.

Treat C&I like your baby, like it's your company, because in many ways, it is. This is what we get to build and create every single day.

Take pride in it, go the extra mile, be consistent, and do your absolute best because everything is riding on you.

**Asking Questions makes
you look smart.**

C&I does a lot, and this is probably going to seem very new to you and overwhelming. Just breathe, you got this. All of the people around started out just like you, and we are all here to help, so ask us questions, learn fast, because before you know it, someone will be asking you for help.

C&I's Daily Schedule

(everyone's schedule is different but here are some basics that apply to everyone)

Start of Day - Check Podio

We're always using podio and update it often, so spend some time to go through your notifications at the beginning on the day to see what needs to be done and what may be new or changed on your projects.

Lunch

Talk to the general manager to find out when a good time for you is. Post when you leave for lunch and again when you're back so everyone can be aware.

End of Day - Get Podio to 0

You should leave the studio everyday with zero podio notifications. Don't let them stack up into the next day.

go online

Spend 1-2 hours looking at C&I's websites,
know what we do:

c-istudios.com

c-iphotographers.com

theshopci.com

drinknextdoor.com

c-ifilms.com

time tracker

All C&I team members are required to use the Freshbooks time tracker to log their hours each and every day. Employees are 100% responsible for making sure their time is logged properly each day. We pull the time report at 8 am every day. If your time isn't there, you can expect to hear from the General Manger.

Now before you scowl and say "Why do I have to track my time if I'm a salary employee?" You'll need to understand what C&I uses the time tracker for. We use it for 3 main purposes:

- 1) To build reports for clients on the man-hours that go into their projects.
- 2) To stay updated on what tasks are being worked on/completed by the staff on a day-to-day basis.
- 3) To keep a log of hours each week to see if any staff are overworking or underworking and to help with making up hours for leave if necessary.

Using the time tracker isn't a voluntary thing. It's a requirement of employment at C&I. So take it seriously and learn to love it. If you use the time tracker correctly, you can also keep up with what you accomplish each day and can use it to stay organized and proactive.

Everyday, we get so many emails from clients, vendors and media outlets. To cut down on our email count, all internal communication is done through Podio. If you have a question, comment, thought, or an idea, put it on Podio. no emails :)

put it on podio

Speak UP

If you have an idea or have something to say do it. You have to be outspoken here. So have no fear and speak your mind. And remember if you wanna vent. Never vent to your team members. That can be toxic and create a negative environment. Always vent UP. Meaning talk to leadership about any complaints or issues you're having.

PTO

If you are a salary employee, once you have worked at C&I Studios for a minimum of one year, you are now eligible for Paid Time Off. Commitment is a two way street. The studio needs to be committed to you and you need to be committed to the studio. We are looking for long term relationships with our team members not 3-month summer flings that jump ship to their next big thing :)

If you need time off and you don't have PTO, (or if you run out of PTO), talk to the General Manager and we'll create a plan to make up your missed time.

create & inspire?

You're probably wondering what C&I stands for. Well, we don't tell anyone, but if you guess it right, we will tell you. If you work here long enough you'll find out.

you gotta eat

C&I requires all team members to take a lunch break in the following format:

Employees are allowed a 1-hour lunch break each day.

Now, we all get busy and some folks would rather work than take a break. We can't legally make you take a lunch break, but keep in mind that you are strongly encouraged to take these breaks. We expect you to take a break regardless of whether you actually take the break or not, so just sure to take care of yourself and make sure you eat and take a mental break each day, up to an hour at a time everyday.

Don't abuse the lunch break. If it becomes apparent that an employee is regularly taking longer breaks than the time allotted per shift, a warning will be issued. Repeat offenders may incur disciplinary action.

morning meeting

All team members are required to attend to the morning meeting. All Florida staff who are on the clock are expected to be in the meeting. All remote staff are also expected to attend the meetings. This meeting is our one chance each week to connect with everyone in the company.

If for any reason a remote staff member is not able to attend a meeting, they are to let the General Manager know on their Podio Workspace. Otherwise, it will appear that the remote staff member forgot about the meeting.

Need more time?

Life happens, we get it. But communication is key. Be sure to always communicate for any life changes, emergencies, or critical needs to your supervisor and in your private podio workspace. We can't help if we don't know, so be sure to ask when/if you need to. We're more than willing to help in anyway we can.

leave requests

Leave must be requested 14 days prior to the date(s) requested. Team Members are to accurately fill out the Leave Request Form in the HR workspace on Podio and include a description for the request and a plan for their responsibilities during the leave.

The General Manager will discuss the request with the Directors, after which it will either be approved or denied at their collective discretion. Understand that we will do our best but every request cannot and will not be approved.

side work

There is absolutely no side work allowed in photography, social media, video, film, audio, website, graphic design, or any C&I Studios services as it is a breach of the non-compete clause and is a fireable offense.

there is God, and then there is Podio

Everything at C&I goes on podio. If you have a question ask, use podio. If you need someone to do something, create a task. If you are recapping a meeting, make a comment. It all goes on podio. This communication is key for C&I, because things happen, people get sick, go on vacation and this allows everyone to know the status of the clients project. Without this precise communication C&I does not work. And don't forget to be thorough. If you're sitting next to someone or see them in the studio, feel free to talk to them in person in addition to podio. Or reach out and give them a call. Our company is all across the United States. Podio is the only way that we understand what's happening everywhere. It keeps us accountable. Use it.

swag on 'em

Our dress code in studio is as follows:

in studio is trendy business casual

shirts properly tucked in, hair done, etc. No graphic t-shirts, no athletic sneakers, no flip flops.

Look Good.

C&I Branded Black Button Down, C&I Branded Polo, C&I Branded T-shirt as acceptable. If you can sit in a professional meeting with a professional client, then you are dressed properly.

On Formal Shoots:

Black Slacks, Black Jeans (ONLY if they are nice, no rips, not faded) Dress Socks, Dress Shoes, shirts tucked in, belt, Nice shorts (if it's hot) C&I Branded Black Button Down, C&I Branded Polo, C&I Branded T-shirt.

Non-Formal shoots:

C&I T-shirt, shorts, or jeans. no flips

Doing Messy Creative Projects:

Wear whatever you don't mind getting dirty :)

If you have multiple tasks in one day that span these three situations you may leave a change of clothes in the studio.

no money, no problems

Every team member at C&I is paid bi-weekly through our payroll software called ADP. Contact the General Manager to setup your ADP account. Your bi-weekly or one-time payments will all come from ADP.

live together, die alone

Like any professional company, C&I is exclusive. Working at C&I means that you cannot take outside paid work in any field that C&I services. The goal at C&I is to work together and grow the company as a whole. C&I is not a stepping stone for you to get to the next thing C&I is the next thing. If you are trying to figure out how to personally grow on your own, this will not work. If you are trying to figure out how to help the company grow along with yourself, then you will do very well here. We are team and we do not tolerate anything that is a conflict of interest. If you have any questions about any potential conflict, please see the General Manager.

Everything that is created at C&I is owned by C&I. We are truly a team environment. We succeed and fail together.

The information that we talk about in the building and on podio is privileged information and is for your ears only. A good rule to follow is: if its not one our website, don't talk about it with anyone.

this is how we do it

Answering the phones at C&I is a big deal. For some people, how you answer the phone is their first impression of the studio. If the phone is ringing and no one is picking up, answer it. Phone calls should sound like this:

“Thank you for calling C&I, this is (insert your name), how can I help you”

Every phone message is stored in the Phone Call Log in the HR workspace.

this is your house

Take initiative. This is your house. We don't have a trash schedule or a bathroom cleaning schedule, but take pride in your place and realize those are things that need to be done. If it needs to be done, don't think someone else will do it. Do it.

Sometimes you may be asked to help clean the studio or take out the trash. This is our someway from home, so expect to help take care of it from time to time.

The people that really thrive here are the ones that don't wait for something to get tasked to them, they just do it cause they know it needs to get done. This isn't "their" company. It's yours.

team suffering

Sometimes at C&I we do things for free. Sometimes we will have mandatory community days, cleaning days, or team building days. Team suffering is a part of our culture, cause it's not all about the money, it's about working together and realizing that sometimes you have to do things that you don't want to. That's life and that's business.

art walk

The last Saturday of the month, C&I continues to be the anchor at the Fat Village Art Walk. Selected team members will be chosen to work on this day. This is the biggest opportunity for C&I to showcase itself.

Thousands of people line the street and go in and out of all the businesses in Fat Village. This is truly a time for us to get creative, impact our community and stand out. This is a volunteer effort on the studio's side to market and promote itself within the community.

need some extra bucks?

Everyone can always use some extra money. Here are some great ways to make a little extra money at C&I.

1. Studio Rentals, we always need people to work studio rentals, this can be a great way to learn more about the company while making more money as well.
2. Create leads for C&I. C&I pays 3% to any lead that is brought into C&I that the sales team closes. The last person that did this well, made an extra \$36,000.00 that year. It's real.
3. Be Available. Something always comes up at C&I. So people available to go on set and be ready to learn something new. Who knows where you will end up.

Corrective Action

In the event your performance or conduct is in violation of and/or does not meet C&I Core Values or other policies or standards, your manager/supervisor will utilize C&I's Corrective Action program.

Examples of violations of the Core Values, unacceptable conduct and any or other violations of the Company policies, rules, duties, obligations or responsibilities included but are not limited to:

1. Failure to perform job duties, assignments and responsibilities, meet obligations and commitments or the lack of compliance with direction from leadership
2. Violation of C&I's Non-Compete policy in addition to performing outside interests and non-C&I work activities while on Company time
3. Malicious or willful destruction or damage to company property or supplies, or to the property of a co-worker, customer or visitor
4. Stealing or removing without permission, property of C&I, a co-worker, customer or visitor
5. Lying or providing false or misleading information to obtain a job, or falsifying any employment documents or records
6. Bringing firearms, weapons, or other hazardous or dangerous devices or illegal substances onto company property or on set
7. Possession and/or use of illegal drugs on company property, or reporting for duty under the influence of alcohol or an illegal drug
8. Insubordination, including improper conduct toward a leadership, or refusing to perform assigned tasks or meet reasonable requests from leadership
9. Treating co-workers, clients, contractors and other people outside of the organization with disrespect, hostility, or indifference

11. Acting toward a co-worker or client in an abusive manner or fighting, verbally or physically, on company property or while in public business arenas as a representative of C&I

12. Lying or providing false information to gain advantage, manipulate, harass, threaten, intimidate, slander, or coerce any fellow C&I employee

13. Refusing to work with, harassing, or otherwise discriminating against a co-worker who has a known disability, condition, or life-threatening illness

14. Pleading guilty to or being convicted of a felony of any crime other than a minor misdemeanor or traffic violation

15. Failing to maintain the confidentiality of C&I or a client's proprietary information

16. Any dishonest or fraudulent act that negatively impacts the work environment, employee or client relations, production or fulfillment, or any other applicable aspect of business operations

17. Excessive absences and chronic tardiness

C&I's Corrective Action Program is a three-strike process consisting of documented warnings to the employee that are issued by leadership and a copy of warning being placed in your personnel file. The corrective action warning is designed to identify to the employee performance or conduct that does not meet C&I's standards and/or fails to meet the duties and obligations of the employee's performance of their job requirements. The warning is also intend to afford the employee the opportunity to take steps to improve their performance and/or the situation. Failure to improve the performance or conduct that led to the need for corrective action may, in C&I's sole discretion, result in the termination of employment.

The Corrective Action program is not intended to, and does not alter the at-will nature of C&I's employee's employment relationship. C&I retains the right to exercise its discretion as to whether to bypass any step of the corrective action program, thereby placing an individual at any level of its corrective action program it deems appropriate including immediate termination.

C&I complies with all laws and regulations, both in the United States and internationally, that affect employment, specifically including the Americans with Disabilities Act (ADA) and the ADA Amendments of 2008. The ADA prohibits employers from discriminating against disabled applicants and employees in hiring, promotions, compensation and all other terms and conditions of employment.

C&I will work with the employee and any other sources deemed necessary to assist in determining reasonable accommodations. C&I may choose among effective accommodations for the employee in his/her current job in any particular case.

DRILLS

Hurricane, fire drills and evacuation are reviewed as part of your orientation training and in refresher training conducted periodically over the year. Employees are required to attend, understand the appropriate procedures for evacuation and comply. Employees who do not comply with this policy are subject to disciplinary action.

we call mice or rats...dvds

don't forget

Everyone has a very important role at C&I. And since we do so many amazing things, it's easy to think of another role that you would like to do. That's cool. But you just got here. Stick to your role and do it well. The best way to move up at C&I is to succeed at your current role. Also the leadership team is very intentional, we are always looking, noticing, and thinking of your career path here.

We don't always succeed. Sometimes we fail. But we never stop, we never quit.

And as it was best said in "Galaxy Quest"

**Never Give Up.
Never Surrender.**

(if you don't know what Galaxy Quest is, just leave)

At C&I we are committed to providing a workplace free of discrimination and one where all of our staff are treated fairly and with respect. This means we provide equal opportunity to all employees and candidates for employment.

We do not discriminate on the basis of race, religious creed, color, national origin, ancestry, sex, marital status, sexual orientation, age, mental, physical or intellectual disability, gender identity, gender expression, veteran status, pregnancy, childbirth or any related medical condition, genetic information or any other class or characteristic protected by federal, state or local law. Our commitment to fair treatment applies in all phases of the employment process. This includes activities related to recruiting, hiring, promoting, training, compensating and other events.

C&I's Equal Employment Opportunity (EEO) Policy provides that:

- Recruitment, hiring, training and promotion of persons in all jobs will be executed without regard to ancestry, race, color, age, religion, national origin, medical condition, veteran status, gender identity, marital status, national origin, physical or mental disability, pregnancy, weight, height, or sexual orientation or any other characteristic protected by United States and international laws and regulations.
- Decisions that pertain specifically to employees be made in a manner which will further the principle of equal employment opportunity.
- Decisions regarding promotions are in accord with principles of equal employment opportunity by imposing only valid requirements for promotional opportunities.
- Personnel actions with reference to such matters as compensation, benefits, transfers, layoffs, recall from layoffs, company-sponsored training and social and recreational programs will be administered without regard to race, color, age, religion, gender, marital status, national origin, physical or mental disability, or sexual orientation.

We advise all employees and support their actions to report, if at any time he or she feels that he or she is being discriminated against, to the General Manager and/or a Director. Retaliation against an employee who makes such a claim is strictly prohibited. Any employee found to have engaged in discrimination and/or retaliatory behavior will be subject to corrective action up to and including termination of employment.

the 90 days

So your interview went well, you made a good impression and got the job. Now you begin your Introductory Period, the first 90 calendar days of your employment, in which we both see if you're the real deal and make the cut. At some companies, the introductory or "qualification" period is where an employer will take a new employee by the hand and walk them through every step of their day. At C&I, we operate under a "sink or swim" style of orientation. Our people are smart. They're sharp. They ask questions. They get answers. They don't wait around for someone to tell them what to do. They begin contributing as soon as they hit the water. And when it gets to be too much for them, we'll be right there with the life preserver. Throughout the introductory period we'll review your progress and let you know where you stand in a series of performance reviews. By the end of the 90 days, we hope to have figured out the following:

- has the employee satisfactorily completed his or her introductory period;
- is the employee's performance review consistent with his/her demonstrated skills and strengths;
- does the employee embody C&I's Core Values and perform to it's expectations;
- should the employee's introductory period be extended for an additional thirty (30), sixty(60)or ninety (90) days; or,
- should the employee be terminated?

It is important to understand that all offers of employment are contingent upon each employee being able to meet the Federal, State and Company employment requirements; failure to do so will result in C&I having to withdraw its offer of employment and the employee's dismissal. If the employee is sick or takes vacation during the introductory period, the time absent from work will not be compensated unless the hours missed are worked back within the pay period that the time was missed. Ask the General Manager is you have any questions about this.

Joshua Miller

Joshua started his film career out when he was 13 years old, fiddling and breaking tv's and camera's. Justin and Joshua actually had another media production company called Lief Captures before C&I that failed miserably. Joshua came to Fort Lauderdale in 2008 to grow Fort Lauderdale. C&I moved from an apartment to a 500 square foot office, to a 1200 square foot office 10 months later, and later into the 4000 square foot office in Fat Village. Joshua is bi-coastal between Fort lauderdale Florida and Los Angeles California. He has a 7 year old daughter, Freedom and his wife Amy is C&I's main Producer for all company projects.

Joshua sleeps on the floor, does not have own a bed and loves anything that is gummy. He doesn't say "Coke" he says "Coca Cola. If you haven't seen Jerry

we got you.

All you need everyday is yourself. C&I will provide a computer for you to work on, so you do not have to bring you own. C&I actually requires you to work on a company owned computer, so relax, we got you. Also if you don't have an iPhone, there's a good chance that you may be made fun of every day that you work here. Just saying.

Yo! Let me get that

At C&I, we are making stuff all day long as a team. If you want to post anything that the studio created on your own personal social media pages while employed at C&I Studios, you can! All you have to do is tag C&I Studios in the image and in the body text of the post. Post Away!

yo, chill...

C&I is committed to maintaining a smoke-free work environment. Smoking is not allowed in Company facilities, Company-sponsored meetings or in Company vehicles. This policy applies to all employees, vendors, guests and clients, unless specifically noted otherwise by leadership for special circumstances.

not interested, bro

Employees are not permitted to engage in solicitation in any form during working time, unless written approval is obtained in advance from the General Manager. Solicitation may include but is not limited to: selling or distributing retail products or services unrelated, distributing information on behalf of any organization or group not sponsored or authorized by C&I, or requesting donations or support for an individual, any organization or group not sponsored or authorized by C&I. Non-employee distribution or solicitation anywhere on company premises at any time is also prohibited. Any violation of this policy should be reported promptly to your the General Manager.

be nice. be kind. rewind?

C&I prohibits employees, contractors, agents or other individual(s) that is/are on Company premises or engaged in Company business or acting as a representative of C&I, from possessing or carrying firearms and other weapons, subject only to over-riding State and Federal laws or for those in the possession of authorized security personnel while on duty. This prohibition includes private vehicles, while such vehicles that are parked in any parking lot or other parking structure provided by the Company. This policy applies even if the employee, contractor, agent, Company representative or other individual has a firearm permit, including a permit to carry a concealed weapon.

C&I practices zero tolerance for any form of mental, emotional and physical bullying, threats, threatening behavior or acts of violence by or against its employees. If you have witnessed or received a threat, or you have learned that another person has witnessed or received a threat, you should report the threat to the General Manager or the directors. Any employee found to have engaged in threatening or violent behavior will be subject to corrective action up to and including termination of employment.

C&I Inc.

At the end of your life, laying on your death bed, no one in the history of time has ever said “**I wish I got more sleep**” Dig in, this is what you’ve been waiting for. Take a deep breathe, **you got this.**