



New Hire FAQ

How often do we get paid?

Bi-weekly—once every two weeks.

How many days off/ how much PTO (Paid Time Off) do we get?

All new employees must successfully complete a 90-day introductory period before being eligible for any paid time off. Employees working on-site at Facebook receive (after 90-day period):

- 5 paid Personal days
 - 8 paid holidays
 - Six (6) months after 90-day completion, 5 vacation days.
- See the Employee Handbook for further details regarding paid time off.

Can I take days off unpaid if I'm still within my 90-day introductory period?

Generally speaking, no. But we will handle such requests on an individual basis as occasional emergencies/circumstances arise. The biggest reason is because of the size and scope of our client's facilities—there's a lot of ground to cover every day, so setting an expectation that people can simply take unpaid days off isn't good practice given how much ground we have to cover and clean each day.

What about taking voluntary unpaid time off instead of using up Personal Days or vacation time?

Again, no. 'Banking' personal days for later use isn't fair to everyone else. Banking frequently is done to save up time for use around the holidays. Paid time off is available so you can take time off when you really need it and not miss hours of pay. Again, we have too much area to cover to allow for indiscriminate appropriation of time off.

Rare circumstance may require unpaid time off, but voluntary exercise of unpaid time when payable time is available isn't our policy.

The Employee Handbook further details our Vacation/Personal Days policy.

Are we paid time-and-a-half if we work on a scheduled paid holiday?

No, not unless your regular hours actually fall into OT.

Regular hours and Holiday hours are two separate pay categories from a payroll standpoint. This isn't done to avoid paying OT, it's done because regular pay hours are for hours worked—regular hours. Paid holidays are a benefit, not a condition of employment, so they are broken out as a separate line item on pay stubs.

If you work on a paid holiday and, for some reason, working that day happens to throw you into OT then yes, time-and-a-half will be paid for ***the hours worked, not for the entire day**. The holiday itself is not an overtime qualifying event; working past 80 hours for the pay period is an overtime qualifying event.

**This policy typically changes during the three major holidays: Thanksgiving, Christmas, and New Years. During those 'eves' we typically have those who work only do so for half the day (4 hours) but*

pay for the full eight . . . again, regular hours. This essentially works out to double-time. Management reserve the right to change or alter this policy at its discretion.

When do I need to turn in my insurance enrollment documents?

This is a really important question. Chayce provides (for the employee only) medical insurance at no cost to the new hire. We also provide dental and vision coverage and pay 50% of the employee premium if they choose to participate. All new hires become eligible for medical insurance almost 90 days after they begin working. Almost?

Federal law requires employers who provide health care insurance to have eligible employees enrolled 60 days following the first of the month after their start date. Confusing, right?

If an employee's first work day is, say, March 8th, then to determine eligibility:

- Go to the first day of the next month, in this example, April.
- From April 1, count 60 days—that brings us to June 1 for this example.

So an employee hired on March 8 would be eligible for insurance on June 1, meaning they need to have their enrollment document turned in by mid-May. Failure to provide documentation in a timely manner may result in either:

- Employee responsibility for back premiums or . . .
- Ineligibility until Open Enrollment, which happens in July.

So, the answer is: have your enrollment documents turned in by the middle of the month prior to your eligibility date. Ask your supervisor if you are unsure when that is.

How long does Direct Deposit take?

That depends on the financial institution. Many banks and credit unions 'validate' almost automatically with ADP (our payroll vendor). If your account information is input and the information is verified with ADP's system then your paycheck should drop into your account right away.

However, if your banking information doesn't verify immediately, this doesn't indicate a bad account or routing number, rather the two systems just aren't linked and a longer verification process must take place. In this situation it may take one or two pay periods before the 'connection'/verification is made; this will generate an actual hard copy (paper) check which will be mailed from Mesa, AZ, and may take anywhere from a couple days to a few days—depending on where you live and the time of year—to get to you.

The majority of larger financial institutions verify immediately when the account and routing numbers are entered into ADP's payroll system.

When will I get new uniform shirts, etc?

We typically wait approximately 30 days after date of hire to order new uniform garments (we don't keep an inventory). We do this to make sure new employees are stable and will be sticking around. We do not charge employees for the uniforms unless there is outright abuse or failure to take care of the garments as would be reasonably expected.

We require black pants—no jeans or stretch pants—and dark/black shoes as part of dress code. Shoes should be comfortable as you do a lot of walking.

See the Employee Handbook for the complete dress policy.

FACEBOOK TRAINING

What's the deal with Facebook mandatory training?

Facebook requires **all vendors** working on-site to complete online training. Keep a close eye on your email for a note from 'learning@facebook', or something similar. Often these emails

drop into junk or spam folders. Facebook requires all new hires to comply with provided training and all new employees need to complete this training in a timely manner. Failure to do so may result in access privileges being revoked, meaning you won't be able to use your badge. If completion is further delayed it is possible you may be asked to not return to work until training has been completed.

Will I be paid for doing Facebook training?

It is preferable to complete the required Facebook training during your regular shift if at all possible. Training completed during regular shift hours is, of course, paid for. We have no way to gauge or account for training conducted at home; also, doing such training at home allows for the potential abuse of paid time. Unless there are extenuating circumstances we prefer this required training to be done during your regular shift with your supervisor's prior approval.

My email address is incorrect, so I haven't received the training links.

Given that most candidates hand-write their background check forms or job applications we often have to make our best guess as to what their email address is—this is made extra difficult when spaces, underscores, and periods are involved, not to mention various flourishes and pen strokes in the penmanship. What does all that mean? It means if the handwriting is difficult to decipher then the email address may very well be incorrectly submitted when they are put into Facebook's system prior to starting. Then, when the training links are sent out they're never received by the employee and then the employee's name shows up on a training non-compliance list . . . what's that mean? It's Facebook's way of saying you must complete the training or potentially have your access revoked (as mentioned above).

The solution? If you've been told by your supervisor or a manager that you haven't completed training and it's because your email address is incorrect, [send an email to **cwx@fb.com**](mailto:cwx@fb.com) and **spell out—literally type out—your correct email address so they can get it straight in their system and get the links to you**. Then, be sure to keep an eye on your spam or junk folders because often the links wind up in there.

My email address is correct but I still don't have the training links. What do I do?

First, as has already been mentioned three times . . . you've checked the spam/junk folders, right? If you're certain Facebook has your correct email address **then send an email to legaltraining@fb.com to let them know you haven't received the training links yet**.

Chayce has no way to correct any of these issues internally. We have no access to Facebook's training database. All issues related to training must be resolved through one (or both) of the email addresses listed above.

Steps for accessing Facebook training (once your FB account is set up)

The instructions below are the same sent to everyone—the only difference is the individual email address, which is also the username:

Please use the instructions below to access your transcript and launch the trainings. Also please note that the email address listed in the system is [**your email address—as they have it in their system—will appear here**]. The password reset link will be sent to that email address. If that email address is incorrect please reach out to cwx@fb.com in a separate email and an associate will help you correct it.

Before you begin:

- Make sure that you have a stable internet connection on your mobile phone or computer.

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- Use Chrome, Firefox, or Safari to complete this training.
- The training will open in a pop-up window. Please allow this in your browser.

1. Copy/paste this URL to create a password: <https://facebook.csod.com/ForgotPasswordAuthentication.aspx?corpName=facebook>
2. Enter this user name [the same as your email address, provided it's correct] in the Login Credential field.
3. A new email containing a link to set your password will be sent with the subject line 'Reset your Facebook Learning password'.
4. Set your new password
5. Log in using your username [again, your email address] and new password
6. Select **Open Curriculum** under Your Transcript
7. Select **View Details**
8. Select **Launch** on the training

Also please note that the initial login directions are the same for all of your workers that are badged, the only difference being their email and usernames. All training is accessible and can be launched from the transcripts. A specific email with the links is not required to access and complete the trainings.

How long before I get my badge?

Sometimes it takes just a few days . . . other times it can take a couple weeks. Usually Security will let your supervisor know when it's ready to be picked up. **Until you have a badge you must always be with someone else who is badged.**

Please be sure to talk to your supervisor if you have further questions not addressed within this FAQ document.

New Hire Signature

Date