

MAPSEH



Employee Handbook

MAPSEH



Employee Handbook

ROSS SYSTEMS, INC.

WELCOME

Welcome to Ross Systems! I am pleased that you have selected Ross Systems as your new place to work. One of the corporate objectives of Ross Systems is to provide a place where it is enjoyable to work and I am personally committed to making the environment at Ross Systems a positive one.

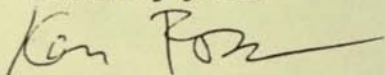
I think that you will find the people at Ross Systems to be bright, energetic and hard working and our selection of you was, I am sure, based on your fitting into this environment.

As an introduction to Ross Systems, please take a few minutes to read this employee handbook that provides you with information on Ross Systems' employee benefits and certain company policies.

If you have questions or need further clarification please feel free to contact the people in our Personnel Department who can help you with your questions.

Again, welcome to Ross Systems. Good luck in your new position with us.

Sincerely yours,



Ken Ross
President

July 1, 1984

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I INTRODUCTION

ROSS SYSTEMS, INC.

Employee Policy and Benefit Handbook

WELCOME TO ROSS SYSTEMS, INC.

We hope that your career here will be stimulating and productive.

This handbook was designed to acquaint you with Ross Systems' benefits and policies. This handbook is not intended to and does not constitute a contract between Ross Systems and you or any other employee.

In order to meet company needs under changing conditions, RSI may modify or delete any policies or procedures contained in this handbook. These changes will be effective immediately upon approval by management. If you have any questions concerning this handbook please feel free to contact the Personnel Department.

Ross Systems has an Affirmative Action policy, which essentially means we select the best qualified person for each position in the organization. We hire on the basis of qualifications, and promote on the basis of merit. In the event of involuntary terminations, RSI will terminate on the basis of performance in no way related to age, sex, race, color, creed or national origin.

ROSS SYSTEMS, INC.

Employee Policy and Benefit Handbook

COMPANY HISTORY

Ross Systems was founded in 1972 as a consulting company that specialized in helping the financial manager to better utilize the power of computers. Right from the very beginning our focus was on providing the financial manager with timely solutions to his or her problems.

The company was successful in providing solutions for the financial manager in a consulting role. In 1975 Ross Systems developed a minicomputer-based modeling language called MAPS, bought a computer and began offering use of MAPS on a timesharing basis.

MAPS was a very successful modeling product, and along with INTAC, which was developed as a tool to aid Ross consultants develop systems quickly, helped fuel Ross Systems growth during the late 1970's.

During the early 1980's the computer industry continued to change very rapidly and microcomputers became much more of a factor in the market place. Many of the applications that were once done on timesharing became feasible to do on microcomputers.

Software became a legitimate industry and a large number of successful products and companies began to emerge. Software became a very important and growing industry and Ross Systems recognized the opportunity and necessity to capitalize on its expertise in the financial software area.

Building on its historical strength in decision support software, Ross Systems decided to expand its product offering into the more traditional areas of financial applications such as general ledger, accounts payable, accounts receivable and fixed assets. However, Ross Systems' products are not traditional inasmuch as they have been designed and developed using state of the art technology which takes advantage of today's more advanced hardware. This is in contrast to most of the vendors offering financial software which was frequently developed in the batch processing era.

Company History (cont.)

In addition, Ross Systems has successfully integrated decision support software and financial accounting software to offer the financial manager everything required to manage the finance function.

Today, Ross Systems is a leader in providing financial software solutions that permit the financial manager to control his or her own destiny by running software designed for his or her needs on a departmental machine; if so desired, this user control allows a financial manager to more easily control his or her information processing destiny.

Ross Systems is adding additional packages to its current offering of software and is constantly upgrading and enhancing its current products. It is Ross Systems' intent to offer a full complement of financial software that is integrated and responsive to the needs of the financial manager in today's fast-paced environment.

ROSS SYSTEMS, INC.

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LOCATIONS

Offices

District Offices

Corporate Headquarters
1860 Embarcadero Road
Suite 210
Palo Alto, CA 94303

New York (NYC)
666 5th Avenue
14th Floor
New York, NY 10103

Computer Services
1860 Embarcadero Road
Suite 180
Palo Alto, CA 94303

~~Palo Alto (PAO)
1800 Embarcadero Road
Suite 270
Palo Alto, CA 94303~~

Research & Development
1900 Embarcadero Road
Suites 110 and 210
Palo Alto, CA 94303

~~San Francisco (SFO)
601 Montgomery
Suite 1015
San Francisco, CA 94111~~

II COMPENSATION AND BENEFITS

II. Employee Compensation and Benefits

A. Vacation

Ross Systems realizes the importance of vacations to provide a restful break in your year-round routine. We encourage and require you to take an annual vacation as paid time off away from work.

1) Eligibility

a. Newly hired employees do not accrue vacation time during the 90 day probation period. Upon completion of the probation period, vacation accrual is retroactive to date of hire.

b. Vacation time accrues for the first 30 consecutive days only, during a Leave of Absence.

c. Unused vacation allowance will be paid to employees upon separation, provided they have completed at least 90 days continuous service.

2) Scheduling

a. Vacations are scheduled by employees with the approval of their manager. Should conflicts in scheduling arise that cannot be resolved by employees, such scheduling will be done on the basis of seniority.

b. Should a holiday fall during the employee's scheduled vacation, the employee will receive holiday pay, rather than have a day charged against vacation.

II. Employee Compensation and Benefits

A. Vacation (cont.)

3) Amount of Benefit

The following schedule specifies the amount of vacation earned for a corresponding period of continuous service:

Years of Service Completed	Annual Vacation Days	Monthly Accrual
3 and under 2	10	6.67
over 2 4 under 5	13 14	8.67 9.33
5	15 18	10.00 12.00

Vacation time is accrued on a monthly basis. 90 consecutive days of employment are required before you are eligible to take vacation.

4) Reporting

Employees are required to report vacation time accurately on their monthly time sheet. Managers are responsible for verifying and approving hours reported.

chg 9/2/85

July 1, 1984

II. Employee Compensation and Benefits

B. Sick

Ross Systems provides income protection for employees who because of illness or accident must be absent from work for limited periods of time. It is during such times that one can least afford the loss of a paycheck. Use your sick time with discretion.

1) Eligibility

- a. An employee is first eligible for sick benefits after completing 90 consecutive days of service.
- b. Sick leave is not compensable. At separation, accrued sick leave that has not been taken, will not be paid to an employee.
- c. Employees are entitled to sick leave for actual sickness. An employee may be asked for proper medical evidence to support sick leave absence.

2) Amount of Benefit

Employees will receive 10 days of absence per year. Sick time will be accrued at 6.67 hours per month.

3) Reporting

- a. Employees are required to report sick time accurately on their monthly time sheet. Managers are responsible for verifying and approving the hours reported.

If sick leave hours taken exceed the amount accrued, one of the following two things will occur:

- 1) The employee will not be paid for the time off.
- 2) Sick time will be overdrawn with approval of the Manager. Should the employee terminate from RSI with a negative balance of sick hours, this amount (calculated at current rate of pay) will be deducted from their last paycheck.

Employee Policy and Benefit Handbook

II. Employee Compensation and Benefits

C. Holidays

The following nine holidays are recognized as Ross Systems paid holidays.

Holiday	Date Observed
New Year's Day	January 1
Washington's Birthday	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Thanksgiving Day	Fourth Thursday in November
Day After Thanksgiving	Fourth Friday in November
Christmas Eve	December 24
Christmas Day	December 25

Holidays which fall on a Saturday will be observed on the preceding Friday; holidays which fall on Sunday will be observed on the following Monday.

A schedule of the days RSI will observe as holidays will be distributed to all employees at the first of the year.

ROSS SYSTEMS, INC.

Employee Policy and Benefit Handbook

II. Employee Compensation and Benefits

D. Group Health Insurance

Ross Systems provides a Group Health Insurance Plan for its employees. The plan covers Medical, Dental, Long Term Disability and Life Insurance. All full time permanent employees are covered immediately from the first day of employment. Spouse and children are also covered under the plan. The Group Health Insurance Plan is provided at no cost to you.

Our Personnel Department is the liaison between the employee and the insurance company. All claims and questions are handled through Personnel.

Booklets are provided to all employees explaining the plan in detail.

ROSS SYSTEMS, INC.

Employee Policy and Benefit Handbook

II. Employee Compensation and Benefits

F. Stock Purchase and Stock Option Plans

Ross Systems, Inc. provides a Stock Purchase and a Stock Option Plan as incentive for its' employees.

1) Stock Purchase Plan

The Stock Purchase Plan is administered by the Board of Directors. All RSI employees are eligible to participate in the Stock Purchase Plan. Stock may be purchased once a year and must be paid for in cash. The price and purchase date are set by the Board of Directors and will be announced at the appropriate time.

2) Stock Option Plan

The Stock Option Plan was designed to offer additional incentives by granting options to selected employees. The Stock Option Plan is administered by the Board of Directors, and options are granted by the Board at its' sole discretion.

A complete copy of the Stock Purchase Plan and the Stock Option Plan is available in the Personnel Department.

G. Salary Policy

It is Ross Systems' policy to pay salaries that are competitive with those in our area and industry, giving recognition to individual effort and contribution to the success of the company.

1) Salary Ranges

a. In order to maintain a constant review of salary ranges, RSI participates in comparative salary surveys. Salary ranges will be reviewed annually, and adjustments will be made to ensure that the structure is in comparison with the practice of other employers.

b. Employees will receive wages that are within the range limits of the applicable pay grade. If pay is below the minimum, the employee shall receive accelerated increases (in terms of amount and frequency) until pay is within range. Employees whose pay is at or above range maximums will not receive further increases until conditions change.

2) Merit Increases

a. Review for salary increases are conducted annually based on the employee's anniversary date, or on a focal point established for a position.

b. Increases are not granted on an automatic basis, but only as a result of performance.

3) Confidentiality

An individual's salary is confidential and personal. Hard-feelings and disruption can be caused without proper knowledge of the details involved in reaching a particular salary. Many factors are used to determine a salary: experience, attitude, education, market demand, and more. Because of this we suggest that you keep salary information confidential.

ROSS SYSTEMS, INC.

Employee Policy and Benefit Handbook

II. Employee Compensation and Benefits

H. Pay Days

Ross Systems paydays are the ^{15th} 1st and the ^{31st} 16th of each month. All non-exempt, hourly employees must submit a timecard to Personnel 5 days prior to payday. For paydays that fall during a weekend, pay checks will be distributed on the Friday prior to payday. For paydays that fall on a holiday, pay checks will be distributed on the last workday prior to the holiday.

see pay schedule

II. Employee Compensation and Benefits

I. Overtime

Ross Systems will pay overtime in accordance with the California State Law. Overtime is to be understood as actual hours worked over 8 hours per day or actual hours worked over 40 hours per week.

We reserve the right to require an employee to work overtime when necessary, providing such overtime does not cause undue hardship. If an employee feels their dedication to their work is being taken advantage of because of excessive overtime, the employee should contact their supervisor, manager or the Personnel Department.

1) Eligibility

Positions classified as nonexempt will be eligible for overtime pay. A determination of your employee status will be made at the time of your employment.

2) Non-Exempt Employee Compensation

a. Overtime will be paid at a rate of 1.5 times your normal hourly rate of pay for the first 4 hours worked after an 8 hour workday.

b. All hours in excess of 12 hours in any workday will be paid at double the normal hourly rate.

c. Overtime will be paid at 1.5 times the normal hourly rate for the first 8 hours worked on the sixth or seventh workday in a week provided that hours on the sixth day are all in excess of 40 hours for the week. Any hours beyond 8 hours worked on the seventh workday of the week will be paid at double the normal hourly rate.

d. Overtime will be paid at 2.5 times the normal hourly rate for any day worked that is recognized as a Ross Systems paid holiday.

II. Employee Compensation and Benefits

I. Overtime (cont.)

3) Exempt Employee Compensation

Exempt employees are those who are exempt from the Fair Labor Standards Act as defined by California State Law. Normally they hold "professional" and/or supervisory, administrative positions and are considered "salaried" as opposed to "hourly" employees and therefore not eligible for overtime payment.

a. Overtime for exempt employees can be compensated for in the way of excused leave if it is determined appropriate. (This is entirely up to the discretion of management and approval by the appropriate Vice President). Should it be determined that excessive hours have been put in due to demand for them, management may determine that excused leave time is appropriate.

b. Excused leave is to be understood as excessive hours worked on special projects where deadlines must be met. Excused leave is not appropriate for an occasional Saturday or Sunday worked, or staying late during the week.

c. It is recommended that excused leave be taken as soon after the excessive hours are worked, whenever possible. This time is not to be viewed as vacation time and should not be taken in place of vacation time due. For this reason it is recommended that the excused leave time be granted in the form of hours-off within a day or a day off within the normal workweek not to exceed more than three days at one time.

d. Excused leave as described in this instance is not reimbursed upon termination.

e. Monitoring overtime worked by the exempt employee and excused leave taken by the exempt employee is the responsibility of the employee and the Manager, Director, or Vice President.

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Employee Policy and Benefit Handbook

II. Employee Compensation and Benefits

J. Automatic Payroll Deposit

Ross Systems uses the Bank of America payroll system. This system allows your payroll check to be deposited into a bank that is a member of the Automatic Clearing House. All major banks are members of the ACH. In addition to automatic deposit to checking, a portion of your paycheck can be deposited to your savings account.

If you are interested in using this service, please contact the Personnel Department.

Please understand that RSI will not assume liability for this process.

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II. Employee Compensation and Benefits

K. Employee Pay Advance

An employee pay advance will be issued only in extreme or emergency situations. An "Authorization for Advance" form must be signed by the President or Vice President of Finance. This procedure is handled through the Accounting Department.

The total amount of the advance will be deducted from the first payroll following the advance. Only under unusual circumstances will a special pay back arrangement be made.

II. Employee Compensation and Benefits

L. Employee Expenses

Actual expenses incurred in the course of conducting regular company business are fully reimbursable.

1) Meal Allowance

a. There will be a \$10 dinner allowance for any day in which an employee works 10 hours or more, where 10 hours is not their normal work day.

b. There will be a \$5 lunch allowance for any weekend or holiday in which an employee works 5 hours or more, where it is not their regularly scheduled work day.

2) Auto Expenses

Employees who travel using their personal car on company business will be reimbursed at *.205* ~~22~~ per mile for mileage other than their normal commute. Parking fees and tolls are also reimbursable.

3) Travel Expenses

a. When it is necessary for an employee to attend to business out of town, a 'Travel Authorization' form must be completed, approved and forwarded to the Accounting Department prior to travel.

b. All travel arrangements should be handled by the Branch Administrator. Airline tickets and lodging accommodations will then be billed directly to RSI. These items should still be detailed on your monthly expense report. The amounts paid directly by RSI should be deducted out at the bottom of the report, to come to net reimbursable expenses.

c. For air travel, cancelled copies of actual airline tickets are the only acceptable receipt. Lodging receipts must be the actual statement from the hotel or motel.

II. Employee Compensation and Benefits

L. Employee Expenses (cont.)

4) Expense Reporting

a. Expenses need to meet the basic IRS test of who, where, when and why (the business reason for the expense). Answer these questions on the 'Detail of Expenses'. The IRS requires receipts for all expenses over \$25 and for all lodging. Ross Systems requires credit card charge slips for these items. Restaurant stubs are okay for items under \$25, but credit card slips are preferred.

5) Reimbursement Procedure

When reimbursable expenses are incurred, the following steps must be followed to insure proper reimbursement.

a. All expenses must be listed on a 'Detail of Expenses' form and accompanied by a receipt.

b. At the end of each month, complete an 'Employee Monthly Timesheet' reporting billable and non-billable hours and expenses, and attach the 'Detail of Expenses'.

c. The 'Employee Monthly Timesheet' must be approved by your Manager and submitted to the Branch Administrator by the 5th working day of the month.

d. Expense reimbursement checks are issued on or about the 16th of each month.

II. Employee Compensation and Benefits

M. Leaves of Absence Without Pay

Ross Systems' Leave of Absence Policy enables its' employees to receive extended time away from work in order to recover from medical disability, satisfy military service obligations, or handle pressing personal obligations.

No loss of service credit will occur, but no benefit will be accrued toward vacation and sick leave for the duration of the leave.

1) Medical Leave

A medical leave of absence will be granted, up to 120 consecutive calendar days, and will be supported by a physician's statement. Accrued sick leave benefits will be used by the employee before the leave of absence begins. Leave will begin at the end of the period for which any benefit payment is made under the sick leave plan. A physician's release will be required before the employee may return to work. The employee will be covered by the group health insurance plan for the entire leave of absence up to 120 consecutive calendar days.

2) Maternity Leave

Maternity leave of absence will be treated the same as a medical leave of absence.

3) Military Service

An employee who volunteers or is called to active military duty in a branch of the United States Armed Forces will be granted a leave of absence for the period of active duty. Military reserve training (involving five work days or less is covered by personal time off). After 30 consecutive days of leave of absence, the employee will be responsible for paying his/her entire cost of group health insurance.

II. Employee Compensation and Benefits

M. Leaves of Absence (cont.)

4) Personal Leave

A personal leave of absence to handle pressing personal obligations will be granted to regular, full-time employees. A personal leave of absence will be granted up to 120 consecutive calendar days. To be eligible, the employee must have maintained a satisfactory record of employment for a minimum of 6 months.

The leave must be approved by the employee's manager and a Vice President or the President.

Leave is granted at the discretion of management. Considerations include whether the employee's absence will impede company operations, and the employee will be available to return to regular employment on or before the expiration date of the leave.

After 30 consecutive days of leave of absence, the employee will be responsible for paying his/her entire cost of group health insurance.

5) Request for Leave of Absence

Request for leave of absence must be submitted in writing to the appropriate manager two weeks prior to the commencement date, except when medical conditions make this requirement impossible.

6) Reinstatement

a. Employees returning from a leave of absence of over 30 days duration must contact the appropriate Vice President to determine work status and reinstatement.

b. Reinstatement of an employee depends upon the availability of a suitable work assignment.

c. An employee who fails to report to work upon expiration of an authorized leave of absence or who misrepresents the reason used in applying for a leave of absence may be subject to termination.

II. Employee Compensation and Benefits

N. Bereavement Leave

In the event of death in your immediate family, time off with pay may be granted, to handle family affairs and attend the funeral. Upon approval of your Manager, time off up to 4 days may be granted. Additional time as needed may be granted without pay.

"Immediate family" is defined as: father, mother, brother, sister, spouse, child, mother-in-law, father-in-law, grandparents and grandchildren.

Leave for attendance at the funeral of non-immediate family members or of persons with especially close relationship may be granted without pay.

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II. Employee Compensation and Benefits

0. Jury Duty

In order that you may exercise your privilege of citizenship when called to Jury Duty, Ross Systems will pay the difference between your salary and any payment received from the courts for the first two weeks of service. Time off without pay will be granted for time required in excess of two weeks. Please notify your Manager promptly after receiving notification to appear. It is the employee's responsibility to keep their Manager informed about the amount of time required for Jury Duty or court appearances.

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Employee Policy and Benefit Handbook

II. Employee Compensation and Benefits

P. Personal Time Off

Personal time off refers to short occasional absences for personal reasons. An employee may be required to make up any time taken as personal time off.

Visits to the dentist or doctor for short periods of time within a day are considered personal time off, usually with pay. These absences must be approved in advance by the employee's Manager.

ROSS SYSTEMS, INC.

Employee Policy and Benefit Handbook

II. Employee Compensation and Benefit

Q. Employee Referral Bonus

Ross Systems offers a bonus to eligible employees for recommending qualified candidates who are hired in full time positions. Managers are only excluded if the employee to be hired will be working for that particular manager.

Employees who refer someone to RSI will receive \$1,000 for an employee hired at an annual salary of \$24,000 or more and \$500 for salaries below that.

Payment will be made in two portions. Half of the bonus will be paid when the new employee is hired and the remaining half when the new person has been an employee for 6 months in good standing, and the referring party is still an RSI employee.

II. Compensation and Benefits

R. Payroll Deductions

The following mandatory deductions will be made from every employee's gross wages.

1) Federal Income Tax (FIT)

The amount deducted is based on the information stated on the federal withholding allowance certificate (IRS form W-4). This form must be completed by the employee in accordance with federal regulations. A new W-4 may be completed whenever an employee's circumstances change.

2) Social Security Tax (FICA)

This tax applies to all wages earned during a year up to a maximum amount. The amount and tax rate increase from year to year. Contact the Personnel Department for information regarding the annual changes.

3) State Income Tax (SIT)

This tax is only applicable in certain states. Contact the Personnel Department regarding your state tax information.

4) State Disability Insurance (SDI)

This amount varies from state to state, or is nonexistent.

In California SDI applies to all wages earned during a year up to a maximum amount. The amount and rate change from year to year.

Contact the Personnel Department regarding amounts and information on your state.

III GENERAL EMPLOYMENT

III. General Employment

A. Employee Status

Positions within Ross Systems are generally designed to require full-time employees. In certain functions, work schedules and company needs may require the services of other than full-time employees. There are three classifications of employees.

1) Full-time

An employee hired for an indefinite period in a position for which the normal work schedule is 37 1/2 hours per week. Receives all benefits.

2) Part-time

An employee hired for an indefinite period in a position for which the normal work schedule is at least 20 but less 37 1/2 hours per week. Eligible for vacation and sick leave at prorated amounts. Does not receive group health or life insurance benefits.

3) Temporary

An employee hired for a period not exceeding three months and who is not entitled to regular benefits. A temporary employee may be full-time or part-time. In addition to the use of this classification for such typical temporary positions as secretarial or clerical, it applies to students working part-time and those who work during the summer.

All employees are classified as exempt and nonexempt according to the following definitions:

Exempt - Positions of a managerial, administrative, or professional nature or for outside sales, as prescribed by federal and state labor statutes, which are exempt from mandatory overtime payments.

Nonexempt - Positions of a clerical, technical, or service nature, as defined by statute, which are covered by provisions for overtime payments.

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III. General Employment

B. Hours

Ross Systems' normal office hours for non-operations employees is 8:30 to 5:00 Monday through Friday with one hour for lunch.

~~The Computer Operations Department is open 24 hours, 7 days a week. Incoming calls to the Palo Alto offices between the hours of 5:30 p.m. and 8:00 a.m. will be received by the Operations Department.~~

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III. General Employment

C. Time Reporting

An "Employee Monthly Timesheet" must be completed, approved by the appropriate manager, and submitted to the Branch Administrator by the 5th working day of each month.

Hours should be reported accurately by Project Number and separately for Billable and Non-Billable hours.

To assure accuracy, ask the Branch Administrator for assistance with the completion of your first "Employee Monthly Timesheet".

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III. General Employment

D. Employment of Relatives

Ross Systems permits the hiring of relatives of employees if the applicant is qualified and selected by the manager. Only in extraordinary circumstances, with a manager's approval, should an employee be directly or indirectly supervised by a relative, or personal friend.

RSI defines relatives as any person related to the employee by blood, marriage, adoption or cohabitation.

III. General Employment

E. Probationary Period

Your first 90 days of employment with Ross Systems is considered a probationary period.

- 1) During this period, your performance will be under continuous review to determine whether you are suited for the position, properly classified and paid, and work well with others within RSI.
- 2) It is also a good opportunity for you to determine whether your position within RSI is meeting your expectations.
- 3) If performance is not up to minimum job requirements, corrective action may be taken prior to completion of the probationary period.
- 4) At the end of the probationary period the employee ~~will~~ ^{may} receive a written review by their manager. At this time the manager will recommend one of the following: continuance of employment, continuing the probation period and resetting the review date, or termination.

During the 90 day probationary period employees will not be eligible for vacation or sick leave benefits. Upon completion of the 90 days, vacation and sick leave hours will be accrued retroactive to date of hire.

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Employee Policy and Benefit Handbook

III. General Employment

F. Personnel Records

An employee's personnel file includes performance appraisals, salary history, and personal as well as work related information.

1) Maintaining Current Records

Ross Systems maintains accurate and current records containing employee information. It is your responsibility to provide us with current personal status such as, marriage, divorce, additional dependents, new address and telephone number.

Personal employee information is the basis of many important personnel functions and may affect benefits, insurance, income tax or be necessary in an emergency.

2) Employee Access

An employee file may be accessed by that employee, their manager, or on a reasonable basis, a manager considering that employee for transfer or promotion.

In all other cases employee files are treated as confidential.

III. General Employment

G. Termination

1) Voluntary Termination

- a. The employee must complete a "Voluntary Resignation" form, submit it to their manager for signature, and immediately forward it to the Personnel Department.
- b. A brief exit interview will be arranged with either the appropriate manager, or the Personnel Department. The exit interview is necessary to terminate benefits, collect keys, issue a final check, and most importantly, to assure an understanding of reasons for terminations.
- c. All RSI property must be returned prior to the issuing of the final paycheck.

2) Involuntary Termination

- a. If a Manager believes it will be necessary to involuntarily terminate an employee, prior approval must be obtained from the appropriate Vice President.
- b. Advance notice to the employee may or may not be given according to circumstances.
- c. Exit interviews should be conducted in the same manner as with voluntary terminations, unless the employee is unwilling.
- d. All RSI property must be returned prior to the issuing of the final paycheck.

IV TRAINING AND DEVELOPMENT

IV. Training and Development

A. Performance Appraisal

The employee performance appraisal is a process to provide an opportunity to formally document and openly discuss an employee's accomplishments, areas of needed improvement and a time to set goals for the next appraisal period.

- 1) Timing
 - a. A newly hired employee ^{MAY} will receive an appraisal during the 90 day probationary period.
 - b. ~~All employees will receive two appraisals during the year.~~ ^{ALL EMPLOYEES WILL RECEIVE A SALARY/PERFORMANCE REVIEW ONE YEAR FROM HIRE OR LAST INCREASE AS A MINIMUM.}
 - c. ~~Appraisals will occur at six month intervals from date of hire, promotion, or position change.~~
 - d. The Personnel Department will maintain a system to assist managers in completing performance appraisals on a timely basis.
- 2) Performance Appraisal Form

There is one 'Employee Performance Appraisal' form designed for use consistently throughout RSI. Please contact the Personnel Department for a copy of this form if you do not already have one.
- 3) Completion of the Appraisal Form
 - a. The formal appraisal will be prepared by the employee's immediate manager. The completed appraisal will be reviewed and signed by the appropriate Regional Manager and/or Vice President.
 - b. A second appraisal form ^{MAY} ~~should~~ be completed by the employee prior to the appraisal meeting. This should be brought to the appraisal meeting for discussion.

IV. Training and Development

A. Performance Appraisal (cont.)

4) The Appraisal Meeting

The immediate manager will conduct a meeting with the employee, and the following will occur:

a. The employee reads and understands the written review and signs it indicating that he/she has seen it.

b. The employee is provided the opportunity to contest any aspects of the review.

c. A full discussion of problems, ambitions, accomplishments, goals, performance and attitude takes place.

5) The Completed Appraisal Form

a. The completed form signed by the employee, manager, cost center manager and Vice President is forwarded to the Personnel Department.

b. A 'Personnel Action Request' form is completed in the instance of an Annual Performance Appraisal and Salary Review.

c. Two levels of approval are necessary in all circumstances involving salary increases, one of which must be the President.

d. Completed forms are forwarded to the Personnel Department and filed in the employee's personnel file.

IV. Training and Development

B. Training

Ross Systems is committed to supporting an in-house product training program and continuously encourages its' employees to gain new knowledge.

1) Product Class

a. Ross Systems offers classes to its' clients as well as its' employees. The classes are held at each RSI location and cover areas from systems overview to advanced training in a specific product.

b. For a current schedule and explanation of each class, type HELP ROSS CLASS at the ready level on any RSI computer system.

2) Outside Training

a. The educational course referred to here is a seminar or training session where the skills learned would increase the employee's value to RSI. For example, 'Management Training' for a newly promoted manager, or 'Salesmanship' for a salesperson who wanted to improve on his/her selling techniques.

b. Educational courses given by outside sources are available to RSI employees with the approval of the appropriate Manager and Vice President.

c. College courses taken for credits are covered under the "Educational Assistance Policy".

IV. Training and Development

C. Educational Assistance

Ross Systems encourages its' full time, permanent employees to continue their education thus increasing their advancement opportunities and making themselves more valuable to the company.

1) Eligibility

a. An employee must be a full time employee, who has completed the probationary period.

b. An employee must either be enrolled in a course of study that is work related ~~or in a specific Degree Program~~, which is related to RSI business.

2) Reimbursement

a. Reimbursement will be made for tuition, registration, books, and class fees.

b. To insure proper reimbursement, all receipts and a report card must be attached to a 'Detail of Expenses' and approved by your manager. Forward the completed 'Detail of Expenses' to the Personnel Department.

c. Reimbursement checks will be issued on or about the 16th of each month.

3) Limits

Reimbursement will be limited to \$1,000.00 per academic year per employee.

IV. Training and Development

C. Educational Assistance (cont.)

4) Determination of Reimbursement

Eligible expenses will be paid on the following scale:

Grade	% of Expense to be Paid
A	100%
B	90%
C	70%
Pass (in Pass/Fail grading)	70%

No reimbursement will be made for grades lower than a "C".

D. Promotion and Transfer

Ross Systems believes that the best candidate for current available positions may well be some of our present employees. The following procedure will be maintained to assure notification of all available positions.

- 1) All available positions, ~~job description,~~ and qualifications will be posted in the utility room at each RSI location.
- 2) If an employee is interested in a particular position, the employee should complete an 'Employee Request for Position Change' form and return it to the Personnel Department.
- 3) The application will be forwarded to the appropriate manager. A decision will be made on the basis of present job assignment, length of employment, capabilities, job knowledge, and education.

ROSS SYSTEMS, INC.

Employee Policy and Benefit Handbook

V. Ross Systems Standards

A. Employee Standards

Ross Systems, Inc. was built on the basis of teamwork and quality. We would like each employee to share in the continuance of quality performance.

Ross Systems prides itself in maintaining a professional corporate atmosphere while offering flexibility and less structure than most corporations. Please remember it is your responsibility as an RSI employee to fulfill each workday and accurately report time off. RSI employees are expected to perform their responsibilities with the utmost quality and care.

Ross Systems believes cooperation and teamwork is crucial to the success of any operation. You will find a more productive, happier workplace where communication and cooperation prevail. RSI expects its' employees to participate with a "teamwork" cooperative attitude.

All Ross Systems employees should concentrate on meeting these standards.

ROSS SYSTEMS, INC.

Employee Policy and Benefit Handbook

V. Ross Systems Standards

B. Absence Reporting

An employee is required to notify his/her immediate manager within the hour that they are due to begin work if they are going to be absent that day.

After three consecutive days of absence without notice, an employee who fails to notify his/her manager will be presumed to have quit and may be terminated from RSI.

ROSS SYSTEMS, INC.

Employee Policy and Benefit Handbook

V. Ross Systems Standards

C. Professional Attire

Ross Systems is a professional product and service oriented organization where client contact and exposure is experienced regularly. Professional courtesy requires our dressing in a presentable business-like fashion.

It is our policy to dress cleanly, neatly, and appropriately. Management may designate a specific dress code policy for that particular area of the Company. Please check with your manager regarding attire in your area. Employees are expected to abide by the policies in effect by both the Company and each manager.

ROSS SYSTEMS, INC.

Employee Policy and Benefit Handbook

V. Ross Systems Standards

D. Outside Employment

No employee of RSI shall maintain or be employed by an outside business which conflicts with the interests of RSI, or which interferes with his/her ability to fully perform job responsibilities.

Example: An employee may not perform outside (independent) consulting activities for RSI customers in areas that deal with RSI products and/or services.

An employee must notify their manager in writing of their intent to accept outside employment. Violation of this policy may result in immediate termination.

V. Ross Systems Standards

E. Sexual Harassment

It is Ross Systems policy that any complaint made on the basis of sexual harassment will be thoroughly investigated. Immediate disciplinary action up to and including discharge will be taken against an individual found in violation of this policy.

Any employee that believes he/she is being subjected to sexual harassment should discuss the situation with his/her manager or the Personnel Department.

Sexual harassment is a violation of Title VII of the Civil Rights Act of 1964, and is defined to include:

"Unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when such conduct is made explicitly or implicitly a term or condition of employment, if used as a basis for employment decisions, or has the purpose or effect of interfering with work performance or creating an otherwise offensive working environment."