

## HUMAN RESOURCES

### Describe the criteria for selecting managers.

Whenever possible we hire managers from within the company. Their past performance, capability to assume more responsibility, skills, and commitment to the vision, mission, and values are all factored into the decision. When we do not have a suitable candidate in the company, we search for someone who comes highly recommended with the experience and skill set needed for the job. We spend a lot of time interviewing them and conducting due diligence on how they have performed in the past.

### Describe the hiring process for employees.

We post open positions in the company so that current employees have the opportunity of applying for the position or recommending people that they know who could perform the job well. Regardless of how we find a candidate, we conduct at least five interviews. We hire all employees using a 90-day trial period to confirm that the person is a good match for the position and the company.

### Describe the plan to review performance.

The supervisor conducts a quarterly review with every person they lead. The written job performance is reviewed and employees acknowledge in writing that they have reviewed and understand what the supervisor is communicating to them.

### Describe the steps leading to dismissal.

(1) Supervisor meets with person who is performing unsatisfactorily to discuss matter and documents the meeting. A time frame is given to correct the problem, (2) If unresolved, the supervisor meets once or twice more to discuss problem and communicates that termination may occur. Staff person signs the document. (3) Termination occurs if performance remains unsatisfactory. (4) If there was a theft or other major problem, the employee is immediately dismissed.

### Describe the criteria for pay raises.

The following factors are considered when determining pay raises: (1) Performance of the individual, (2) recommendation of the supervisor, (3) cost of living increases, (4) profitability of the company

### Describe any bonus system you use.

Palmer Software rewards all staff by giving a bonus of 10 percent of the quarterly profits after expenses. The amount each person receives is based on their prorate share of all salaries.

### Describe what you do for employees' retirement.

We offer a **Superannuation** plan with the company **contributing** 10 percent.

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