



# Human Resources **Resource Guide**

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REYES BEVERAGE GROUP

## Table of Contents

<b>Benefits .....</b>	<b>3</b>
<b>Compensation .....</b>	<b>4</b>
<b>Compliance .....</b>	<b>5</b>
<b>DOT.....</b>	<b>7</b>
<b>Learning &amp; Training.....</b>	<b>10</b>
<b>Leave of Absence .....</b>	<b>11</b>
<b>Mileage Reimbursement .....</b>	<b>13</b>
<b>Onboarding.....</b>	<b>14</b>
<b>Payroll .....</b>	<b>17</b>
<b>Performance Management .....</b>	<b>19</b>
<b>Rewards and Recognition .....</b>	<b>21</b>
<b>Talent Acquisition.....</b>	<b>23</b>
<b>Talent Management .....</b>	<b>25</b>
<b>Worker's Compensation &amp; Safety .....</b>	<b>27</b>
<b>Who to Contact.....</b>	<b>29</b>
<b>Index.....</b>	<b>32</b>

# Benefits

## Description

The Reyes Family of Businesses is dedicated to supporting our employees' physical, financial and emotional well-being as a part of our Healthy Reyes benefits program. Our goal is to provide benefits that support the varied needs of our diverse teams. Every year, employees have a set period to elect or change their benefits in VIC for the coming year. Informational packets on benefits enrollment have been mailed directly to employees' homes. The same information is available in the Employee Center.

Each month, the Benefits department conducts training for new HR Business Partners. We review how benefits are administered, an overview of the benefits we offer and some things we ask of you (HR partners), and what you can expect from us. If you would like a refresher, please email the Benefits Department at [benefits@reyesholdings.com](mailto:benefits@reyesholdings.com) or call (800) 298-9461 Opt. 1 to be added to the call. Calls will be held on the 2nd Thursday of every month from 2:00 PM – 3:00 PM CST.

Subject	Content (Click each item to be linked to the resource. Items without links have a note in the resource location column)	Resource Location/Additional Information	All/East/West
Benefits Department	Benefit contact information	Enterprise HR Hub	All RBG
	Benefit reinstatement form	This form will be provided by the benefits team when an employee returns from LOA and is eligible to reinstate their benefits	All RBG
Benefits Offering	Overview of all benefit offerings	Employee Center	All RBG
	Benefits change process (AE & Off Cycle)	This process is completed through VIC, in "My On-Demand Benefits"	All RBG
Health Screenings	Healthy Reyes vs Virgin Pulse app	RFB Employee Center	All RBG
	Reasonable Alternative Standards	Enterprise HR Hub	All RBG
	Onsite Screenings	Enterprise HR Hub	All RBG

## Compensation

### Description

Reyes provides a compensation approach that is a direct result of the skills, abilities and resulting performance of its employees, also known as a “Performance-Based” compensation approach. As our owners say, “If the businesses make more money, we all make more money.” The following table depicts our approach to base pay, incentive pay, and total compensation:

Subject	Content (Click each item to be linked to the resource. Items without links have a note in the resource location column)	Resource Location/Additional Information	All/East/West
Compensation	Compensation philosophy	Enterprise HR Hub	All RBG
	Compensation Analysis: what positions require these?	Enterprise HR Hub	All RBG
Merit & ICP	Timeline	Enterprise HR Hub	All RBG
	Compensation module	Enterprise HR Hub	All RBG
	ICP level for positions	Enterprise HR Hub	All RBG
	ICP validation tool	Enterprise HR Hub	All RBG

## Compliance

### Description

Compliance is an important part of our role in Human Resources, and we strive to have systems and processes in place to ensure we are maintaining compliance at both a federal and local level. Internal HR audits are conducted to ensure business units are meeting expectations and executing procedures.

Subject	Content (Click each item to be linked to the resource. Items without links have a note in the resource location column)	Resource Location/Additional Information	All/East/West
Bulletin Boards	JJ Keller subscription	Enterprise HR Hub	All RBG
	Local notices	Enterprise HR Hub	All RBG
	Location for bulletin boards	Enterprise HR Hub	All RBG
Direct Employers	Expectations for contact	Enterprise HR Hub	All RBG
	Enterprise HR Hub video training	Enterprise HR Hub	All RBG
	Overview of HR Compliance Audit	Enterprise HR Hub	All RBG
	Review website	Enterprise HR Hub	All RBG
Employee Files	Retention policy	Employee Center	All RBG
	Subpoena requests	Subpoena requests should be sent to local legal counsel or IDM Contact (for WC related) for review before providing any EE documentation	All RBG
	What to include, types of files	Enterprise HR Hub	All RBG
	Where to keep files	Enterprise HR Hub	All RBG
Ethics Certification	HR FAQs	Enterprise HR Hub	All RBG
	Process and timeline	Enterprise HR Hub	All RBG
	Purpose	Enterprise HR Hub	All RBG
	Role of HR - completing follow-ups	Enterprise HR Hub	All RBG

I9s	Access to Guardian	email <a href="mailto:hrsupport@reyesholdings.com">hrsupport@reyesholdings.com</a> to request access	All RBG
	Paper vs Electronic - binder requirements	Enterprise HR Hub	All RBG
	Retention Policy	Enterprise HR Hub	All RBG
	Review of Guardian website and features	Enterprise HR Hub	All RBG
Key Cards/Badges	DNA Fusion – quarterly review	It is required for HR to review the badge access list quarterly to ensure that all active badges are accurate, and all terminated and leave employees have been removed/deactivated from the badge system.	All RBG

## DOT

### Description

DOT refers to Department of Transportation and refers to anyone that operates a Commercial Motor Vehicle (CMV). Our goal is to meet or exceed all regulatory requirements concerning Drivers. In addition, we strive to hire the best Drivers available who share our values and goals of operating in a safe, legal and professional manner.

Subject	Content (Click each item to be linked to the resource. Items without links have a note in the resource location column)	Resource Location/Additional Information	All/East/West
Driver Qualifications	Determining DOT-Regulated in VIC	All employees that operate a CMV on public roadways, <b>in</b> a vehicle with a <b>GVWR</b> ( <i>Gross Vehicle Weight Rating</i> ) or <b>GCWR</b> ( <i>Gross Combined Vehicle Weight Rating</i> ) of 10,001lbs <b>or greater</b> are required to be marked as DOT Regulated in VIC. This triggers them to be part of random pull program as well as requires them to have a DQ file within JJ Keller. Departments that may be affected by this are: Delivery, Warehouse and our Draft Techs (if they are delivering Draft trailers and/or CO2).	All RBG
	Drug and background check requirements	Employee Center	All RBG

	DQ File - What's needed from FA	HR is required to download the Employment History, MVR, PSP, and Clearinghouse results, and Application from First Advantage and provide to the Transportation team for inclusion in the DQ file.	All RBG
	DQ File - video	Enterprise HR Hub	All RBG
	Qualifications for Class A Driver	Employee Center	All RBG
	JJ Keller	JJ Keller is the company that houses our Driver Qualification files	All RBG
	Training requirements	ReyesConnect Training Page	All RBG
Employment Verifications	Completing DOT Employment Verifications	HR is required to complete DOT employment verifications and should work in conjunction with the Delivery/Safety teams to complete the safety history portion of the verification.	All RBG
	Record Retention Expectations	Location must keep record of all DOT employment verifications for a timeframe of 1 year. Record of the release from the candidate and response within 30 days should be kept and able to be produced to auditor if needed.	All RBG
Randoms	Contacts	<a href="mailto:randomsgroup@fadv.com">randomsgroup@fadv.com</a>	All RBG
	Process for delivering randoms	Enterprise HR Hub	All RBG
	Process for failure/denial	Enterprise HR Hub	All RBG
	Random Pool program	Enterprise HR Hub	All RBG
	Reyes Fleet Management (RFM) DOT Drug & Alcohol Training video for HR	Enterprise HR Hub	All RBG



Road to CDL/Warehouse to Wheels	Things to look out for	<p>Program Explanation: The Road to CDL program provides a training program for non-CDL drivers to support them in obtaining their Class A License.</p> <p>Things to look out for: Ensure that all Driver Trainees or employees that are in our Road to CDL program complete the required DOT background and drug screen before they start in their role. Ensure that all delivery related CC trainings are assigned and completed.</p>	Depends on Location
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## Learning & Training

### Description

RBG strives to support the development of all employees by producing quality, meaningful training, learning and development tools that support the goals of the organization and increase engagement within the workforce.

Subject	Content (Click each item to be linked to the resource. Items without links have a note in the resource location column)	Resource Location/Additional Information	All/East/West
Career Connect Learning	Assigning trainings	CareerConnect	All RBG
	Marking trainings complete	CareerConnect	All RBG
	Required trainings for new hires	CareerConnect	All RBG
Mind Tools	How to access	Business Training Site on Reyes Connect	All RBG
	When to use	This tool can be utilized by any employee, but it is a great resource for employees wishing to make their development plan more robust. The tool has resources categorized by competencies with articles and videos.	All RBG

## Leave of Absence

### Description

Whether for military service, personal or family illness, pregnancy, or other reasons, individuals sometimes need a leave of absence (LOA) from work. If the employee's leave is the result of an illness or injury, the Transitional Return to Work Program protects the employee's productivity by helping them resume work, and it is our philosophy that we accommodate all injuries (personal or WC) with Transitional Duty when available.

Leave Verification (Varies by State) – for the most part, LOAs will be verified and approved by the Leave of Absence team, however some leaves will need to be approved/verified locally – such as Personal Leave, Funeral, Jury.

Subject	Content (Click each item to be linked to the resource. Items without links have a note in the resource location column)	Resource Location/Additional Information	All/East/West
Leave of Absences	Corporate contacts	Enterprise HR Hub	All RBG
	Requirements of HR	Enterprise HR Hub	All RBG
	Role of Leave of Absence department	Enterprise HR Hub	All RBG
	Adding/removing employees from leave in VIC	Enterprise HR Hub	All RBG
	Different types of leave offered	Enterprise HR Hub	All RBG
	AbsenceSoft	Enterprise HR Hub	All RBG
	Leave Verification (Varies by state)	The Leave of Absence department will review all LOA requests and determine eligibility. Eligibility will depend on specific leave requirements	All RBG
ADA	Role of HR	Enterprise HR Hub	All RBG
	Letter templates	Enterprise HR Hub	All RBG
	Interactive process form	Enterprise HR Hub	All RBG

	Requirements for tracking progress	Enterprise HR Hub	All RBG
	Transitional Duty vs ADA Accommodation	Enterprise HR Hub	All RBG

# Mileage Reimbursement



## Description

RBG reimburses employees when the drive for business related reasons, we have a few different programs that help us administer this process which varies by position and state.

Subject	Content (Click each item to be linked to the resource. Items without links have a note in the resource location column)	Resource Location/Additional Information	All/East/West
Motus Program	Explanation of taxes - taxable income letters and spreadsheet	RBG HR SharePoint	All RBG
	Explanation of tiers	RBG HR SharePoint	All RBG
	Motus Program explanation: covered positions	RBG HR SharePoint	All RBG
	Requirements of HR	RBG HR SharePoint	All RBG
Car Allowance (Varies by State)	Assigning Car Allowance	Enterprise HR Hub	RBG East
	Managing Car Allowance via VIC	Enterprise HR Hub	RBG East

## Onboarding

### Description

Onboarding helps new hires adjust to the social and performance aspects of their jobs so they can quickly become productive, contributing members of the organization. At RBG we have many onboarding programs to assist us with ensuring that we are consistent with our approach across the business units and that all new hires receive a similar onboarding experience regardless of which location they are at.

Subject	Content (Click each item to be linked to the resource. Items without links have a note in the resource location column)	Resource Location/Additional Information	All/East/West
Department Specific Onboarding  (Review expectations and HR role in each onboarding program)	Delivery Onboarding	ReyesConnect Training Site	All RBG
	Leadership Onboarding	ReyesConnect Training Site	All RBG
	Merchandising Onboarding	ReyesConnect Training Site	All RBG
	Sales Onboarding	ReyesConnect Training Site	All RBG
	Warehouse Onboarding	ReyesConnect Training Site	All RBG
Onboarding Paperwork	Assigning Electronic onboarding	CareerConnect	All RBG
	Reviewing for completion	CareerConnect	All RBG
	Review of paperwork per position included	RBG HR SharePoint	All RBG
	Review of wet signatures needed	Reyes Holdings department of Ethics and Compliance requires that HR receives a “wet signature” on the Guidelines for Business Conduct. All other required documents can be electronically signed via the Onboarding Tasks in Career Connect.	All RBG

New Hire Orientation	Orientation deck	ReyesConnect	All RBG
	Branded Items	Partner with your Marketing Manager to provide supplier swag to new hires i.e. keychains, shirts, reusable tote etc.	Depends on Location
	Welcome email	RBG HR SharePoint	Depends on Location
Policy Review	Arbitration Agreements (Driver Vs. Other Positions)	ReyesConnect: Employee Center	Specific to Location
	Biometrics	ReyesConnect: Employee Center	All RBG
	COVID Policies	RBG HR SharePoint	Specific to Location
	DOT Drug Policy	ReyesConnect: Employee Center	All RBG
	Drug Policy	ReyesConnect: Employee Center	All RBG
	Ethics Hotline	ReyesConnect: Employee Center	All RBG
	Get Home/Safe Ride Program	ReyesConnect: Employee Center	All RBG
	Guidelines for Business Conduct	ReyesConnect: Employee Center	All RBG
	Harassment, Discrimination and EEO	ReyesConnect: Employee Center	All RBG
	Harassment, Discrimination and EEO	ReyesConnect: Employee Center	All RBG
	Lactation Accommodation (CA Only)	ReyesConnect: Employee Center	RBG West
	Meal and Rest Breaks (CA only)	ReyesConnect: Employee Center	RBG West
	Mobile Device Policy	ReyesConnect: Employee Center	All RBG

	Pub Policy	ReyesConnect: Employee Center	All RBG
	RBD Employee Handbook * California Addendum	ReyesConnect: Employee Center	All RBG/RBG West
	RBD Credit Card Request Form (if applicable)	ReyesConnect: Employee Center	All RBG
	Travel and Expense Policy and Addendum (if applicable)	ReyesConnect: Employee Center	All RBG



# Payroll

## Description

At RBG we strive to ensure that all our employees are paid accurately and on time. We are able to achieve that through partnerships with our Local and Corporate Payroll Teams.

Subject	Content (Click each item to be linked to the resource. Items without links have a note in the resource location column)	Resource Location/Additional Information	All/East/West
Employment Verification	State disability requests	These should be completed locally and returned to the required agencies.	All RBG
	Unemployment requests	These should be handled locally.	All RBG
	Verify X	Employee Center	All RBG
Manual Check Requests	Deadlines	Note: Deadlines may vary based on time zone.	All RBG
	Pay correction check requests	RBG HR SharePoint	All RBG
	Referral bonus	Referral bonuses are dependent on location.	Depends on location
	Sign-On bonus	Sign-On bonuses are given at the discretion of the location leaders/HR and will be based on need and position. All Sign-On bonuses should be approved through HR VPs.	Depends on location
	Termination check requests  *Delay Pay (CA only)	In CA, if a termination check will not be received by the employee within the specified timeframe, delay pay is owed, 8 hours of REG Pay for every day past the date the check should have been received up to 30 days (this does include weekends).	All RBG/RBG West

	Tuition reimbursement	Employee Center	All RBG
Payroll	Historical edits	Enterprise HR Hub	All RBG
	Local payroll contact (introductions)	Local HR	All RBG
	Meal Violation Reports (CA only)	RBG HR SharePoint	RBG West
	Replacement Check process	RBG HR SharePoint	All RBG
	Retro payments	RBG HR SharePoint	All RBG
	Reviewing exceptions	Enterprise HR Hub	All RBG
	Vacation cash out process/form	RBG HR SharePoint	All RBG
	Voluntary deduction forms	RBG HR SharePoint	RBG West
	Weekly approval deadlines	RBG HR SharePoint	RBG West
UKG (Formally Kronos)	Adding schedules	Enterprise HR Hub	All RBG
	Adding to accrual buckets	Enterprise HR Hub	All RBG
	Approving/reviewing time off	Enterprise HR Hub	All RBG
	Running reports	Enterprise HR Hub	All RBG
	Viewing/approving timecards	Enterprise HR Hub	All RBG

## Performance Management

### Description

A central component of the Reyes Family of Business' identity is to strive for further development and achieve meaningful goals that will motivate employees to grow, both personally and professionally. Our approach to Performance Management (PM) revolves around a structured timeline beginning with self-assessments and goal setting by the employee, which are then reviewed by managers and further developed into an actionable plan to achieve these goals.

Subject	Content (Click each item to be linked to the resource. Items without links have a note in the resource location column)	Resource Location/Additional Information	All/East/West
Drug/Alcohol Screening	Reasonable Suspicion Testing Process	Enterprise HR Hub	All RBG
ExitRight	Accessing ExitRight	External Website	All RBG
	Best Practices for Using ExitRight Data	We encourage HR leaders to review their exit right data monthly to look for trends or opportunities outlined in the feedback. Share feedback with local leaders to identify and actions needed to address the opportunities. Exit Feedback that is deemed to be a potential Ethics claim will be escalated by the Ethics and Compliance Team and created into an Ethics Hotline case for review and investigation.	All RBG
Investigations	Ethics and Compliance Investigation video training	Enterprise HR Hub	All RBG
	Format for reporting investigations	RBG HR SharePoint	All RBG

	Notating in EthicsPoint	Navex	All RBG
Progressive Discipline	Performance Notice templates	RBG HR SharePoint	All RBG
	Progressive Discipline Model/Philosophy	RBG HR SharePoint	All RBG
	Role of Leader vs Role of HR	In general, the leader performs the termination meeting, HR will provide all necessary documentation to the leader and coach the leader on the process beforehand. It is our belief that if HR is removed from the termination meeting, employees will have HR to reach out to with any questions or concerns after the termination. HR might be present for difficult terminations or those terminations that require support such as denial of ADA that results in separation.	All RBG
Terminations	Processing in VIC	Enterprise HR Hub	All RBG
	Requesting for termination	Leaders should request termination through local HR, and local HR will escalate to legal/HR VP as needed	All RBG
	Requirements for termination (per state ordinances)	Local municipalities have certain requirements for terminations such as what is owed to the employee on date of termination and specific paperwork that needs to be provided. Please review your local ordinances or check with legal counsel if you are unsure of what is required.	All RBG

## Rewards and Recognition

### Description

At RBG we believe that it is important to reward great performance as well as recognize are employees on a consistent basis. We have developed some streamlined approaches to our culture that drive recognition and focus on rewarding based on achieving company goals and those that live out our Performance Promise every day.

Subject	Content (Click each item to be linked to the resource. Items without links have a note in the resource location column)	Resource Location/Additional Information	All/East/West
Annual Meetings	Employee of the Year	What's on Tap? <a href="#">Employee engagement toolkit</a>	All RBG
	Year in Review: deck and overview	Depending on location, your leadership team may hold a meeting and create a deck that reviews the prior year's achievements, discusses upcoming goals and recognize high achievers (employees of the year).	All RBG
Culture	Best Places to Work - Employer Recognition	What's on Tap? <a href="#">Employee engagement toolkit</a>	All RBG
	Cheers Cards: physical and app	What's on Tap? <a href="#">Employee engagement toolkit</a>	All RBG
	Customer Service Standards	RBG SharePoint	All RBG
	Performance Promise	ReyesConnect	All RBG
	Tiger Joes: policy and expectations	Employee Center	All RBG
	Weekly POET readings	What's on Tap? <a href="#">Employee engagement toolkit</a>	All RBG
Employee Recognition	Anniversary awards	What's on Tap? <a href="#">Employee engagement toolkit</a>	All RBG

	Birthdays	What's on Tap? <a href="#">Employee engagement toolkit</a>	All RBG
	Employee of the Month	What's on Tap <a href="#">Employee engagement toolkit</a>	All RBG
Prizes	Prize Acknowledgement Form: expectations and timeline	RBG HR SharePoint	RBG West

# Talent Acquisition



## Description

The primary objective of Talent Acquisition (TA) is to find and acquire skilled candidates for the Reyes Family of Businesses' key roles and to meet all labor requirements. Specifically, TA is responsible for employment branding and marketing, managing the application tracking process, recruitment best-practices and tools, optimizing TA-related technology and suppliers, and supporting TA processes for select positions. TA aims to evaluate the RFB's current recruitment and selection processes and tools, make recommendations for enhancements utilizing the industries best practice benchmarks, analyzing cost/hire and quality/hire metrics and establish improvement targets.

Subject	Content (Click each item to be linked to the resource. Items without links have a note in the resource location column)	Resource Location/Additional Information	All/East/West
Background Check Process	Adverse Action System Training.mp4	Enterprise HR Hub	All RBG
	Adverse Action System Training Deck	Enterprise HR Hub	All RBG
	Differences between background packages Adverse Action Process (including CA specific)	Enterprise HR Hub	All RBG
	First Advantage (FADV) & DOT Compliant Screening training FAQ	Enterprise HR Hub	All RBG
	FADV & DOT Compliant Screening training video	Enterprise HR Hub	All RBG
	FADV contact list	Enterprise HR Hub	All RBG
	FADV System – video-recorded training	Enterprise HR Hub	All RBG

	FADV System training deck	Enterprise HR Hub	All RBG
	Requesting background checks and drug screens	Enterprise HR Hub	All RBG
Employee Movement	Demotions	Enterprise HR Hub	All RBG
	Internal Transfers Process: between BU and within BU	Enterprise HR Hub	All RBG
	Lateral moves	Enterprise HR Hub	All RBG
	Promotions process	Enterprise HR Hub	All RBG
	Employee changes	Enterprise HR Hub	All RBG
Recruiting	Disposition reasons	Enterprise HR Hub	All RBG
	Interview Guides (Exempt)	Enterprise HR Hub	All RBG
	Interview Guides (Nonexempt)	Enterprise HR Hub	All RBG
	Labor Codes	RBG HR Sharepoint	All RBG
	Scheduling interviews	Enterprise HR Hub	All RBG
	Who to contact	Enterprise HR Hub	All RBG



# Talent Management

## Description

The Reyes Family of Businesses strives to ensure our employees are equipped to meet current and future business requirements. To facilitate long-term business success, we work to attract, hire, develop and retain high-quality employees who support our **Performance Promise** and our drive to get better every day. We use Performance and Talent Management approaches that help employees strive for more and clearly understand what they need to do to succeed and grow with us.

Subject	Content (Click each item to be linked to the resource. Items without links have a note in the resource location column)	Resource Location/Additional Information	All/East/West
Annual Performance Review	Calibration Sessions before final face-to-face	Enterprise HR Hub	All RBG
	Completion reports – Annual Performance Review	CareerConnect	All RBG
	Process: manager eval, face-to-face, sign-off	Enterprise HR Hub	All RBG
	Self-evaluations	Enterprise HR Hub	All RBG
Core Competencies	Individual Contributor competencies	Enterprise HR Hub	All RBG
	Leadership competencies	Enterprise HR Hub	All RBG
	Professional level competencies	Enterprise HR Hub	All RBG
Developmental Plans	70/20/10 Structure	Enterprise HR Hub	All RBG
	Development Plan philosophy	Enterprise HR Hub	All RBG
	Updating in CCL	Enterprise HR Hub	All RBG

Goal Setting	Changing goals with position movement	Enterprise HR Hub	All RBG
	Deadlines	Enterprise HR Hub	All RBG
	How to set Goals in CCL	Enterprise HR Hub	All RBG
	Plan A vs Plan 5 Goals	Enterprise HR Hub	All RBG
Mid-Year Performance Review	Completion reports – Mid-Year Performance Review	Enterprise HR Hub	All RBG
	Process: manager eval, face-to-face & sign-off	Enterprise HR Hub	All RBG
	Self-evaluations	Enterprise HR Hub	All RBG
Talent Review	Facilitating Calibration Sessions	Enterprise HR Hub	All RBG
	Identifying a Hi Potential (HiPo) employee	Enterprise HR Hub	All RBG
	Running a 9-Box Calibration Session	Enterprise HR Hub	All RBG
	Talent Assessments in CCL	Enterprise HR Hub	All RBG

## Worker's Compensation & Safety

### Description

Reyes Holdings regards the safety of its employees as fundamental to business success and expects continuous efforts to integrate this value into every facet of business. We are committed to pursuing a work environment free of occupational injury, illness or vehicle collision through preferred work practices, employee participation and compliance with all regulatory agencies.

Subject	Content (Click each item to be linked to the resource. Items without links have a note in the resource location column)	Resource Location/Additional Information	All/East/West
Safety	RBG COVID intake form	Microsoft Forms	RBG West
	HR's role with Safety	HR and Safety are partners in the support and wellbeing of our employees. The roles and responsibilities with regard to compliance, injuries, programs, etc. will depend on the location.	All RBG
	Kinetic	ReyesConnect	All RBG
	Serious Incident Notification process	RBG HR SharePoint	All RBG
Worker's Compensation	Claims review	Your IDM Manager or Workers Comp Claim Manager (where applicable) will schedule a monthly/quarterly claims review with Sedgewick.	All RBG
	Local clinics - access work status reports	Access to work status reports – Request access through IDM team to your local clinics	All RBG
	Nurse Triage explanation and number	Enterprise HR Hub	All RBG
	How to enter a claim in Origami	RBG HR SharePoint	All RBG

	Review of Origami site	Enterprise HR Hub	All RBG
	Role of Safety/Leader/HR	Enterprise HR Hub	All RBG
	Sedgewick contacts	Enterprise HR Hub	All RBG
	Tracking Worker's Compensation – Best Practices	RBG HR SharePoint	All RBG

## Who to Contact

Department	Topics	Contact Info
HRIS Support	<ul style="list-style-type: none"> <li>• Guardian Access</li> <li>• First Advantage Access</li> <li>• UKG Issues, including updating access and hypfinds</li> <li>• Timeclock issues</li> <li>• iCIMS</li> <li>• Career Connect Learning Admin Access</li> <li>• HR Enterprise HUB access</li> <li>• Access to HRIS Portal</li> <li>• Power BI access</li> </ul>	<a href="mailto:hrsupport@reyesholdings.com">hrsupport@reyesholdings.com</a>
Employee Data	<ul style="list-style-type: none"> <li>• Access to VIC</li> <li>• VIC workflow issues</li> <li>• Mass updates to data (20 + more updates)</li> </ul>	<a href="mailto:employeedata@reyesholdings.com">employeedata@reyesholdings.com</a>
Leaves	<ul style="list-style-type: none"> <li>• Access to absence soft</li> <li>• Questions about Leave of Absences</li> </ul>	<a href="mailto:leaves@reyesholdings.com">leaves@reyesholdings.com</a> (East) <a href="mailto:leavewest@reyesholdings.com">leavewest@reyesholdings.com</a> (West)
IDM	<ul style="list-style-type: none"> <li>• Questions about WC claims</li> <li>• Scheduling a claims review</li> </ul>	<a href="mailto:mcrespo@reyesholdings.ocm">mcrespo@reyesholdings.ocm</a>

Department	Topics	Contact Info
Medical Management Team	<ul style="list-style-type: none"> <li>Follow up on medical status of serious incidents</li> <li>Changes to WC Clinics</li> <li>Being added to Clinic status updates</li> </ul>	<a href="mailto:cheldt@reyesholdings.com">cheldt@reyesholdings.com</a> , <a href="mailto:Alightner@reyesholdings.com">Alightner@reyesholdings.com</a> , <a href="mailto:dsaraz@reyesholdings.com">dsaraz@reyesholdings.com</a>
Benefits	<ul style="list-style-type: none"> <li>Questions about benefits offerings</li> <li>Documentation for life event benefit changes</li> </ul>	<a href="mailto:benefits@reyesholdings.com">benefits@reyesholdings.com</a>
IT	<ul style="list-style-type: none"> <li>Password resets</li> <li>Access to Microsoft 360 applications</li> <li>Okta Verify</li> <li>DNA Fusion Access</li> <li>Access to edit email distribution lists</li> <li>Ordering equipment (Laptop, cell phone)</li> </ul>	<a href="mailto:itsc@reyesholdings.com">itsc@reyesholdings.com</a>
Motus	<ul style="list-style-type: none"> <li>Questions about taxable income</li> <li>Issues with employee documentation</li> </ul>	<a href="mailto:Clientservices@motus.com">Clientservices@motus.com</a>
Charlene Cress	<ul style="list-style-type: none"> <li>Access to Origami</li> </ul>	<a href="mailto:ckress@reyesholdings.com">ckress@reyesholdings.com</a>
Safety Manager b varies locally	<ul style="list-style-type: none"> <li>Origami Notifications</li> <li>Questions regarding safety programs</li> <li>Monthly Safety Topics</li> </ul>	<a href="mailto:jgoldenson@reyesholdings.com">jgoldenson@reyesholdings.com</a>
Jeff Goldenson Kevin Grotzke	<ul style="list-style-type: none"> <li>DOT Questions</li> </ul>	<a href="mailto:jgoldenson@reyesholdings.com">jgoldenson@reyesholdings.com</a> <a href="mailto:kgrotzke@reyesholdings.com">kgrotzke@reyesholdings.com</a>

Department	Topics	Contact Info
First Advantage	<ul style="list-style-type: none"> <li>• Questions about First Advantage System</li> <li>• Questions about Background Checks</li> <li>• Questions about Drug Screens</li> <li>• Requesting an alternative for DOT Randoms</li> </ul>	<a href="mailto:gina.ringham@fadv.com">gina.ringham@fadv.com</a> , <a href="mailto:fadvcustomercare@fadv.com">fadvcustomercare@fadv.com</a> <a href="mailto:randomsgroup@fadv.com">randomsgroup@fadv.com</a>
Denise Wydra	<ul style="list-style-type: none"> <li>• Access Direct Employers</li> <li>• Affirmative Action Logs</li> </ul>	Denise Wydra

# Index

Click on each topic to be taken to the resource location

**70/20/10 Structure**  
**AbsenceSoft**  
**Access to Guardian**  
**Accessing ExitRight**  
**ADA - Letter templates**  
**ADA - Requirements for tracking progress**  
**ADA - Role of HR**  
**ADA interactive Process Form**  
**Adding/removing employees from leave in VIC**  
**Adverse Action System Training Deck**  
**Adverse Action System Training.mp4**  
**AMP Training Courses**  
**Anniversary awards**  
**Annual review - Process: manager eval, face-to-face, sign-off**  
**Annual review - self evaluation**  
**Arbitration Agreements (Driver Vs. Other Positions)**  
**Assigning Car Allowance**  
**Assigning trainings in CCL**  
**Beer 101 / Cerveza 101**  
**Benefits contact information**  
**Benefits Reinstatement form**  
**Benefits change process (AE & Off Cycle)**  
**Best Places to Work - Employer Recognition**  
**Best Practices for Using ExitRight Data**  
**Biometrics policy**  
**Birthdays**  
**Brain Bites - Time Management**  
**Brain Bites - Writing Effective Emails**  
**Bulletin Board Local notices**  
**Calibration Sessions before Final face-to-face**  
**California Addendum to RBG Employee Handbook**  
**CareerConnect: Deep-Dive into Goal Setting**  
**CareerConnect: Introduction**  
**CareerConnect: Introduction to our Recruiting Management System**  
**CareerConnect: What to Expect During the Mid-Year Review Process**  
**CareerConnect: What to Expect During the Year-End Review Process**  
**CDC COVID data tracker**



**Changing goals with position movement**  
**Cheers Cards: physical and app**  
**Compensation Analysis: what positions require these?**  
**Compensation module**  
**Compensation philosophy**  
**Completing DOT Employment Verifications**  
**Completion reports & Annual Performance Review**  
**Completion reports & Mid-Year Performance Review**  
**Concur User Training**  
**COVID Policies**  
**Customer Service Standards**  
**Delay Pay (CA only)**  
**Delivery Onboarding**  
**Demotions**  
**Determining DOT - regulated in VIC**  
**Development Plan philosophy**  
**Development plans - updating in CC**  
**Differences between background packages Adverse Action Process (including CA specific)**  
**Different types of leave offered**  
**Direct Employers Expectations for contact**  
**Direct employers review Website**  
**Disposition reasons**  
**DNA Fusion - quarterly review**  
**DOT Drug Policy**  
**DQ File - FAQ**  
**DQ File - Video**  
**DQ File - What's needed from FA**  
**Driver Qualifications - JJ Keller**  
**Drug and background check requirements**  
**Drug Policy**  
**Drug/Alcohol Screening - Reasonable Suspicion Testing Process**  
**Employee changes**  
**Employee files - Subpoena requests**  
**Employee files - what to include, types of files**  
**Employee Files - where to keep files**  
**Employee of the Month**  
**Employee of the Year - company breakfast**  
**Employment verifications - Record Retention Expectations**  
**Enterprise HR Hub video training**  
**Ergonomics Awareness**  
**Ethics and Compliance Investigation video training**

**Ethics Certification - Purpose**  
**Ethics Certification - Role of HR - completing follow-ups**  
**Ethics Certification HR FAQs**  
**Ethics Certification Process and timeline**  
**Ethics Hotline**  
**Facilitating Calibration Sessions**  
**FADV & DOT Compliant Screening training video**  
**FADV contact list**  
**FADV System - video-recorded training**  
**FADV System training deck**  
**Fire Prevention and Response**  
**First Advantage (FADV) & DOT Compliant Screening training FAQ**  
**Format for reporting investigations**  
**Get Home/Safe Ride Program**  
**Goal Setting - Deadlines**  
**Guardian website and features**  
**Guidelines for Business Conduct**  
**Harassment, Discrimination and EEO**  
**Hazard Communication & Global Harmonizing System / Comunicaci3n de Peligros y Sistema Global de Armonizaci3n**  
**Healthy Reyes vs Virgin Pulse app**  
**HIPAA Privacy in the Workplace**  
**How to set Goals in CCL**  
**HR/Safety/Manager provides new hire with a tour of the facility**  
**HR's role with Safety**  
**I9 Paper vs Electronic - binder requirements**  
**I9 Retention policy**  
**I9 Retention Policy**  
**ICMs - Labor Codes**  
**ICP level for positions**  
**ICP validation tool**  
**Identifying a Hi Potential (HiPo) employee**  
**Individual Contributor competencies**  
**Internal Transfers Process: between BU and within BU**  
**Interview Guides (Exempt)**  
**Interview Guides (Nonexempt)**  
**Interviewing Skills 101: Conducting Effective Interviews**  
**JJ Keller subscription**  
**JJ Keller Training requirements**  
**Kinetic**  
**Kronos 1- Course Essentials**

Labor Codes  
Labor Relations PER Training  
Lactation Accommodation (CA Only)  
Lateral moves  
Leadership 101  
Leadership competencies  
Leadership Onboarding  
LEAP Training  
Leave of Absences - Corporate Contacts  
Leave of Absences - Requirements of HR  
Leave Verification (varies by state)  
Local payroll contact (introductions)  
Location for bulletin boards  
Managing Car Allowance via VIC  
Manual Check requests deadlines  
Manual Check requests - pay correction check requests  
Marking trainings complete in CCL  
Meal and Rest Breaks (CA only)  
Meal Violation Reports (CA only)  
Merchandising Onboarding  
Merit & ICP Timeline  
Mid-Year Performance Review - self-evaluations  
Mind Tools - when to use  
Mind Tools - how to access  
Mobile Device Policy  
Motus program - explanation of Taxes - taxable income letters and spreadsheet  
Motus program - explanation of tiers  
Motus program - requirements of HR  
Motus Program explanation: covered positions  
New Hire - branded items  
New Hire - welcome email  
New Hire Orientation deck

**New Hires Ethics training**

Notating in EthicsPoint

Onboarding Paperwork - assigning electronic onboarding

Onboarding Paperwork - review of paperwork per position included

Onboarding Paperwork - review of wet signatures needed

Onboarding Paperwork - reviewing for completion

**Onsite Screenings**

Overview of all benefits offerings

Overview of HR Compliance audit

Payroll - reviewing exceptions

Payroll - voluntary deduction forms

Payroll - weekly approval deadlines

Payroll Historical edits

Payroll Retro payments

Performance Notice templates

Performance Promise

Plan A vs Plan 5 Goals

Post Offer process

Prize Acknowledgment Form: expectations and timeline Process  
for delivering randoms

Process for failure/denial - randoms

Process: manager eval, face-to-face, sign-off

Professional level competencies

Progressive Discipline - Role of Leader vs Role of HR

Progressive Discipline Model/Philosophy

Project Management fundamentals

Promotions process

Pub Policy

Qualifications for Class A Driver

Random Pool program

Randoms contacts

RBG Credit Card Request Form (if applicable)

RBG Employee Handbook

RBG COVID intake form

Reasonable Alternative Standards

Referral bonus

Replacement check process

Requesting background checks and drug screens

Requesting for termination

Required trainings for new hires - CCL

Requirements for termination (per state ordinances)

Review of Origami site

Reyes Fleet Management (RFM) DOT Drug & Alcohol Training video for HR  
Road to CDL/Warehouse on Wheels - things to look out for  
Role of Leave of Absence department  
Role of Safety/Leader/HR  
Running a 9-Box Calibration Session  
Running reports in CCL  
Sales Onboarding  
Scheduling Interviews  
Sedgewick contacts  
Serious Incident Notification process  
Sign-on bonus  
State disability requests  
TA Team - who to contact  
Talent Assessments in CCL  
Termination check requests  
Terminations - processing in VIC  
Tiger Joes: policy and expectations  
Tracking Worker's Compensation & best practices  
Transitional Duty vs ADA Accommodation  
Travel and Expense Policy and Addendum (if applicable)  
True North Training  
Tuition reimbursement  
UKG - adding schedules  
UKG - adding to accrual buckets  
UKG - approving/reviewing time off  
UKG - running reports  
UKG - viewing/approving timecards  
Unconscious Bias Level 100  
Unemployment requests  
Vacation cash out process/form  
Verify X  
VIC training and overview  
Violence in the Workplace: how to prepare for the worst  
Warehouse Onboarding  
Weekly POET readings  
Worker's Compensation - how to enter a claim in Origami  
Worker's Compensation - nurse Triage explanation and number Worker's  
Compensation Claims review  
Worker's Compensation local clinics - access work status reports  
Year in Review: deck and overview