



FREQUENTLY ASKED QUESTIONS

HOW DO I REQUEST PTO?

Please submit your PTO request through Paycom as far in advance as possible. Log in to Paycom, navigate to the Time Off Requests section, then select Request Time Off. Here is where you will choose the date and input all pertinent information such as dates, times and type (i.e. sick, pto, fmla, etc.). If you have questions about your balance or approval status, contact HR.

HOW DO I UPLOAD MY DRIVER'S LICENSE TO PAYCOM?

In Paycom, go to Documents > My Documents > Add Document in the bottom right corner. Select "Driver's License," upload your updated license, and click Add.

WHO DO I CONTACT IF I HAVE QUESTIONS ABOUT PAYROLL?

Please reach out to the Finance Department for questions regarding paychecks, direct deposit, deductions, or tax forms. Lisa can be reached directly at 360.401.2028.

HOW DO I ACCESS MY BENEFITS INFORMATION?

Benefit information can be found through Paycom under Benefits, or by contacting HR. HR can assist with medical, dental, vision, life insurance, 401(k), and other benefit questions.

WHEN AM I ELIGIBLE FOR THE 401(K) PLAN?

Employees are eligible to participate in EFI's 401(k) plan after 90 days of employment. Reach out to HR for further information.

HOW DO I UPDATE MY ADDRESS, PHONE NUMBER, OR EMERGENCY CONTACT INFORMATION?

You can update your personal information directly in Paycom under Information > Address and Contact Information. If you need help, please contact HR.

WHAT SHOULD I DO IF I AM SICK AND CANNOT MAKE IT TO WORK?

Please follow the proper call out procedure and reach out to the Residential Scheduler during office hours, and the Residential Shift Manager after office hours.

WHO DO I CONTACT IF I NEED HELP WITH A VEHICLE ISSUE?

Please contact Lisa or Becca for fleet-related concerns such as maintenance, repairs, gas cards, vehicle inspections, or registration issues.

WHERE DO I REPORT A VEHICLE MAINTENANCE CONCERN?

Vehicle concerns should be reported to your supervisor, as well the Finance Director and Fleet Manager as well as be documented according to department procedures. Weekly Vehicle Inspection Reports should also be completed fully and turned in on time.

HOW DO I SCHEDULE AN OIL CHANGE FOR A COMPANY VEHICLE?

You do not need an appointment to get an oil change done. Proceed to the nearest Valvoline and . Tire rotations should also be completed at the same time through Les Schwab.

WHAT SHOULD I DO IF I LOSE MY GAS CARD OR FORGET MY PIN?

Report lost gas cards immediately. Gas PINs should never be stored with gas cards and should be kept in a secure location. Contact the Fleet Coordinator should be notified and can help you with retrieving your code.

HOW DO I COMPLETE REQUIRED ANNUAL TRAINING?

Required trainings such as Bloodborne Pathogens, CPR/First Aid, and other compliance trainings will be communicated by HR. Training deadlines are important to maintain schedule eligibility.

HOW DO I ACCESS BLOODBORNE PATHOGENS TRAINING?

Please log in to Open Future Learning, select “Find New Learning Modules,” and in the search bar type “Infection Control and Bloodborne Pathogens.” Complete the assigned training module in full.

If you completed this training last year through Open Future Learning, you may need to select “My Completed Modules” and click “Retake Module” next to the Bloodborne Pathogens course.

WHAT DO I DO IF I HAVE CONCERNS ABOUT HARASSMENT, DISCRIMINATION, OR WORKPLACE ISSUES?

Please report concerns to HR, your supervisor, or another member of leadership. Employees may also use anonymous reporting options if they are more comfortable doing so. This can be found under the Human Resources tab of the company website where you can fill out a grievance form.

CAN I APPLY FOR OTHER POSITIONS WITHIN EFI?

Yes. Internal applicants are encouraged to apply for open positions within EFI. Current job openings can be found on the careers page or by contacting HR.

WHERE CAN I FIND COMPANY POLICIES AND PROCEDURES?

Company policies and procedures are available on Paycom under Documents > Company Resources. You could also reach out to HR for any questions. .

WHO DO I CONTACT IF I NEED HELP WITH PAYCOM, THERAP, OR OTHER SYSTEMS?

Please contact your supervisor or HR for assistance with system access, passwords, or troubleshooting.

WHAT SHOULD I DO IF I NEED SUPPORT OUTSIDE OF WORK?

The Employee Resources page of the company website includes links to community resources for mental health, food assistance, housing, financial support, child care, and other local services available to employees and their families.