



# Team Andreas Handbook



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## INTRODUCTION

### Welcome |

Revised: 02/11/2020 | Effective: 01/09/2020

We believe that every member of our team helps to make Andreas Plumbing, Heating and Air Conditioning successful. We hope that you will be proud to be a member of our team.

This handbook is intended to thoroughly acquaint you with the policies, practices and standards of conduct for the employees of Andreas Plumbing, Heating and Air Conditioning. Since the handbook may not address everything that may affect you in executing the requirements of your job, you are encouraged to discuss any questions that you have about the information provided here with your supervisor.

Management requires that you carefully read this handbook and retain a copy for future reference. When you have completed reading the handbook you are to sign the acknowledgement form at the end of this handbook. This handbook replaces all previous handbooks or other policy documents affecting employees.

Future changes to required policies and procedures may replace existing policy. Andreas Plumbing, Heating and Air Conditioning maintains the option to change, without notice, any employee policies, procedures and standards of conduct, including any policy, procedure or standard of conduct contained in this handbook.

We hope that your experience here will be enjoyable, challenging, and rewarding. Again, welcome!

Sincerely,

*Steve Munding, Nathan Andreas, Danielle Andreas*



## CUSTOMER RELATIONS

### Customer Relations |

Revised: 02/06/2020 | Effective: 01/09/2020

Our customers are vital to the success of our business. Every employee represents Andreas Plumbing, Heating, and Air Conditioning to customers and the public. One of the highest priorities at Andreas Plumbing, Heating, and Air Conditioning is to help our customers or potential customers. Nothing is more important than being courteous, friendly, honest, prompt, and helpful to customers and potential customers.

Your contacts with the public, your telephone manners, and any communications you send to customers reflect not only on you but also on the professionalism of our company.

Good customer relations build customer loyalty.



## EMPLOYMENT POLICIES & PROCEDURES

### ADA Accommodation |

Revised: 02/06/2020 | Effective: 09/24/2019

Reasonable accommodation is available to an employee with a disability when the disability affects the performance of job functions. We make our employment decisions based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as job assignments, classifications, organizational structures, position descriptions, lines of progression, and seniority lists.

We make all types of leaves of absence available to all employees on an equal basis. Andreas Plumbing, Heating, and Air Conditioning is also committed to not discriminating against any qualified employee or applicant because the person is related to or associated with a person with a disability.

Andreas Plumbing, Heating, and Air Conditioning will follow any state or local law that gives more protection to a person with a disability than the ADA gives. Andreas Plumbing, Heating, and Air Conditioning is committed to taking all other actions that are necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and any other applicable federal, state, and local laws.

### Specific to employees in Pennsylvania

Pennsylvania Human Relations Act applies to employers of 4 or more employees.

### Employment-At-Will |

Revised: 02/06/2020 | Effective: 09/24/2019

All employees of Andreas Plumbing, Heating and Air Conditioning are employed "at will". This means that they are free to leave their employment at any time and for any reason, with or without notice. Similarly, Andreas Plumbing, Heating and Air Conditioning may terminate your employment at any time and for any reason, with or without cause or notice. In addition, the company may alter an employee's position, duties, title or compensation at any time, with or without notice and with or without cause.

Nothing in the handbook or in any document or statement and nothing implied from any course of conduct shall limit the company's or employee's right to terminate at-will. Only the company President is authorized to modify the company's at-will employment policy or enter into any agreement contrary to this policy. Any such modification must be in writing and signed by the employee and the President. *(Continued)*



## Employment-At-Will (Continued) |

Revised: 02/06/2020 | Effective: 09/24/2019

Please understand that this handbook is not intended to create or be equivalent to an employment contract, and the existence of this handbook does not change your status as an "at will" employee.

## Equal Employment Opportunity |

Revised: 02/11/2020 | Effective: 09/24/2019

Andreas Plumbing, Heating, and Air Conditioning adheres to all federal, state and local laws regarding equal employment opportunity that make it illegal to discriminate against a job applicant or an employee because of the person's race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information and any other legally protected status. It is also illegal to discriminate against a person because the person complained about discrimination, filed a charge of discrimination, or participated in an employment discrimination investigation or lawsuit.

EEOC interprets and enforces Title VII's prohibition of sex discrimination as forbidding any employment discrimination based on gender identity or sexual orientation. These protections apply regardless of any contrary state or local laws.

Through investigation, conciliation, and litigation of charges by individuals against private sector employers, as well as hearings and appeals for federal sector workers, the Commission has taken the position that existing sex discrimination provisions in Title VII protect lesbian, gay, bisexual, and transgender (LGBT) applicants and employees against employment bias.

We provide equal opportunities for all employees and applicants for employment without regard to any service, past, present, or future, in the uniformed services of the United States. It is the responsibility of everyone in management to ensure that equal consideration be given to all applicants and employees in personnel actions, which include recruiting and hiring, selection for training, promotion, demotion, discipline, rates of pay or other compensation, transfer, layoff, recalls, and terminations.

**Specific to employees in PA:** The Pennsylvania Human Relations Commission is mandated to enforce the Commonwealth's laws that prohibit discrimination because of race, color, religion, ancestry, age (40 and above), sex, national origin, non-job related disability, known association with a disabled individual, possession of a diploma based on passing a general education development test and familial status.





## Immigration Reform and Control Act |

Revised: 02/06/2020 | Effective: 09/24/2019

It is the company's policy to fully comply with the regulations of the Immigration Reform and Control Act of 1986 (as amended) enforced by the Department of Homeland Security. We will hire only American citizens and aliens who are authorized to work in the United States.

The law requires our company to do five things:

1. All new employees must complete Section 1 of the 1-9 form within three business days of hire.
2. Check documents establishing employees' identity and eligibility to work. (Note: You are not allowed to tell the employee which documents to present and cannot ask for more than is required.)
3. The person examining the documents must complete Section 2 of the 1-9 Form and the Certification Section.
4. Retain the form for at least three years. (If the company employs the person for more than three years, the company must retain the form until one year after the person leaves our employment.)
5. Present the form for inspection to the Department of Homeland Security or Department of Labor officer upon request. (At least three days advance notice will be given.)

If an employee is hired for less than three days, the company must complete Form 1-9 before the end of the employee's first working day. The 1-9 Form contains instructions for completion. The employee assigned to this task must follow those instructions completely.

1-9 Forms are to be kept separate from all other personnel records.

## Harassment Training |

Revised: 02/06/2020 | Effective: 09/24/2019

Andreas Plumbing, Heating, and Air Conditioning has zero tolerance for any form of harassment and provides appropriate, and required, Anti-Harassment training and Workplace Harassment training that will help employees to recognize situations that may involve harassment or discrimination and identify what to do when they experience or witness these situations in the workplace. Harassment training solutions are designed to minimize the likelihood of a harassment claim being filed and to protect the Company. Employees and supervisors are trained to understand and to recognize harassment in the workplace and to appropriately respond to instances of harassment when they see them.



## Right to Work |

Revised: 02/06/2020 | Effective: 01/09/2020

The "Right to Work" means that an employee cannot be compelled to join or pay the equivalent of dues to a union, nor can the employee be fired if he or she joins the union. In other words, the employee has the right to work, regardless of whether he or she is a member or financial contributor to such a union.

We believe that the work conditions, wages, and benefits we offer to Andreas Plumbing, Heating, and Air Conditioning employees are competitive with those offered by other employers in this area and in this industry. If you have concerns about work conditions or compensation, we strongly encourage you to express these concerns openly and directly to your supervisor.

Our experience has shown that when employees deal openly and directly with management, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that Andreas Plumbing, Heating, and Air Conditioning fully demonstrates its commitment to employees by responding effectively to employee concerns.

## Employment Applications |

Revised: 02/06/2020 | Effective: 01/09/2020

We rely on the accuracy of the information you put on your employment application. We expect that you and your references will give accurate and true information during the hiring process and employment. If we find that any information is misleading, false, or was left out on purpose, we may reject an applicant from further consideration. If the person has already been hired, it could result in termination of employment.

## Introductory Period |

Revised: 02/06/2020 | Effective: 01/09/2020

The first 60 days of employment are considered to be the introductory period. During this time you will be evaluated by your supervisor on your job performance, personal traits and general fitness for the job.

Employees in their introductory period are not eligible for company benefits.

After completing the introductory period, your continued employment will be determined by your job performance and adherence to the company's policies and core values.



## Resignation |

Revised: 02/11/2020 | Effective: 01/09/2020

As stated previously in this handbook, employment is "at will". Therefore, at any time, management may choose to terminate your employment for cause, including unsatisfactory performance or violations of conduct or company policy.

Likewise, you may choose to voluntarily terminate your employment with Andreas Plumbing, Heating and Air Conditioning. To resign in good standing, you must give your supervisor written notice of your intent to resign at least two weeks prior to the date on which you intend to leave your employment. Those who do not give two weeks' notice will not be considered for future employment.

All terminating employees will have an exit interview. The purpose of the interview is to be certain the reasons for the employee's termination are not founded on a misunderstanding or erroneous situation. The interview will also cover what compensation the employee has coming and when termination of benefits will occur.

Employees are expected to turn in all company property at the time of termination.

## Termination |

Revised: 02/11/2020 | Effective: 01/09/2020

Discharge may become necessary due to the employee's lack of ability or failure to fulfill the requirements of the job. Discharges are always unpleasant and costly, and the company does not take the decision to discharge lightly. Advance notice may or may not be given depending on the circumstances surrounding the termination.

It is the practice of Andreas Plumbing, Heating and Air-Conditioning to conduct exit interviews with all staff that terminate. These interviews include housekeeping items such as turning in office keys, phone cards, company credit cards, etc., completing COBRA election forms and determining the final check, including a calculation of over or under accrued vacation.

In addition to the housekeeping items, we may ask for suggestions and candid input on how we can improve our operations and service to customers. Suggestions are not required but are greatly appreciated.

Employees are expected to turn in all company property at the time of termination.



## Non-Disclosure |

Revised: 02/11/2020 | Effective: 01/09/2020

It is very important to Andreas Plumbing, Heating, and Air Conditioning that we protect our confidential business information and trade secrets. Confidential information includes, but is not limited to the following:

Compensation/Payroll, Data, Computer Processes, Computer Programs and Codes, Customer Lists, Customer Preferences, Financial Data, and Information Marketing Strategies

You may be asked to sign a non-disclosure agreement as a condition of your employment.

If you improperly use or disclose a trade secret or confidential business information, you will be subject to disciplinary action, up to and including termination of employment and legal action.

## Background Checks-Arrests/Convictions |

Revised: 02/11/2020 | Effective: 01/09/2020

To ensure that individuals who join the Company are well qualified and to ensure that Andreas Plumbing, Heating, and Air Conditioning maintains a safe and productive work environment, it is our policy to conduct pre-employment background checks on all applicants who accept an offer of employment. Background checks may include verification of any information on the applicant's resume or application form.

All offers of employment are conditioned on receipt of a background check report that is acceptable to Andreas Plumbing, Heating, and Air Conditioning. All background checks are conducted in conformity with the Federal Fair Credit Reporting Act, the Americans with Disabilities Act, and state and federal privacy and antidiscrimination laws. Reports are kept confidential and are only viewed by individuals involved in the hiring process.

If information obtained in a background check would lead the Company to deny employment, a copy of the report will be provided to the applicant, and the applicant will have the opportunity to dispute the report's accuracy. Background checks may include a criminal record check, although a criminal conviction does not automatically bar an applicant from employment.

Additional checks such as a driving record or credit report may be made on applicants for particular job categories if appropriate and job related. *(Continued)*



## Background Checks-Arrests/Convictions (Continued) |

Revised: 02/11/2020 | Effective: 01/09/2020

Andreas Plumbing, Heating, and Air Conditioning also reserves the right to conduct a background check for current employees to determine eligibility for promotion or reassignment in the same manner as described above.

### Specific to employees in Pennsylvania

All employers:

**Arrests:** State law doesn't specifically restrict employers from asking applicants or employees about arrests. The city of Philadelphia prohibits employers with 10 or more employees from inquiring about an applicant's criminal history until after the first interview. Employers should remove any such questions from their job application forms. During a first interview, employers may not inquire about an applicant's criminal history unless the applicant voluntarily discloses the information, and then only the information disclosed may be discussed. Employers may not require applicants to disclose information about arrests that did not lead to convictions.

**Convictions:** Employers can only consider felony and misdemeanor convictions to the extent to which they relate to an applicant's suitability for employment in the position. If an employer decides not to hire the applicant and that decision is based in whole or in part on the criminal history, the employer must notify the applicant in writing. The city of Philadelphia prohibits employers with 10 or more employees from inquiring about an applicant's criminal history until after the first interview. Employers should remove any such questions from their job application forms. During a first interview, employers may not inquire about an applicant's criminal history unless the applicant voluntarily discloses the information, and then only the information disclosed may be discussed. Employers may not require applicants to disclose information about arrests that did not lead to convictions.



## Workplace Bullying |

Revised: 02/11/2020 | Effective: 01/09/2020

The purpose of this policy is to communicate to all employees, including supervisors, managers and executives, that Andreas Plumbing, Heating, and Air Conditioning will not *in any instance* tolerate bullying behavior. Employees found in violation of this policy will be disciplined, up to and including termination.

Andreas Plumbing, Heating, and Air Conditioning defines bullying as repeated inappropriate behavior, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment. Such behavior violates the Company's Code of Ethics, which clearly states that all employees will be treated with dignity and respect.

Bullying may be intentional or unintentional. However, it must be noted that when an allegation of bullying is made, the intention of the alleged bully is irrelevant, and will not be given consideration when meting out discipline. As in sexual harassment, it is the effect of the behavior on the individual that is important. The Company considers the following types of behavior examples of bullying:

**Verbal bullying:** Slandering, ridiculing or maligning a person or his or her family; persistent name calling that is hurtful, insulting or humiliating; using a person as butt of jokes; abusive and offensive remarks.

**Physical bullying:** Pushing, shoving, kicking, poking, tripping, assault or threat of physical assault, damage to a person's work area or property.

**Gesture bullying:** Nonverbal threatening gestures; glances that can convey threatening messages.

**Exclusion:** Socially or physically excluding or disregarding a person in work-related activities.

In addition, the following examples may constitute or contribute to evidence of bullying in the workplace:

- Persistent singling out of one person.
- Shouting or raising voice at an individual in public or in private.
- Using verbal or obscene gestures.
- Not allowing the person to speak or express himself or herself (i.e. ignoring or interrupting).

*(Continued)*



## Workplace Bullying (Continued) |

Revised: 02/11/2020 | Effective: 01/09/2020

- Personal insults and use of offensive nicknames. Public humiliation in any form. Constant criticism on matters unrelated or minimally related to the person's job performance or description. Ignoring or interrupting an individual at meetings. Public reprimands.
- Repeatedly accusing someone of errors that cannot be documented.
- Deliberately interfering with mail and other communications.
- Spreading rumors and gossip regarding individuals.
- Encouraging others to disregard a supervisor's instructions.
- Manipulating the ability of someone to do his or her work (e.g. overloading, under loading, withholding information, assigning meaningless tasks, setting deadlines that cannot be met, giving deliberately ambiguous instructions).
- Inflicting menial tasks not in keeping with the normal responsibilities of the job.
- Taking credit for another person's ideas.
- Refusing reasonable requests for leave in the absence of work-related reasons not to grant leave.
- Deliberately excluding an individual or isolating him or her from work-related activities, such as meetings.
- Unwanted physical contact, physical abuse or threats of abuse to an individual or an individual's property (defacing or marking up property).

## Discipline/Corrective Action Policy |

Revised: 02/11/2020 | Effective: 01/09/2020

Violation of Company policies and rules may warrant disciplinary action. The Company has established a policy of corrective action or discipline that may include verbal warnings, written warnings, and suspension. The system is not formal and the Company may, in its sole discretion, utilize whatever form of discipline is deemed appropriate under the circumstances, up to, and including, termination of employment. The Company's policy of discipline in no way limits or alters the at-will employment relationship.



## Performance Appraisal Program |

Revised: 02/11/2020 | Effective: 01/13/2020

It is the company's policy to review each employee's performance on an on-going basis to ensure that you are performing your job to the best of your abilities as well to suggest areas for improvement and development.

The initial performance review is conducted after the employee's introductory period which is 60 days. Thereafter, performance reviews are conducted on a semi-annual and annual basis. In the event you are promoted or transferred to another position, you will receive a performance review after 6 months.

Your review will be based on such factors as quality and quantity of work, knowledge of your job, initiative, attendance, personal conduct record and your attitude toward your job and the other employees. The review presents an opportunity to discuss your performance as well as to determine the areas for improvement or development.

## Medical Marijuana Card/Use Policy |

Revised: 02/06/2020 | Effective: 01/13/2020

Employees who have been legally issued medical marijuana cards will not be discriminated against in the workplace. However, employees may NOT be under the influence of marijuana to the extent they are impaired in the workplace. Smoking or possessing marijuana during work hours on the employer's or customer/client premises is strictly prohibited. Should an employee exhibit signs of impairment, the situation will be treated under the Drug and Alcohol procedures outlined in our policies. Being impaired in the workplace may lead to termination of employment. Some positions are designated "safety sensitive" positions which are shown on your job description. If you are in a safety sensitive position, medical marijuana card protections are not applicable if you test positive for marijuana.





## Bone Marrow and Organ Donation Policy |

Revised: 02/06/2020 | Effective: 01/13/2020

The Company may grant paid leaves of absence to an employee who seeks to undergo a medical procedure to donate bone marrow or an organ donation. The combined length of paid leaves of absence requested by an employee may not exceed a minimum of 40 work hours unless the Company agrees to a longer period. The Company may require verification by a physician of the purpose and length of each paid leave of absence requested by the employee to donate bone marrow or an organ. If there is a medical determination that the employee does not qualify as a bone marrow or organ donor, the paid leave of absence granted to the employee before that medical determination is not forfeited. The Company will not retaliate against an employee for requesting or obtaining a paid leave of absence. This does not prevent the Company from providing a paid leave of absence for bone marrow or organ donations in addition to any other leave allowed by the Company or the laws of the land. This policy will not affect an employee's rights with respect to any other employment benefit.

### Specific to employees in Pennsylvania

Any business entity authorized to do business in this Commonwealth and subject to taxes is subject to this regulation. The period, not exceeding five working days or the hourly equivalent of five working days per employee, during which a business firm provides a paid leave of absence to the employee for organ or bone marrow donation. The term does not include a period during which an employee utilizes any annual leave or sick days that the employee has been given by the employer.

A business firm may grant to any of its employees a special paid leave of absence for donating an organ or bone marrow, subject to the following: (1) The employer may require verification by a physician concerning the length and purpose of the leave requested. (2) If there is a medical determination that the employee does not qualify as an organ or bone marrow donor, the paid leave of absence granted to the employee prior to that determination is not affected. (3) An employee's rights with respect to any other employment benefit shall not be affected by leave granted for purposes of organ or bone marrow donation.



## Driving/MVR/Distracted Driver and Vehicle Usage |

Revised: 02/06/2020 | Effective: 01/13/2020

The Company has made a commitment of safety, service, and quality to both our employees and customers. Andreas Plumbing, Heating, and Air Conditioning insists that both our employees and non-employees operate all vehicles owned by or used by Andreas Plumbing, Heating, and Air Conditioning in a safe and economical manner. The following summarizes policy guidelines:

- Vehicles are not to be operated unless in a safe operating condition.
- Drivers must be physically and mentally able to drive safely.
- Drivers must conform to all traffic laws and allowances made for adverse weather and traffic conditions. Respect the rights of other drivers and pedestrians. **Courtesy is contagious.**
- Drivers may not use drugs or alcohol, or be under the influence of drugs or alcohol, while operating a vehicle.

### Accidents

All accidents are to be reported to management immediately after the accident occurs. All accidents will be reviewed and a determination made as either preventable or non-preventable which result from factors outside of a driver's control.

*A preventable accident is defined as an accident in which the driver failed to do everything reasonably possible to avoid it.*

### MVR Standards

Motor Vehicle Records (MVRs) will be checked periodically on all employees where driving is a part of their job. The MVR will be reviewed to ascertain the employee holds a valid license and their driving record is within the parameters set by company management. MVR checks which reveal the following will disqualify the employee from driving company operated vehicles, or those vehicles in the care and custody of Andreas Plumbing, Heating, and Air Conditioning:

1. Three (3) or more traffic violations and/or at fault accidents over a three year period for drivers age 25 and older, two (2) traffic violations and/or at fault accidents for drivers age 18 through 24, or one (1) traffic violation and/or at fault accident for drivers 17 and under; or *(Continued)*



## Driving/MVR/Distracted Driver and Vehicle Usage (Continued) |

Revised: 02/06/2020 | Effective: 01/13/2020

2. One or more of the following type of serious traffic convictions within the past 3 years will disqualify the employee from driving company operated vehicles, or those vehicles in the care and custody of Andreas Plumbing, Heating, and Air Conditioning:

- Driving while under the influence or while disabled by use of drugs
- Refusal to submit to test for alcohol (e.g., Failure to take a Chemical Test, Blood Test, or Breath Analyzer Test)
- Leaving the scene of an accident without reporting it
- Homicide, assault, or criminal negligence resulting from the operation of a vehicle
- Driving while license is suspended or revoked
- Reckless or dangerous driving, which results in injury to a person
- Racing
- Passing a stopped school bus

*Violations include seat belt violations, but do not include such non-moving violations as weight violations or improper or inadequately maintained equipment.*

### **Distracted Driving and Mobile Devices**

We deeply value the safety and well-being of all employees. Due to the increasing number of accidents resulting from distracted driving and the use of mobile devices, it is our company policy that you not engage in activities that cause you to become distracted when driving, including, but not limited to:

- Sending or reading text messages
- Using a hand held mobile device for either outgoing or incoming calls
- Using a hands free device for either outgoing or incoming calls
- Using cell phones and other devices for social media and other forms of entertainment
- Adjusting or programming controls of audio or navigation systems
- Searching for and/or reaching for items in the vehicle *(Continued)*



## Driving/MVR/Distracted Driver and Vehicle Usage (Continued) |

Revised: 02/06/2020 | Effective: 01/13/2020

- Eating or drinking beverages
- Reading maps or other printed material

The above restrictions apply anytime the vehicle is in motion. It is our company policy that, in all circumstances, you pull the vehicle over to a safe area prior to engaging in these activities. Employees are also expected to follow all state laws regarding mobile device usage.

### Vehicle Usage

Your primary responsibility when driving a motor vehicle for our organization is driving the vehicle safely. The Company has developed the following expectations for you as a driver to help ensure company-owned vehicles and/or those used by company employees will be operated in a safe and economical manner.

- Seat belts must be worn at all times when the vehicle is in motion.
- Defects and needed repairs of any company vehicle will be reported to management so necessary repairs can be made.
- Cargo must be secured and doors locked while en route and when company vehicles are parked.
- All accidents must be reported to the manager consistent with Andreas Plumbing, Heating, and Air Conditioning's Accident Reporting Policy. You, the employee, are responsible for reimbursing the Company for all damages to the vehicle(s) not covered by insurance, provided that the Company's accident review shows a preventable type accident.
- All traffic violations received will be paid by you, the employee.
- No permission may be given for any other person, including family members, to drive company vehicles. Specific permission must be obtained from company management for any personal use of a company vehicle.
- The use of radar detectors is forbidden in all vehicles owned or used by the company. Use of a radar detector will result in revoked driving privileges.
- Hitchhikers and passengers, other than company employees or authorized persons, are not permitted in company vehicles. *(Continued)*



## Driving/MVR/Distracted Driver and Vehicle Usage (Continued) |

Revised: 02/06/2020 | Effective: 01/13/2020

### Company consequences for failing to follow company policy:

- Employees may be transferred to a non-driving position.
- Employees may be given warnings prior to being terminated for violation of the policy.
- Employees who violate this policy may be subject to disciplinary action.
- Employees who violate this policy may be subject to disciplinary action including termination.

All current drivers of Andreas Plumbing, Heating, and Air Conditioning must have a signed copy of Andreas Plumbing, Heating, and Air Conditioning's Driving Policy retained in a management file.

Your signature below certifies your agreement to comply with this policy, and you are willing to accept the consequences of failing to do so.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Employee Name (printed): \_\_\_\_\_



## HOURS OF WORK AND PAY

### Paydays |

Revised: 02/11/2020 |  
Effective: 09/24/2019

Hourly employees are paid weekly on Thursday. If a holiday falls on a regular scheduled payday, payday will be on Friday.

Salaried employees will be paid weekly. If a holiday falls on a regular scheduled pay day, pay day will be on Friday.

### Final Paycheck |

Revised: 02/11/2020 | Effective: 09/24/2019

The company follows the state regulations regarding deadlines for employees to receive their final paycheck.

If company property is not turned in by payroll submission date, a deduction will be applied to final paycheck until property is returned. If a deduction has been made, a check will be issued upon receipt of property.

**Specific to employees in Pennsylvania** Final paychecks are due on the next regular payday.



## Hours of Work |

Revised: 02/06/2020 | Effective: 02/06/2020

The company will maintain work hours for its employees in accordance with federal and state regulations, production needs, and the maintenance of an efficient and effective schedule of work.

The Fair Labor Standards Act requires employers to maintain an accurate record of hours worked and to pay one and one-half times the regular hourly rate of pay to every nonexempt employee who works overtime. Overtime will be defined as all hours worked over forty in a workweek. The Fair Labor Standards Act permits exemption of certain professional, administrative, and executive positions and certain sales positions, as defined in the statutes, from compliance with the act.

The official workweek for all employees begins at 12:01 a.m. on Monday and ends at 12:00 midnight the following Sunday.

The regular business day is from 8:00am to 5:00pm

Training Time— Any meetings, lectures, and training programs that an employee is required to attend will be considered compensable time.

Since we are a small staff in a service business, it is very important that all employees arrive at work on time. Tardiness places an extra burden on your teammates. When tardiness cannot be avoided, a courtesy call is expected.



## Direct Deposit |

Revised: 02/06/2020 | Effective: 02/06/2020

Andreas Plumbing, Heating, and Air Conditioning encourage direct deposit of your paycheck to your bank account(s). You can choose to have your check deposited in more than one account. For example, you may elect to have some money put into checking as well as a savings account.

Please submit a voided check or bank deposit slip with the bank's routing number to the HR Manager to initiate direct deposit. It may take one or two pay periods before the transaction can be completed. In the meantime, you will receive a manual check.

Remember to notify payroll before you change the financial institutions where your checks are being sent. It takes a week or two to retrieve a check that has been sent via electronic mail!

**Specific to employees in Pennsylvania** Employers may not require direct deposit. The Pennsylvania courts have implicitly endorsed use of direct deposit, however.

## Breaks |

Revised: 02/11/2020 | Effective: 02/06/2020

Andreas Plumbing, Heating, and Air Conditioning provides an official rest break of no more than 30 minutes duration twice a day.





## MANDATORY EMPLOYEE BENEFITS

### Social Security |

Revised: 02/06/2020 |

Effective: 09/24/2019

The payment of Social Security and Medical Benefits is made by you and the company. The company matches your contribution to Social Security and Medicare and thereby pays one-half of the cost of your Retirement and Medicare Benefits under the Social Security Act.

Social Security provides a variety of benefits, including retirement income, death benefits, disability benefits and monthly income for certain dependent survivors of covered employees.

For additional information regarding Social Security eligibility and benefits, go to [www.socialsecurity.gov](http://www.socialsecurity.gov).

### Unemployment Insurance |

Revised: 02/06/2020 | Effective: 09/24/2019

The company pays the entire cost of unemployment insurance. This insurance provides a weekly income for those who may be laid off or who may have lost their job through no fault of their own.

The amount of this income varies with the individual and state in which he/she resides because it is based on average earnings. Eligibility requirements and the amount of benefits that you may receive are specified by state law.



## Workers' Compensation Insurance |

Revised: 02/06/2020 | Effective: 09/24/2019

Employees are provided Workers' Compensation coverage from the day they begin work. The company pays the entire cost of this coverage. Employees are covered by Workers' Compensation if they are incapacitated by injury or illness arising out of their employment.

Employees must report all accidents to their supervisor immediately, regardless of how minor. If a work-related injury requires medical attention by a physician or any other medical facility that produces a bill, a claim must be made out the same day by the employee's supervisor. If the injury causes the person to be away from work beyond three days, this injury must be reported to the state Workers' Compensation Division.

The employee's supervisor is responsible for submitting a copy of the original claim to the state office. Additionally, a copy of this claim must be forwarded to the HR Manager, who will forward it to the insurance company.

Employees are not authorized to go to a physician without first advising their supervisor or manager. Employees will not be eligible for regular compensation or vacation or holiday pay in addition to any Workers' Compensation received.

## Pregnancy Leave |

Revised: 02/06/2020 | Effective: 09/24/2019

If a pregnant employee is temporarily unable to perform her job because of pregnancy she will be treated the **same as** any other temporarily disabled employee.

Pregnant employees are permitted to work as long as they are able to perform their jobs. If an employee has been absent from work as a result of a pregnancy-related condition and recovers, she will be able to return to work.

We will hold the position open for a pregnancy-related absence the same length of time jobs are held open for employees on sick or disability leave. *(Continued)*



## Pregnancy Leave (Continued) |

Revised: 02/06/2020 | Effective: 09/24/2019

### Specific to employees in Pennsylvania

Requires that employment policies and practices relating to the commencement and duration of leave, extension, the accrual of benefits and privileges such as seniority, reinstatement, and payment under any health or sick leave plan, must be applied to a pregnancy-related disability on the same terms and conditions as they apply to other disabilities. The law prohibits mandatory maternity leave policies that require a pregnant employee to take leave automatically at a specified time during pregnancy or to delay return to work for a specified time after the baby is born.

This law covers the Commonwealth and its political subdivisions and any person employing four or more persons.

## Military Leave |

Revised: 02/06/2020 | Effective: 09/24/2019

Andreas Plumbing, Heating, and Air Conditioning will grant a military leave of absence if you are absent from work because you are serving in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). You must give your HR Manager advance notice of upcoming military service, unless military necessity prevents advance notice or it is otherwise impossible or unreasonable.

You will not be paid for military leave. However, you may use any available accrued paid time off, such as vacation or sick leave, to help pay for the leave.

Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which you are otherwise eligible.

Your benefits, such as vacation, sick leave, or holiday benefits, will not accrue during a military leave. When you return from leave, the benefits will start accruing again.

If you are on military leave for up to 30 days, you must return to work on the first regularly scheduled work period after your service ends (allowing for reasonable travel time). If you



are on military leave for more than 30 days, you must apply for reinstatement in accordance with USERRA and applicable state laws. *(Continued)*

### **Military Leave (Continued) |**

Revised: 02/06/2020 | Effective: 09/24/2019

When you return from military leave (depending on the length of your military service in accordance with USERRA), you will be placed either in the position you would have attained if you had stayed continuously employed or in a comparable position. For the purpose of determining benefits that are based on length of service, you will be treated as if you had been continuously employed.

If you have questions about military leave, contact your HR Manager for more information.

### **Benefit Continuation-COBRA |**

Revised: 02/06/2020 | Effective: 09/24/2019

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) was enacted to ensure that employees and their dependents can continue their health insurance once they are no longer eligible under our health plan.

There are strict rules about when you are eligible for COBRA benefits. COBRA allows an eligible employee and/or dependents to choose to continue their health insurance when a "qualifying event" happens. Qualifying events include the employee's resignation, termination, leave of absence, shorter work hours, divorce, legal separation, or death. Another qualifying event is when a dependent child stops being eligible for coverage under your health insurance.

If you continue your insurance under COBRA, you will pay the full cost of the insurance at Andreas Plumbing, Heating, and Air Conditioning group rates plus an administration fee. When you are eligible for our health insurance plan, you will receive a written notice describing your COBRA rights. This notice contains important information about your rights and what to do if you need COBRA so it is important that you read it carefully and maintain it with your insurance documents.

If you have any questions regarding COBRA, please contact your HR Manager.



## Military Family Leave |

Revised: 02/06/2020 | Effective: 09/24/2019

Our company complies with the Military Family Leave entitlements under the Family and Medical Leave Act (FMLA). Eligibility requirements are identical to those required under FMLA:

Employee must have completed twelve months of employment. Employment need not be consecutive; however employment prior to a continuous break in service of 7 years of more will not be counted unless the break is due of employee's fulfillment of military obligations;

- Employee must have worked for 1,250 hours over the previous 12 months;
- Employer must have 50 employees within 75 miles.

### Exigency Leave

Eligible employees with a spouse, son, daughter, or parent on active duty or call to duty status in any branch of the military in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies include any one or more of the following non-medical, non-routine activities:

1. Short-term notice deployment activities
2. Military events and related activities
3. Childcare and school activities
4. Financial and legal arrangements
5. Counseling activities
6. Rest and recuperation activities
7. Post-deployment activities, and/or
8. Additional activities as mutually agreed upon between employee and the company.

*(Continued)*



## Military Family Leave (Continued) |

Revised: 02/06/2020 | Effective: 09/24/2019

### **Military Caregiver Leave**

The Military Caregiver Leave permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the service member medically unfit to perform his or her duties for which the service member is undergoing medical treatment, recuperation, or therapy, or is in outpatient status, or is on the temporary disability retired list. Caregiver may be a spouse, son, daughter, parent or next of kin of the covered service member.

### **Employee Notice**

Employees must provide 30 days advance notice of the need to take Military Caregiver Leave. If leave is foreseeable but 30 days' notice is not possible, the employee must provide notice as soon as possible - generally, either the same or next business day. The employee must provide notice of the need for foreseeable due to a qualifying exigency as soon as feasible.

### **Certification**

The same timing requirements for certification apply to all requests for FMLA Leave, including those for military leave.

Spouses employed by the same employer are limited to a combined total of 26 workweeks in a single 12-month period if the leave is to care for a covered servicemember with a serious injury or illness, and for the birth and care of a newborn child, for placement of a child for adoption or foster care, or to care for a parent who has a serious health condition.

FMLA Leave may be taken intermittently whenever medically necessary to care for a covered servicemember. FMLA may also be taken intermittently for a qualifying exigency arising out of the active duty status or call to active duty of a covered military member. When leave is needed for planned medical treatment, the employee must make a reasonable effort to schedule treatment so as not to unduly disrupt the employer's operations.



## Jury Duty |

Revised: 02/11/2020 | Effective: 02/06/2020

Andreas Plumbing, Heating, and Air Conditioning encourages you to fulfill your civic responsibilities by serving jury duty when required. If you receive a jury duty summons, show it to your immediate supervisor as soon as possible, so that arrangements can be made to accommodate your possible absence from work.

### Specific to employees in Pennsylvania

Pennsylvania employers are not required to pay an employee who is on jury duty.

Andreas Plumbing, Heating, and Air Conditioning will continue to pay the employee's regular wages for one working day while they serve on a jury.



## OPTIONAL EMPLOYEE BENEFITS

### Medical |

Revised: 02/06/2020 |

Effective: 01/09/2020

The medical insurance plan at Andreas Plumbing, Heating, and Air Conditioning offers access to medical care insurance benefits. Employees in the following employment classifications are eligible to participate in the medical insurance plan:

\* Regular Full Time

Eligible employees may participate in the medical insurance plan subject to the terms and conditions of the agreement between Andreas Plumbing, Heating, and Air Conditioning and the insurance carrier.

You will find details of the medical insurance plan in the Summary Plan Description (SPD). When you become eligible, you will receive the SPD and rate information prior to the enrollment date. For questions about medical insurance, contact Danielle Andreas for additional information.

### Vision |

Revised: 02/11/2020 | Effective: 01/09/2020

Andreas Plumbing, Heating, and Air Conditioning offers vision coverage which is paid 100% by Andreas Plumbing, Heating, and Air Conditioning for employees. Andreas Plumbing, Heating, and Air Conditioning does not contribute to this coverage for dependents.

If you wish to exclude vision coverage from your policy, please make us aware.

### Simple IRA |

Revised: 02/11/2020 | Effective: 01/09/2020

Andreas Plumbing, Heating, and Air Conditioning has established a Simple IRA savings plan to provide employees the potential for future financial security for retirement.

The Simple IRA allows you to elect how much salary you want to contribute (up to a specific dollar amount that is regulated by the IRS) so you can tailor your own retirement package to meet your individual needs. Andreas Plumbing, Heating, and Air Conditioning matches your contributions up to 3% of your annual W-2 Salary.





You can contact Danielle Andreas for more information about this plan.

## Dental Plan |

Revised: 02/11/2020 | Effective: 01/09/2020

Andreas Plumbing, Heating, and Air Conditioning offers dental coverage to our employees, which is paid 100% by Andreas Plumbing, Heating, and Air Conditioning. Andreas Plumbing, Heating, and Air Conditioning does not contribute to this coverage for dependents.

## Crime, Sexual Assault or Domestic Violence Victim's Leave |

Revised: 02/06/2020 | Effective: 01/13/2020

If you are a victim of domestic violence or sexual assault, you will be provided unpaid time off, not to exceed twelve (12) weeks, to help ensure your health, safety or welfare (or that of your child). While not limited to the following, time off will be allowed for activities such as:

- 1) Obtaining a temporary or permanent restraining order or other court assistance
- 2) Seeking medical attention for injuries caused by domestic violence or sexual assault
- 3) Obtaining services from domestic violence shelter, program or rape crisis center
- 4) Obtaining psychological counseling related to an experience of domestic violence or sexual assault
- 5) Participating in safety planning and taking other actions to increase safety from future domestic violence or sexual assault, including temporary or permanent relocation

You will also be provided with unpaid time off to attend judicial proceedings related to the crime if you are the victim of a felony or have an immediate family member who is the victim of a felony ("immediate family member" for purposes of this policy includes parent, stepparent, child, stepchild, sibling, stepsibling, spouse, registered domestic partner and child of registered domestic partner). You will be allowed to take unpaid time off for these purposes, but you are expected to give your manager reasonable advance notice of the need for the time off, unless advance notice is not possible. You may be required to provide documentation regarding your need to take time off under this policy. The Company will, to the extent allowed by law, maintain the confidentiality of an employee requesting time off under this policy. At your option, you may take vacation during either of these leave periods.



## Parental Leave |

Revised: 02/06/2020 | Effective: 01/13/2020

### Purpose/Objective

The Company will provide up to 6 weeks of unpaid parental leave to employees following the birth of an employee's child or the placement of a child with an employee in connection with adoption or foster care. The purpose of this parental leave is to enable the employee to care for and bond with a newborn or a newly adopted or newly placed child. This policy will run concurrently with Family and Medical Leave Act (FMLA) leave, as applicable. This policy will be in effect for births, adoptions or placements of foster children.

### Eligibility

Eligible employees must meet the following criteria:

- Have been employed with the company for at least 12 months (the 12 months do not need to be consecutive).
- Have worked at least 1,250 hours during the 12 consecutive months immediately preceding the date the leave would begin.
- Be a full- or part-time, regular employee (temporary employees and interns are not eligible for this benefit).

In addition, employees must meet one of the following criteria:

- Have given birth to a child.
- Be a spouse or committed partner of a woman who has given birth to a child.
- Have adopted a child or been placed with a foster child (in either case, the child must be age 17 or younger). The adoption of a child by a new spouse is excluded from this policy.

### Amount, Time Frame and Duration of Parental Leave

Eligible employees will receive a maximum of 6 weeks of unpaid parental leave per birth, adoption or placement of a child/children. The fact that a multiple birth, adoption or placement occurs (e.g., the birth of twins or adoption of siblings) does not increase the total amount of parental leave granted for that event. In addition, in no case will an employee receive more than the amount of parental leave in a rolling 12-month period, regardless of whether more than one birth, adoption or foster care placement event occurs within that 12-month time frame. *(Continued)*



## **Coordination with Other Policies**

Parental leave taken under this policy will run concurrently with leave under the FMLA; thus, any leave taken under this policy that falls under the definition of circumstances qualifying for leave due to the birth or placement of a child due to adoption or foster care, the leave will be counted toward the 12 weeks of available FMLA leave per a 12-month period. All other requirements and provisions under the FMLA will apply. In no case will the total amount of leave—whether paid or unpaid—granted to the employee under the FMLA exceed 12 weeks during the 12-month FMLA period. Please refer to the Family and Medical Leave Policy for further guidance on the FMLA.

After the parental leave (and any short-term disability leave for employees giving birth) is exhausted, the balance of FMLA leave (if applicable) will be compensated through employees' accrued sick, vacation and personal time. Upon exhaustion of accrued sick, vacation and personal time, any remaining leave will be unpaid leave. Please refer to the Family and Medical Leave Policy for further guidance on the FMLA.

The company will maintain all benefits for employees during the parental leave period just as if they were taking any other company paid leave such as paid vacation leave or paid sick leave.

If a company holiday occurs while the employee is on parental leave, such day will be charged to holiday pay; however, such holiday pay will not extend the total paid parental leave entitlement.

If the employee is on parental leave when the company offers administrative leave, that time will be recorded as parental leave. Administrative leave will not extend the parental leave entitlement.

An employee who takes parental leave that does not qualify for FMLA leave will be afforded the same level of job protection for the period of time that the employee is on parental leave as if the employee was on FMLA-qualifying leave.

## **Requests for Parental Leave**

The employee will provide his or her supervisor and the human resource department with notice of the request for leave at least 30 days prior to the proposed date of the leave (or if the leave was not foreseeable, as soon as possible). The employee must complete the necessary HR forms and provide all documentation as required by the HR department to substantiate the request.

As is the case with all company policies, the organization has the exclusive right to interpret this policy.



## Employment Benefits |

Revised: 02/06/2020 | Effective: 02/06/2020

Eligible employees at Andreas Plumbing, Heating, and Air Conditioning receive many benefits. Some benefits are required by law and cover all employees. The legally required benefits include Social Security, workers' compensation, and unemployment insurance.

There are several factors that decide if you are eligible for a benefit. One important factor is your employment classification. See your HR Manager to find out for which benefit programs you are eligible.

This employee handbook contains policies describing some of the benefit programs, or you may find more information somewhere else, such as the Summary Plan Document.

The Company provides the following benefit programs to eligible employees:

Bereavement Leave

Dental Insurance

Employee Discounts

Health Insurance

Holidays

Paid Time Off (PTO)

Uniform and Uniform Maintenance

Vacation Benefits

Vision Care Insurance

Steel Toe Boot Allowance

Short Term Disability

Some benefits are provided to the employee and some are voluntary or co-pay. The company will provide you with information on both types of benefits.



## Holidays |

Revised: 02/06/2020 | Effective: 02/06/2020

The company provides the following holidays to all eligible employees:

Regular Full Time Employees

The company observes the following holidays:

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Day After Thanksgiving

Christmas Day

Three (3) floating holidays

Holidays will be determined based on a review of the calendar at the beginning of the calendar year and announced to the staff.

When a holiday falls on Sunday, the following Monday shall be observed. When a holiday falls on Saturday, the preceding Friday will be observed. Certain holidays, such as Christmas Eve, shall be observed on the day on which it falls.

For non-exempt employees, holiday hours paid do not count toward the calculation of overtime. For example, if a non-exempt employee is paid for 48 hours in a week that includes 8 holiday hours and 40 hours worked, there is no overtime pay.

Part-time and temporary employees are not eligible for holiday pay.



## Bereavement |

Revised: 02/06/2020 | Effective: 02/06/2020

In the event of the death of an employee's

Father  
Mother  
Brother  
Sister  
Spouse  
Child  
Step-child  
Father-in-Law  
Mother-in-Law  
Son-in-Law  
Daughter-in-Law  
Grandchild  
Grandparent  
Significant Other

Paid time off will be given up to a maximum of 3 days.

The Company understands the deep impact that death can have on an individual or a family, therefore, if more than 3 days are needed, the employee is permitted to take personal days, vacation days, or leave without pay, with the approval of your immediate supervisor.

Part-time and temporary employees may take leave without pay upon the death of a member of the immediate family.



## Vacation |

Revised: 02/11/2020 | Effective: 02/06/2020

Paid vacation is one of the ways the company recognizes length of service and performance and to show our appreciation by providing time off with pay.

ELIGIBILITY: {Employees}

Eligible employees earn a paid vacation based on length of continuous service unless otherwise agreed upon at time of hire.

Regular, full-time employees are eligible to earn a paid vacation based on the following requirements:

Completion of the required number of years of continuous employment. In order to qualify for paid vacation an employee must have worked at least 1,250 hours in the twelve (12) month period preceding the anniversary date. Time off for which the employee receives pay from the company, excluding leaves of absence, will count as hours worked for purpose of vacation eligibility. The employee will have one year from the day on which he/she earns vacation to take his/her vacation.

Vacation periods should be scheduled as far in advance as possible. Vacation periods should be scheduled and approved by employee's supervisor at least two (2) weeks prior to the date requested. Preference in selection of dates will be granted based on length of service.

Each supervisor will maintain a vacation schedule for his/her group and a record of the vacation time taken by each employee.

A written authorization should be submitted in all instances where the employee is granted a vacation day(s). Scheduled vacation must be canceled no later than the end of the work shift on the last workday prior to the scheduled vacation time.

Vacation days cannot be borrowed from future years.

Vacation Structure: Employees are eligible for paid vacation time after one full year (12 months) of employment. The vacation time accrues 1 additional week every other year after the first year.

- EX: (1 Year= 5 paid days off, 3 Years= 10 paid days) Max 20 paid days.

Employees on leave of absence or layoff on their anniversary date will be eligible to receive *(Continued)*



## Vacation (Continued) |

Revised: 02/11/2020 | Effective: 02/06/2020

earned vacation pay provided they have worked the minimum 1,250 hours in the preceding twelve (12) month period.

TERMINATION: Employees with less than one (1) year of continuous service will not be entitled to vacation. Employees with more than one (1) year of continuous service will be paid any earned unused vacation for the previous year plus any prorated vacation for the current year provided the employee has met the minimum hours requirement. Vacation will be prorated based on completed years of service.

## Personal Leave |

Revised: 02/11/2020 | Effective: 02/06/2020

Andreas Plumbing, Heating, and Air Conditioning will consider a request from an eligible employee to take an unpaid personal leave of absence to fulfill personal obligations. Employees in the following employment classifications are eligible to request a personal leave:

### Full Time Employees

Eligible employees may request a personal leave only after completing 60 calendar days of service. In order for us to give your leave request adequate consideration, we ask that you submit the request in writing to your supervisor as far in advance as possible.

An eligible employee may not take more than 10 calendar days of personal leave every one year. We will also consider a written request for a single extension of no more than 5 calendar days. With supervisory approval, you may include available accrued paid time off, such as vacation, as part of your personal leave period.

We will give each request individual consideration. The decision to approve a personal leave will be based on a number of business factors such as anticipated workload needs and staffing considerations during the proposed absence.

Subject to the terms, conditions, and limitations of the applicable plans, Andreas Plumbing, Heating, and Air Conditioning will continue to provide health insurance benefits.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during a personal leave. *(Continued)*





## Personal Leave (Continued) |

Revised: 02/11/2020 | Effective: 02/06/2020

When a personal leave ends, we will make every reasonable effort to return you to the same position if it is available or to an available similar position for which you are qualified. However, Andreas Plumbing, Heating, and Air Conditioning cannot guarantee reinstatement in all cases.

If you do not report to work promptly at the end of a personal leave, we will assume that you have resigned.

## Inclement Weather |

Revised: 02/11/2020 | Effective: 02/06/2020

In the event of severe storms, it may be necessary to adjust the normal work schedules. The company's decision to close will be based on the best information available. If an individual is unable to get to work due to severe weather, he/she will be allowed to charge the time against vacation, if the individual has time remaining, or not be paid for that specific date.

## Short-Term Disability |

Revised: 02/11/2020 | Effective: 02/06/2020

Andreas Plumbing, Heating, and Air Conditioning has a short-term disability (STD) benefits program for eligible employees. STD benefits are paid to eligible employees who cannot work because of qualifying disability conditions caused by an injury or illness.

Employees in the following employment classifications are eligible for the STD plan:

Regular Full Time Employees

Eligible employees may participate in the STD plan subject to the terms and conditions of the agreement between Andreas Plumbing, Heating, and Air Conditioning and its insurance carrier. If the disability comes from being pregnant or a pregnancy-related illness, it will be treated the same as any other illness that prevents an employee from working.

If the disability is covered by workers' compensation, it is not covered by the STD plan.

There are more details in the STD Summary Plan Description including how much can be paid and when, the limits, the restrictions, and what is not covered. If you have questions about STD benefits, contact the Human Resources Department for more information.



## Paid Time Off (PTO) |

Revised: 02/06/2020 | Effective: 02/06/2020

Andreas Plumbing, Heating, and Air Conditioning provides Paid Time Off (PTO) to eligible employees. PTO is an all-purpose time-off policy. You can use PTO for vacation, illness or injury, and personal business.

Employees in the following employment classifications are eligible for PTO:

Only full-time regular employees are eligible for paid personal days. Employees are eligible for three paid days per year after 12 months of employment. This time renews at their calendar year anniversary.

Unused Time and Termination:

Our policy is "use it or lose it" so any time off that has not been taken will be forfeited upon termination.



## EMPLOYEE CONDUCT/RESPONSIBILITIES

### Drug Free Workplace |

Revised: 02/11/2020 |

Effective: 09/24/2019

Andreas Plumbing, Heating, and Air Conditioning is committed to being a drug-free and safe workplace. Our employees must be physically and mentally fit to perform their duties in a safe and efficient manner. Therefore, no employee shall work or report to work while under the influence of alcohol, illegal drugs, or any substance that would affect his/her ability to perform the job in a safe and efficient manner. Andreas Plumbing, Heating and Air-Conditioning requires all applicants to submit a pre-employment drug screening. We also conduct random drug screenings as well as post-accident and reasonable cause screenings.

No employee shall consume, display, or have in his/her possession, including the workplace or in company vehicles, alcoholic beverages or illegal drugs at any time during the workday, including during lunch, breaks, and on-call hours. To do so could jeopardize the safety of other employees, company equipment, and the company's relations with the public, and is a prime cause for disciplinary action, up to and including discharge. The exception to this rule is when the President or Vice President at company functions or other business activities, authorizes consumption of alcoholic beverages.

When employees are required to take any kind of prescription or nonprescription medication that may potentially affect their job performance, they are required to report this to their immediate supervisor, who will determine if it is necessary to temporarily place them on another assignment or take other appropriate action.

To protect the best interests of employees and the public, the company will take whatever measures are necessary to determine if alcohol or illegal drugs are located on or are being used on company property. Measures that may be used will include but not be limited to searches of people and of personal property located on company premises, which may be conducted by law enforcement authorities or by management, as well as drug and/or alcohol tests to be conducted when there is reasonable suspicion of substance abuse.

When urinalysis and/or blood tests are requested or necessary, samples will be taken under the supervision of an appropriate health-care professional. The above-mentioned searches and drug tests will not be conducted if an individual refuses to submit; however, refusal to submit will result in immediate removal from service and may result in termination.

*(Continued)*



## Drug Free Workplace (Continued) |

Revised: 02/11/2020 | Effective: 09/24/2019

Employees experiencing problems with alcohol or other drugs are urged to voluntarily seek assistance to resolve such problems before they become serious enough to require management referral or disciplinary action. If you have questions regarding this policy or issues related to drug or alcohol use at work, you can raise your concerns with your immediate supervisor or Danielle Andreas without fear of reprisal.

Under the Drug Free Workplace Act, if you perform work for a government contract or grant, you must notify Andreas Plumbing, Heating, and Air Conditioning if you have a criminal conviction for drug-related activity that happened at work. You must make the report within five (5) days of the conviction.

## Workplace Safety |

Revised: 02/06/2020 | Effective: 09/24/2019

The Occupational Safety and Health Act (OSHA) requires all employers to provide a safe and healthful workplace for their employees. In this regard, it is important that adequate policies and procedures be developed and adhered to in order to ensure safe, efficient operating conditions, thereby safeguarding employees and facilities.

Our company will not knowingly permit unsafe conditions to exist, nor will it permit employees to indulge in unsafe acts. Since the employee on the job is frequently more aware of unsafe conditions than anyone else, employees are encouraged to make recommendations and/or suggestions regarding unsafe conditions to their immediate supervisor so that they may be corrected. The Company guarantees the employee's right to report injuries and illnesses without fear of retaliation, and supports a reasonable procedure for reporting work-related injuries that does not discourage employees from reporting.

Supervisors—Supervisors are responsible for the working conditions within their department. A supervisor should remain alert at all times to dangerous and unsafe conditions, so that he/she may recommend corrective action, discipline employees who habitually create or indulge in unsafe practices, assess new or changed situations for inherent dangers, and follow up on employee suggestions for corrective action so that unsafe conditions are not instituted or permitted to continue. All supervisors and managers will be trained to support employees who report an injury or illness so there is no fear of retaliation.



## Reporting Work-Related Injuries |

Revised: 02/06/2020 | Effective: 09/24/2019

Andreas Plumbing, Heating, and Air Conditioning pays 100% of the premium on insurance provided by our Workers' Compensation under the WC Act. This law was designed to provide you with benefits for any injury which you receive arising out of your employment with the company.

Under the provisions of the law, if you are injured while at work for the company, this injury must be reported immediately to your supervisor, no matter how slight it might seem. Failure to do so could result in your claim for Workers' Compensation benefits to be denied by the insurer.

For further information, please refer to our Workers' Compensation policy.

## Workplace Violence |

Revised: 02/06/2020 | Effective: 09/24/2019

The company will not tolerate workplace violence. Any employee who commits an act of violence at work against a person or property will face disciplinary action up to and including discharge. If circumstances warrant, the matter will be referred to legal authorities for prosecution. Workplace violence is violence against employees and is committed by persons who either have an employment-related connection with the company or are outsiders, and involves:

1. Physical acts against persons or employer property
2. Verbal threats, or vicious statements that are meant to harm or cause a hostile environment
3. Written threats, vicious cartoons or notes, and other written material that is meant to threaten or create a hostile environment
4. Visual acts that are threatening or intended to convey injury or hostility

All employees are expected to report any act of violence. Employees should bring their concern directly to the attention of their immediate supervisor. All such reports shall be fully investigated. Any employee who takes any adverse action against a person who reports any act of violence or a suspicion of violence shall be subject to immediate discipline, up to and including discharge.



## Attendance/Punctuality |

Revised: 02/06/2020 | Effective: 01/09/2020

Attendance and Punctuality is a very important element in your performance. It is considered as part of overall performance in periodic performance reviews. Chronic absences, even those normally approved, may be considered detrimental to your overall performance.

Andreas Plumbing, Heating and Air-Conditioning understands that there are occasions when absence from work cannot be avoided because of illness, injury or other circumstances.

You may be eligible for time off with pay in accordance with company policy. Whenever possible, you should make arrangements with your supervisor in advance of an absence. If you are unable to make arrangements in advance, you are expected to inform your supervisor of the absence and reason for it prior to 8:00am on the morning the absence begins.

Typical approved absences, in addition to employee illness or injury, include the following:

1. Dependent illness or injury that requires the employee's presence
2. Dependent school activities that require the employee's attendance
3. Closing day on new dwelling
4. Employee or employee's immediate family wedding day
5. Jury Duty
6. Required court appearance other than for jury duty
7. Personal business such as appointments with doctors, dentists, attorneys or other professionals
8. Funeral day
9. Religious holiday
10. Inclement weather when the office remains open

Non-exempt (hourly) employees, who miss work due to an approved absence, may have the opportunity to make up the time missed. Please check with your supervisor. If the time is not made up, then approved absences will be compensated through the use of accrued vacation.

Unplanned absences can disrupt work, inconvenience other employees, and affect productivity. If you have a poor attendance record or excessive lateness, you may be subject to disciplinary action, up to and including termination of employment.



## Standard of Conduct |

Revised: 02/06/2020 | Effective: 01/09/2020

It is the policy of Andreas Plumbing, Heating and Air-Conditioning to maintain the highest ethical and legal standards of business conduct, observing both the spirit and letter of the law. At the same time, Andreas Plumbing, Heating and Air Conditioning strives to engage in sound business practices that will ensure its longevity and the long-term completion of its mission.

The purpose of this policy is to outline what Andreas Plumbing, Heating, and Air Conditioning expects from its employees in terms of appropriate behavior. Employees who violate the work rules are subject to disciplinary action, up to and including termination.

Infractions of the following work rules are deemed to be unacceptable and may result in termination upon the first offense.

### Unacceptable Violations

1. Theft of company property or personal property of another employee.
2. Punching another employee's time card or permitting someone to punch your time card.
3. Falsification of an application or company record.
4. Sleeping while on duty.
5. Unauthorized disclosure of confidential information.
6. Serious violation of harassment policy.
7. Fighting, threatening, or attempting bodily injury to another person on the company property.
8. Deliberately damaging company property, property belonging to a co-worker or to a vendor.
9. Failure to wear safety equipment where required.
10. Unauthorized use of company time, materials, tools, etc. for personal gain.
11. Unauthorized alteration of company machinery or equipment.
12. Violation of safety rules which could result in serious injury to self or others.
13. Reporting to work under the influence of drugs and/or alcohol.
14. Possession of guns, knives, weapons, explosives, etc. on company property.
15. Testing positive for drugs on a company-administered drug test.
16. Refusal to cooperate with the investigation of a work-related matter.
17. Insubordination.
18. Indecent or immoral behavior on company property.
19. Conviction of a felony.

*(Continued)*



## Standard of Conduct (Continued) |

Revised: 02/06/2020 | Effective: 01/09/2020

### General Violations

The following violations do not generally pose a major threat to the operation of the business or to the safety and well-being of the individual or other employees.

1. Horseplay.
2. Contributing to unsanitary conditions.
3. Leave work area without permission.
4. Failure to provide an acceptable quality of work.
5. Repeated tardiness or absence; failure to report to work without satisfactory reason.
6. Smoking in restricted areas.
7. Unauthorized solicitations or posting of materials on company bulletin board.
8. Improper operation of any vehicle on company property.
9. Unauthorized use of company telephones or computers.

The above lists are not all-inclusive and the company reserves the right to take corrective action for any behavior it deems inappropriate for the efficient operation of the business.

Managers and supervisors will follow the progressive discipline policy for violations of the Code of Conduct.

## Progressive Discipline |

Revised: 02/06/2020 | Effective: 01/09/2020

Andreas Plumbing, Heating, and Air Conditioning's progressive discipline policy and procedures are designed to provide a structured corrective action process to improve and prevent a recurrence of undesirable employee behavior and performance issues. It has been designed consistent with Andreas Plumbing, Heating, and Air Conditioning organizational values, human resource (HR) best practices and employment laws.

Outlined below are the steps of our progressive discipline policy and procedure. The Company reserves the right to combine or skip steps depending on the facts of each situation and the nature of the offense. The level of disciplinary intervention may also vary. Some of the factors that will be considered are whether the offense is repeated despite coaching, counseling or training, the employee's work record, and the impact the conduct and performance issues have on the organization. *(Continued)*





## Progressive Discipline (Continued) |

Revised: 02/06/2020 | Effective: 01/09/2020

### Procedure

#### *Step 1: Counseling and verbal warning*

Step 1 creates an opportunity for the immediate supervisor to schedule a meeting with an employee to bring attention to the existing performance, conduct or attendance issue. The supervisor should discuss with the employee the nature of the problem or the violation of company policies and procedures. The supervisor is expected to clearly describe expectations and steps the employee must take to improve performance or resolve the problem.

Within five business days of this meeting, the supervisor will prepare written documentation of a Step 1 meeting. The employee will be asked to sign this document to demonstrate his or her understanding of the issues and the corrective action.

#### *Step 2: Written warning*

Although it is hoped that the employee will promptly correct any performance, conduct or attendance issues that were identified in Step 1, the Company recognizes that this may not always occur. The Step 2 written warning involves more formal documentation of the performance, conduct or attendance issues and consequences.

During Step 2, the immediate supervisor and manager or director will meet with the employee to review any additional incidents or information about the performance, conduct or attendance issues as well as any prior relevant corrective action plans. Management will outline the consequences for the employee of his or her continued failure to meet performance or conduct expectations.

A formal performance improvement plan (PIP) requiring the employee's immediate and sustained corrective action may be issued within five business days of a Step 2 meeting. A warning outlining that the employee may be subject to additional discipline up to and including termination if immediate and sustained corrective action is not taken may also be included in the written warning.

#### *Step 3: Suspension and final written warning*

There may be performance, conduct or safety incidents so problematic and harmful that the most effective action may be the temporary removal of the employee from the workplace. When immediate action is necessary to ensure the safety of the employee or others, the immediate supervisor may suspend the employee pending the results of an investigation.

*(Continued)*



## Progressive Discipline (Continued) |

Revised: 02/06/2020 | Effective: 01/09/2020

Suspensions that are recommended as part of the normal progression of this progressive discipline policy and procedure are subject to approval from a next-level manager and HR.

Depending on the seriousness of the infraction, the employee may be suspended without pay in full-day increments consistent with federal, state and local wage-and-hour employment laws. Nonexempt/hourly employees may not substitute or use an accrued paid vacation or sick day in lieu of the unpaid suspension. Due to Fair Labor Standards Act (FLSA) compliance issues, unpaid suspension of salaried/exempt employees is reserved for serious workplace safety or conduct issues. HR will provide guidance so that the discipline is administered without jeopardizing the FLSA exemption status.

Pay may be restored to the employee if an investigation of the incident or infraction absolves the employee.

### *Step 4: Recommendation for termination of employment*

The last and most serious step in the progressive discipline procedure is a recommendation to terminate employment. Generally, the Company will try to exercise the progressive nature of this policy by first providing warnings, a final written warning or suspension from the workplace before proceeding to a recommendation to terminate employment. However, Andreas Plumbing, Heating, and Air Conditioning reserves the right to combine and skip steps depending on the circumstances of each situation and the nature of the offense. Furthermore, employees may be terminated without prior notice or disciplinary action.

Management's recommendation to terminate employment must be approved by HR and the division director or designate. Final approval may be required from the CEO or designate.

### **Appeal Process**

Employees will have the opportunity to present information that may challenge information management has used to issue disciplinary action. The purpose of this process is to provide insight into extenuating circumstances that may have contributed to the employee's performance or conduct issues while allowing for an equitable solution.

If the employee does not present this information during any of the step meetings, he or she will have five business days after that meeting to present such information.

### **Performance and Conduct Issues Not Subject to Progressive Discipline**

Behavior that is illegal is not subject to progressive discipline, and such behavior may be reported to local law enforcement authorities. *(Continued)*



## Progressive Discipline (Continued) |

Revised: 02/06/2020 | Effective: 01/09/2020

Similarly, theft, substance abuse, intoxication, fighting and other acts of violence at work are also not subject to progressive discipline and may be grounds for immediate termination.

### Documentation

The employee will be provided copies of all progressive discipline documentation, including all PIPs. The employee will be asked to sign copies of this documentation attesting to his or her receipt and understanding of the corrective action outlined in these documents.

Copies of these documents will be placed in the employee's official personnel file.

Important note: Nothing in this policy provides any contractual rights regarding employee discipline or counseling, nor should anything in this policy be read or construed as modifying or altering the employment-at-will relationship between Andreas Plumbing, Heating, and Air Conditioning and its employees.

## Non-Smoking Policy |

Revised: 02/11/2020 | Effective: 01/09/2020

Andreas Plumbing, Heating, and Air Conditioning is a **smoke-free workplace** in order to maintain the highest possible safety conditions and because we are concerned about our employees' health. We also encourage smokers to quit smoking.

Any questions regarding our Non-Smoking policy, please contact Human Resources.

## Confidentiality |

Revised: 02/11/2020 | Effective: 01/09/2020

1. Company Records- All company data is proprietary and confidential, and should be used for legitimate business purposes only. This includes but is not limited to, financial and business records, books, manuals and course material and data and records relating to development or other projects.
2. Customer Records & Information in the course of your work, you will have access to the financial and other business records of our customers. These records are private and confidential, and you are strictly prohibited from disclosing any customer information outside of the staff or to another customer without that customer's permission.

*(Continued)*



## Confidentiality (Continued) |

Revised: 02/11/2020 | Effective: 01/09/2020

3. Intellectual Property- Our most valuable asset. The company recognizes and encourages innovators of Andreas Plumbing, Heating and Air-Conditioning training programs, templates, materials, etc. All materials, development projects, copyrights, etc., created and developed by employees of the company remain proprietary and confidential information of Andreas Plumbing, Heating and Air Conditioning.

- Any unauthorized disclosure of either company or customer records or other information will be grounds for disciplinary action, possibly including termination of employment.
- Neither Company or customer records kept at the Andreas Plumbing, Heating and Air Conditioning office may be removed without management approval, and all Company or member records must be returned upon termination of employment.

## Computer Policy, Including Internet Usage and Email |

Revised: 02/06/2020 | Effective: 01/09/2020

Internet access is provided to individuals based upon business needs to benefit the Company through connection to worldwide information resources. Employees have a responsibility to maintain and enhance Andreas Plumbing, Heating, and Air Conditioning's public image while accessing the Internet by following these guidelines:

Employees using Internet access via Company hardware and software are representing Andreas Plumbing, Heating, and Air Conditioning. As such, their conduct should be ethical and lawful at all times. Channels may be accessed for official company business to gain technical or analytical information and to establish business contacts.

Internet access should not be used for personal gain or advancement of personal views, for solicitation of non-company business, or result in the disruption of the company network operation or interfere with personal productivity at work.

Employees are responsible for the content of all text, audio, or images they place or send over the Internet. Fraudulent, harassing, or obscene messages are prohibited. All messages on the Internet should be identified with the employee's name. Employees may not obscure the origin of messages and the information published should not violate or infringe upon the rights of others. Abusive, profane or offensive language transmitted through the Company system is strictly prohibited.

*(Continued)*



## Computer Policy, Including Internet Usage and Email (Continued) |

Revised: 02/06/2020 | Effective: 01/09/2020

Employees may not download software without the express acknowledgement and support of the Network Administrator to ensure that proper licenses are obtained and viruses are not transmitted.

Employees may not send or upload Company copyrighted materials, trade secrets, proprietary information, or similar materials to third parties. Employees may not violate the copyright laws in regard to receipt/download of materials available on the Internet by copying and disseminating information, except for purposes falling under the category of "fair use."

All messages created, sent, or retrieved over the Internet are the property of the Company and should be considered public information. The Company reserves the right to access and monitor all messages and files on the computer system at any time. All communications can be disclosed to law enforcement officials or other third parties without prior consent of the sender or the receiver.

Harassment of any kind is strictly prohibited. Messages with derogatory or inflammatory remarks regarding race, religion, national origin, sexual orientation, or other protected attributes may not be transmitted.

Violations of the Internet Code of Conduct may result in disciplinary action up to and including termination and illegal activities may result in prosecution by legal authorities.

## Workplace Etiquette |

Revised: 02/06/2020 | Effective: 01/09/2020

Andreas Plumbing, Heating, and Air Conditioning can be a pleasant place to work when all employees show respect and courtesy to each other. Sometimes there are problems when employees do not realize that they are bothering or annoying other people. If this happens to you, you should first try to solve the problem by politely telling your co-worker what is bothering you.

We encourage you to keep an open mind. If another employee tells you about something that you are doing that makes it hard for that person to work, try to understand the other person's point of view.

The following are some guidelines and suggestions for how to be considerate of others at *(Continued)*



## Workplace Etiquette (Continued) |

Revised: 02/06/2020 | Effective: 01/09/2020

work. You will not necessarily be disciplined if you do not follow these suggestions, but the guidelines will help you get along with others. If you have comments or suggestions about workplace etiquette, contact Danielle Andreas.

Return copy machine and printer settings to their default settings after changing them. Replace paper in the copy machine and printer paper trays when they are empty. Retrieve print jobs in a timely manner and be sure to collect all your pages. Be prompt when using the manual feed on the printer. Keep the area around the copy machine and printers orderly and picked up. Be careful not to take or discard others' print jobs or faxes when collecting your own. Avoid public accusations or criticisms of other employees. Address such issues privately with those involved or your supervisor. Try to minimize unscheduled interruptions of other employees while they are working. Communicate by email or phone whenever possible, instead of walking unexpectedly into some one's office or workspace. Be conscious of how your voice travels, and try to lower the volume of your voice when talking on the phone or to others in open areas. Keep socializing to a minimum, and try to conduct conversations in areas where the noise will not be distracting to others. Minimize talking between workspaces or over cubicle walls. Instead, conduct conversations with others in their workspace. Try not to block walkways while carrying on conversations. Refrain from using inappropriate language (swearing) that others may overhear. Avoid discussions of your personal life/issues in public conversations that can be easily overheard. Monitor the volume when listening to music, voice mail, or a speakerphone that others can hear. Make a fresh pot of coffee if you take the last cup, if you think others may want a cup of coffee. Refrain from bringing strong smelling food into the work place. Also, refrain from strong smelling perfume and after-shave lotion. Clean up after yourself and do not leave behind waste or discarded papers.

## Dress Code/Casual Days |

Revised: 02/11/2020 | Effective: 01/09/2020

Andreas Plumbing, Heating and Air-Conditioning requires its employees to present a professional appearance that reflects well on the employee, the Company and teammates.

You are expected be well groomed and appropriately dressed at all times.

In the office, the attire is generally business casual on Monday through Thursday. This would include slacks, collared shirt and casual shoes for men, and slacks and blouse or dress with appropriate shoes for women (no tennis shoes or flip flops). Fridays are casual days. Dress may include jeans, t-shirts (in good taste), tennis shoes or sandals. Leggings and jeggings are considered to the likeness of pantyhose and should be worn accordingly. Shorts, tank tops, or other revealing dress are not appropriate in a business environment. *(Continued)*



## Dress Code/Casual Days (Continued) |

Revised: 02/11/2020 | Effective: 01/09/2020

Employees engaged in work that puts them in a position where they meet the public are expected to present a professional appearance to the customers. This means good personal grooming habits and the proper 'Andreas' apparel for their position with the Company.

Men must be cleanly shaven, with the following exception: a neat trimmed mustache or beard is permitted. Hair must be clean and groomed. Tennis shoes or similar lightweight shoes should not be worn in manufacturing and service facilities or in areas where there is a potential risk that equipment or products may fall and drop on the feet.

In order to have a professional appearance, Service Technicians are required to wear their company uniform on service calls at **all times**. Company uniform consists of plain white or black undershirt or black thermal during the cold season, black polo uniform shirt, camel colored Carhart pants, black belt. Even their outer layers must be Andreas' apparel. The company logo or emblem must be visible to customers at all times as a measure of security.

Service technicians are required to maintain a cleanly, professional appearance throughout the day. Keeping an extra uniform in their truck will be mandatory in order to achieve this appearance.

Steel toe boots are required for all outside field staff.

Those employees engaged in working around machinery with moving parts must have the cuffs of their shirts buttoned if wearing long-sleeve shirts and also have their shirts tucked in. Care must be given not to be wearing anything that could be caught in moving machinery.

Managers and supervisors should monitor their employees' appearances to ensure appropriate, safe dress. If your dress is determined to be inappropriate, you will be sent home to change and will be off the clock if you are a non-exempt employee.

Note: Exceptions to our policy regarding the dress code for office personnel may be made for casual day.



## Complaint Procedure |

Revised: 02/06/2020 | Effective: 01/09/2020

Your complaints and problems are of concern to the company. It is our policy to give full consideration to any issues that may affect your job performance. The only way we can help you answer your questions or solve your problems is for you to tell us about them.

1. If you have a problem or misunderstanding, the first step is to talk to your immediate supervisor within five working days of its occurrence. Your supervisor will give you an opportunity to discuss the matter fully and should give you an answer within three working days following the discussion. The majority of problems can be resolved in this manner. If the problem or complaint is with your immediate supervisor, go to Step 2.
2. In the event the problem or misunderstanding cannot be settled between you and your supervisor, you should describe your problem in writing and submit it to the President within three working days. The President will discuss the problem and respond within five days of the interview. The decision of the President in a problem situation will be final and binding.

There will be no discrimination or retaliation against anyone presenting a complaint or discussing a problem with supervisors or anyone in management.

## Company Property |

Revised: 02/06/2020 | Effective: 01/09/2020

Andreas Plumbing, Heating, and Air Conditioning may loan you property, materials or written information to help you do your job. You are responsible for protecting and controlling any property we loan you. You must also return any property given to you promptly upon request. If you terminate your employment at Andreas Plumbing, Heating, and Air Conditioning, you must return all company property immediately.

The following are items that may be issued to you. Not all employees will receive each and every item.

Client Lists, Credit Card(s), Laptop, Computer, iPads, Keys, Manuals, Cell Phones, Protective Equipment, Security Passwords, Tools, Uniforms, Vehicles, Written Material(s).

If you do not return our property and if the law allows, we may take money from your regular or final paycheck to cover the cost. We may also take legal action to get back our property.





## Mobile Device Policy |

Revised: 02/11/2020 | Effective: 02/06/2020

We provide mobile devices to some employees for business use. Employees with mobile devices are allowed to use them for short personal calls within reasonable limits. Sometimes we may check mobile phone bills to make sure this policy is being followed. Use of personal cell phones is discouraged, as it is disruptive to the workflow of the office. Personal cell phones should be turned off while at work. Use of your personal cell phone is permitted during your lunch break.

While driving, attention to the road and safety should always take precedence over conducting business over the phone. Therefore, employees may not:

- Use a hand-held cell phone or any other mobile electronic device.
- Access the internet, read or respond to emails or text messages.

Employees are expected to abide by all state and local laws related to mobile device use.

## Personal Data Changes |

Revised: 02/06/2020 | Effective: 02/06/2020

It is important that Andreas Plumbing, Heating, and Air Conditioning maintain certain personal information about you in our records. You are responsible to inform us whenever there is a change to your mailing address, telephone numbers, marital status, dependents' information, educational accomplishments, and other possibly related information.

We also need to have information about who to contact in case of an emergency. To change your personal information or if you have questions about what information is required, contact Danielle Andreas.

## Social Media Policy-Long Version |

Revised: 02/11/2020 | Effective: 02/06/2020

At Andreas Plumbing, Heating, and Air Conditioning we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media. This policy applies to all who work for Andreas Plumbing, Heating, and Air Conditioning.

*(Continued)*



## Social Media Policy-Long Version (Continued) |

Revised: 02/11/2020 | Effective: 02/06/2020

### GUIDELINES

In the rapidly expanding world of electronic communication, *social media* can mean many things. *Social media* includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with Andreas Plumbing, Heating, and Air Conditioning, as well as any other form of electronic communication. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow associates or otherwise adversely affects members, customers, suppliers, people who work on behalf of Andreas Plumbing, Heating, and Air Conditioning or our legitimate business interests may result in corrective action up to and including termination.

#### Know and follow the rules

Carefully read these guidelines, our Ethics Policy and Discrimination & Harassment/Anti-Harassment Policy, and ensure your postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to corrective action up to and including termination.

#### Be respectful

Always be fair and courteous to fellow employees, customers, suppliers or people who work on behalf of Andreas Plumbing, Heating, and Air Conditioning. It is important to keep in mind that you are more likely to resolve work related complaints by speaking directly with your co-workers or by utilizing our Open Door Policy than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage customers, employees or suppliers, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or company policy.

*(Continued)*



## Social Media Policy-Long Version (Continued) |

Revised: 02/11/2020 | Effective: 02/06/2020

### **Be honest and accurate**

Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about Andreas Plumbing, Heating, and Air Conditioning, fellow employees, customers, suppliers, people working on behalf of Andreas Plumbing, Heating, and Air Conditioning or competitors.

### **Post only appropriate and respectful content**

- Maintain the confidentiality of Andreas Plumbing, Heating, and Air Conditioning trade secrets and private or confidential information. Trades secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, policies, procedures or other internal business-related confidential communications.
- Respect financial disclosure laws. It is illegal to communicate or give a "tip" on inside information to others so that they may buy or sell stocks or securities. Such online conduct may also violate the Insider Trading Policy.
- Do not create a link from your blog, website or other social networking site to a Andreas Plumbing, Heating, and Air Conditioning website without identifying yourself as an employee of Andreas Plumbing, Heating, and Air Conditioning.
- Express only your personal opinions. Never represent yourself as a spokesperson for Andreas Plumbing, Heating, and Air Conditioning. If Andreas Plumbing, Heating, and Air Conditioning is a subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of Andreas Plumbing, Heating, and Air Conditioning, fellow employees, customers, suppliers or people working on behalf of Andreas Plumbing, Heating, and Air Conditioning. If you do publish a blog or post online related to the work you do or subjects associated with Andreas Plumbing, Heating, and Air Conditioning, make it clear that you are not speaking on behalf of Andreas Plumbing, Heating, and Air Conditioning. It is best to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of Andreas Plumbing, Heating, and Air Conditioning."

*(Continued)*



## Social Media Policy-Long Version (Continued) |

Revised: 02/11/2020 | Effective: 02/06/2020

### **Using social media at work**

Refrain from using social media while on work time or on equipment we provide, unless it is work-related as authorized by your manager or consistent with the Company Equipment Usage Policy. Do not use Andreas Plumbing, Heating, and Air Conditioning email addresses to register on social networks, blogs or other online tools utilized for personal use.

### **Retaliation is prohibited**

Andreas Plumbing, Heating, and Air Conditioning prohibits taking negative action against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to further corrective action, up to and including termination.

### **Media contacts**

Employees should not speak to the media on behalf without contacting Andreas Plumbing, Heating, and Air Conditioning management. All media inquiries should be directed to them.

### **For more information**

If you have questions or need further guidance, please contact your HR Manager.



## MISCELLANEOUS

### Uniforms |

Revised: 02/06/2020 |  
Effective: 09/24/2019

The company provides uniforms for all field staff at no cost to the employee.

Please make sure to turn in your uniforms in for cleaning on the date assigned by your supervisor. Some employees are required to wear steel-toe shoes. The company will reimburse you a portion toward the purchase of the shoes upon presentation of a receipt. Employees are expected to turn in their uniforms upon termination. If all uniforms are not accounted for upon termination you will be charged \$35 per missing garment. This will come out of your final paycheck.

### Company Fleet Usage and Driver Safety Policy |

Revised: 02/06/2020 | Effective: 01/09/2020

The purpose of this policy is to ensure the safety of those individuals who drive company vehicles and to provide guidance on the proper use of company fleet vehicles. Vehicle accidents are costly to our company, but more importantly, they may result in injury to you or others. It is the driver's responsibility to operate the vehicle in a safe manner and to drive defensively to prevent injuries and property damage. The Company expects each driver to drive in a safe and courteous manner pursuant to the following safety rules. The attitude you take when behind the wheel is the single most important factor in driving safely.

The Company Executive Management is responsible for:

- Reviewing accidents and overall driver safety records to determine if there should be changes in policy or procedure; or if other corrective action (such as training, equipment changes, etc.), should be implemented to enhance the safe operation of company vehicles, and/or personal vehicles on company business.
- Reviewing driving records of individual employees and making recommendations when driving privileges should be suspended or revoked.
- Reviewing all other issues that arise with respect to compliance with this policy.

### Driver Guidelines and Reporting Requirements

1. Company vehicles are to be driven by authorized employees only, except in case of repair testing by a mechanic.
2. Any employee who has a driver's license revoked or suspended shall immediately notify the Company offices and ***immediately discontinue operation of the company vehicle.*** Failure to do so may result in disciplinary action, including termination of employment.



(Continued)

## Company Fleet Usage and Driver Safety Policy (Continued) |

Revised: 02/06/2020 | Effective: 01/09/2020

3. All accidents in company vehicles, regardless of severity, must be reported to the police and to the Company offices. Accidents are to be reported immediately (from the scene, during the same day, or as soon as practicable if immediate or same day reporting is not possible). Accidents in personal vehicles while on company business **must** follow these same accident procedures.

Please Note: *Company business is defined as driving at the direction, or for the benefit, of employer. It does not include normal commuting to and from work.*

Accidents involving the employee's personal injury must be reported to Human Resources for Workers' Compensation purposes. Failing to stop after an accident and/or failure to report an accident may result in disciplinary action, up to and including termination of employment.

4. Drivers must report all ticket violations received during the operation of a company vehicle, or while driving a personal vehicle on company business, within 72 hours to the Company offices.
5. Motor Vehicle Records will be obtained on all drivers prior to employment and no less than every six months. A driving record that fails to meet the criteria stated in this policy, or is considered to be in violation of the intent of this policy, will result in a loss of the privilege of driving a company vehicle.

### Driver Criteria & Administration

Employees must have a valid and current Driver's license to operate a company vehicle, or a personal vehicle with current auto insurance while on company business.

Employees are expected to drive in a safe and responsible manner and to maintain a good driving record. The Company is responsible for reviewing records, including accidents, moving violations, etc., to determine if an employee's driving record indicates a pattern of unsafe or irresponsible driving, and to make a recommendation for suspension or revocation of driving privileges.

Criteria that may indicate an unacceptable record includes, but is not limited to:

- Three or more moving violations\* in a year
- Three or more chargeable accidents within a year. Chargeable means that the driver is determined to be the primary cause of the accident through speeding, inattention, etc. Contributing factors, such as weather or mechanical problems, will be taken into consideration.



- Any combination of accidents and/or moving violations. *(Continued)*

## Company Fleet Usage and Driver Safety Policy (Continued) |

Revised: 02/06/2020 | Effective: 01/09/2020

\* *Violations include any ticket, charge, or other law enforcement proceeding relating to these, as well as independent evidence of violations deemed relevant by the Company.*

### Driver Safety Rules

1. Driving on company business and/or driving a company vehicle while under the influence of intoxicants and other drugs (which could impair driving ability) is forbidden and is sufficient cause for discipline, up to and including termination of employment.
2. Cell phone use while driving should be kept to a minimum. Drivers need to be aware when use of the cell phone is creating a distraction from safe driving and adjust their usage accordingly, including pulling off the road to continue/finish the conversation if needed. Whenever possible, drivers should complete calls while the vehicle is parked and/or use the phone in a "hands free" mode via a headset or speaker. While driving, attention to the road and safety should always take precedence over conducting business over the phone.
3. No driver shall operate a company vehicle when his/her ability to do so safely has been impaired by illness, fatigue, injury, or prescription medication.
4. All drivers and passengers operating or riding in a company vehicle **must** wear seat belts.
5. No unauthorized personnel are allowed to ride in company vehicles.
6. Drivers are responsible for the security of company vehicles assigned to them. The vehicle engine must be shut off, ignition keys removed, and vehicle doors locked whenever the vehicle is left unattended.
7. Head lights shall be used 2 hour before sunset and until 2 hour after sunrise, or during inclement weather or at any time when a distance of 500 feet ahead of the vehicle cannot be clearly seen.
8. All State and Local laws must be obeyed.

### Defensive Driving Guidelines

- Drivers are required to maintain a safe following distance at all times. Drivers should keep a two second interval between their vehicle and the vehicle immediately ahead. During slippery road conditions, the following distance should be increased to at least four



seconds.

- Drivers must yield the right of way at all traffic control signals and signs requiring them to do so. *(Continued)*

## Company Fleet Usage and Driver Safety Policy (Continued) |

Revised: 02/06/2020 | Effective: 01/09/2020

- Drivers should also be prepared to yield for safety's sake at any time. Pedestrians and bicycles in the roadway always have the right of way.
- Drivers must honor posted speed limits. In adverse driving conditions, reduce speed to a safe operating speed that is consistent with the conditions of the road, weather, lighting, and volume of traffic. Tires can hydroplane on wet pavement at speeds as low as 40 mph.
- Radar Detectors are strictly prohibited in company Vehicles. Drivers are to drive at the speed of traffic but never to exceed the posted speed limit.
- Turn signals must be used to show where you are heading; while going into traffic and before every turn or lane change.
- When passing or changing lanes, view the entire vehicle in your rear-view mirror before pulling back into that lane.
- Be alert of other vehicles, pedestrians, and bicyclists when approaching intersections. Never speed through an intersection on a caution light. When the traffic light turns green, look both ways for oncoming traffic before proceeding.
- When waiting to make left turns, keep your wheels facing straight ahead. If rear ended, you will not be pushed into the lane of oncoming traffic.
- When stopping behind another vehicle, leave enough space so you can see the rear wheels of the car in front. This allows room to go around the vehicle if necessary and may prevent you from being pushed into the car in front of you if you are rear-ended.
- Avoid backing where possible, but when necessary, keep the distance traveled to a minimum and be particularly careful.
- ***Check behind your vehicle before backing up.***
- ***Back to the driver's side. Do not back around a corner or into an area of no visibility.***

### Accident Procedures

1. In an attempt to minimize the results of an accident, the driver must prevent further damages or injuries and obtain all pertinent information and report it accurately.
  - Call for medical aid if necessary.
  - Call the police. All accidents, regardless of severity, must be reported to the police. If the driver cannot get to a phone, he should write a note giving location to a reliable appearing motorist and ask him to notify the police.
  - Record names and addresses of driver, witnesses, and occupants of the other vehicles and any medical personnel who may arrive at the scene.

Complete the form located in the Vehicle Accident Packet. Pertinent information to obtain includes: **license number of other drivers; insurance company names and policy numbers of other vehicles; make, model, and year of other vehicles; date and time of accident; and overall**





road and weather conditions. *(Continued)*

## Company Fleet Usage and Driver Safety Policy (Continued) |

Revised: 02/06/2020 | Effective: 01/09/2020

2. Do not discuss the accident with anyone at the scene except the police. Do not accept any responsibility for the accident. Do not argue with anyone.
3. Provide the other party with your name, address, driver's license number, and insurance information.
4. Immediately report the accident to the office. Provide a copy of the accident report and/or your written description of the accident to the office as soon as possible.
5. There will be a formal accident review conducted on each accident to determine cause and how the accident could have been prevented.

Any questions about this policy should be relayed to your immediate supervisor.

### EZ Pass Usage Procedures

1. Only Use EZPass while traveling the turnpike for work related trips. When traveling the turnpike in your service truck that is not related to work, please put the transponder back in the foil bag and place it in your glove box. You are responsible for your transponder, if you lose it or it is stolen, you will be responsible for the replacement cost of \$45.

### Employee Referral Program |

Revised: 02/06/2020 | Effective: 01/09/2020

If you know of someone who is interested in working for the company, please refer him/her to Danielle Andreas.

Candidates should meet the criteria for the job. We will give employee referrals every consideration along with other qualified candidates.

For each qualified technician applicant that you refer you will receive \$100. For each qualified technician that is hired for a full-time position, you will receive a recruitment bonus of \$100 per month after the employee has completed the 60 day introductory period for the time the employee remains employed.



## ADDITIONAL POLICIES

### Re-Employment |

Revised: 02/06/2020 | Effective: 02/06/2020

It is the policy of Andreas Plumbing, Heating and Air-Conditioning to consider re-employment for anyone who left their previous employment with the company in good standing. However, like any candidate for employment, they must meet all requirements for the position to which they are applying.

### Compensation and Benefits Policies |

Revised: 02/11/2020 | Effective: 02/06/2020

#### 1. Salary Administration

Andreas Plumbing, Heating and Air-Conditioning salary administration policy is designed to compensate you relative to your job responsibilities and your contributions to the company's success. The program is designed to pay competitively. This is accomplished through access to national and market specific salary data.

There are four elements that influence your compensation:

1. The requirements of your position, including the impact your position has on the overall success of the company
2. Your performance
3. Published salary data from a variety of sources
4. The value of your employee benefit package.

Executive management is responsible for administering salary policy within their areas of responsibility. The manager in charge of human resources is responsible for ensuring that the compensation paid to all employees is competitive and equitable.

#### 1. Overtime

Andreas Plumbing, Heating and Air-Conditioning endeavors to keep overtime to a minimum. However, some amount of overtime is unavoidable due to the small size of our staff, the extra workload facing us in advance of major member events and the need to complete time-sensitive projects.

Only non-exempt (hourly) employees are eligible for overtime. Independent contract service providers paid by the hour are not eligible for overtime pay. Non-exempt employees are paid



1.5 times their hourly rate for hours worked in excess of 40 in a work week. (Holiday, vacation or paid personal days are not included in the 40 base hours.) *(Continued)*

## Compensation and Benefits Policies (Continued) |

Revised: 02/11/2020 | Effective: 02/06/2020

The workweek begins on Monday at 12:00 AM and ends the following Sunday at 11:59 PM. All non-exempt employees are required to complete weekly timesheets, subject to supervisor approval. Overtime hours will be determined from the timesheets.

## Whistleblower Policy |

Revised: 02/11/2020 | Effective: 02/06/2020

Andreas Plumbing, Heating and Air-Conditioning encourages all employees to report to management promptly any misconduct, violation or breach. Such reporting is commonly known as "whistle blowing".

Misconduct or violations regarding the following are to be reported:

1. a criminal offense;
2. a violation of laws and regulations;
3. an intentional provision of incorrect information to public bodies;
4. a violation of company policies or procedures;
5. any concerns regarding questionable accounting, internal controls or audit matters;
6. intentional suppression, destruction or manipulation of information regarding those facts.

The purpose of the whistleblower policy ensures that any employee who wishes to make a report of any violation, which he or she reasonably believes to be true, can do so without the risk of retaliation; with the assurance that all reports are treated strictly confidentially as far as legally permitted, will be promptly investigated, and that reports can be made anonymously (if desired).

Employees shall report the violation internally to their manager or, if they consider reporting to the manager inappropriate due to the circumstances of the misconduct, to company President.

The employee who has reported a violation shall keep the report confidential. In providing information, the name of the employee shall not be disclosed. However, such anonymity cannot be assured if legal proceedings require otherwise.



## Building Access |

Revised: 02/06/2020 | Effective: 02/06/2020

The building will be unlocked during normal working hours. Employees are given security access to the building as needed, after hours. Employees are granted a right to use the business premises strictly for company business. Exceptions to this policy must be requested and authorized in writing.

Our office is protected by a security system. The first employee in the office in the morning must disarm the system, and the last employee to leave at the end of the workday must arm the system.

Employees are to maintain their personal workspace and common areas in a neat and orderly manner.

## Employee Non-Compete Agreements |

Revised: 02/06/2020 | Effective: 02/06/2020

The primary purpose of a non-compete agreement is to enable us to openly share and safeguard our trade secrets (e.g., business plans, new developments, financial results, blue ocean and other key strategies.)

While you work for Andreas Plumbing, Heating and Air-Conditioning, you will not work directly or indirectly for any competitor. And, never, for any period of time, shall any employee divulge any trade secrets, confidential information or intellectual property or processes to any third party.

During your employment you are not permitted to perform side work. If you do, this could result in termination.

## Email and Internet Use |

Revised: 02/06/2020 | Effective: 02/06/2020

A. Policy - Andreas Plumbing, Heating and Air-Conditioning is committed to providing an environment that encourages the use of computers and electronic information as essential tools to support the Company's business. It is the responsibility of each employee to ensure that this technology is used for proper business purposes and in a manner that does not compromise the confidentiality of proprietary or other sensitive information. This policy supplements, and should be read in conjunction with, all other company policies. Further, this policy applies to all users of company computer systems.

*(Continued)*



## Email and Internet Use (Continued) |

Revised: 02/06/2020 | Effective: 02/06/2020

### B. Procedures/Understanding

1. All email correspondence is the property of the company.
2. All email communications are not considered private despite any such designation either by the sender or recipient.
3. Andreas Plumbing, Heating and Air-Conditioning reserves the right to monitor its email system, including an employee's mailbox, at its discretion, in the ordinary course of business. Please note that in certain situations, the Company may be compelled to access and disclose messages sent over its email system.
4. The existence of passwords and "message delete" functions do not restrict or eliminate management's ability or right to access electronic communications.
5. Employees shall not share an email password; provide email access or any other access to an unauthorized user, or access to another user's email box without authorization.
6. Offensive, demeaning or disruptive messages are prohibited. This includes, but is not limited to, messages that are inconsistent with Andreas Plumbing, Heating and Air-Conditioning policies concerning equal opportunity employment, sexual harassment or other unlawful harassment.
7. Andreas Plumbing, Heating and Air-Conditioning network, including its connection to the internet, is to be used primarily for business related purposes only and not for personal use. Any unauthorized use of the internet is strictly prohibited. Unauthorized use includes, but is not limited to, connecting, posting or downloading pornographic material, engaging in computer "hacking" and other related activities, attempting to disable the security of information on the Company's computers, or otherwise using the Company's computer for personal use.
8. Internet messages should be treated as non-confidential. Anything sent through the internet passes through a number of different computer systems, all with different levels of security. The confidentiality of messages may be compromised at any point along the way, unless the messages are encrypted.
9. Since postings placed on the internet may display Andreas Plumbing, Heating and Air-Conditioning address, make certain before posting information on the internet that the information reflects the standards and policies of Andreas Plumbing, Heating and Air-Conditioning. Under no circumstances shall information of a confidential, sensitive or otherwise proprietary nature be placed on the internet.



## Gifts |

Revised: 02/06/2020 | Effective: 02/06/2020

Employees are prohibited from soliciting or accepting gifts from companies or individuals that the company does business with. Soliciting gifts will result in disciplinary action and possible termination.

Accepting gifts can place the individual or our company in a compromising or embarrassing position. An employee who receives a gift should inform his or her supervisor to discuss the propriety of keeping the gift.

Gifts are defined as an item or event with a value exceeding twenty-five dollars.

## Inadequate Performance |

Revised: 02/06/2020 | Effective: 02/06/2020

Andreas Plumbing, Heating and Air-Conditioning offers employment to those individuals that the Company believes are capable of carrying out the duties and responsibilities of the position for which they have been hired. Andreas seeks to employ above average performers, since we believe that all positions are critical to our success.

Periodic performance reviews, which are discussed later in this handbook, are for the purpose of reviewing individual performance. In addition, supervisors are available to mentor and coach staff to help all staff maximize their individual performance.

However, there may be times when an employee's performance may be considered to not meet the basic performance requirements of the position. In those instances, the employee's supervisor will schedule a meeting at which the deficiencies will be discussed and a timetable for corrections will be agreed upon. The supervisor will document a written warning to be reviewed, acknowledged and signed by the employee.

If performance does not improve within the time frame agreed upon between the employee and the supervisor, other action may be taken, possibly including termination.



## Travel and Entertainment Policy |

Revised: 02/06/2020 | Effective: 02/06/2020

Travel and Entertainment is a necessity in business. Some individuals view travel as a benefit and others view it as a burden. Regardless of your individual view, we all shall treat and regard travel and entertainment as a privilege. Unfortunately, travel and entertainment is often an abused privilege in corporate America. Thus, a policy is needed to set Company expectations and to ensure that travel and entertainment benefits are not abused.

We want your travels on company business to be comfortable and at the same time as economical as possible. As an example, we want your travel to be during reasonable hours of the day or night. To the extent possible, we want your flights to be direct, we want you to stay in reputable and comfortable hotels and we want you to enjoy good and healthy meals. At the same time, we want you to be prudent in the use of company funds.

When you travel, you are a representative of Andreas Plumbing, Heating and Air-Conditioning. The company expects you to conduct your behavior as a professional from the moment you arrive at an event until the time you leave the event. As a general rule "early to bed/early to rise". With regards to entertainment, our guideline is a **two-drink maximum** at meetings and events.

Discretion is required and no excessive spending is permitted. Receipts are required for all expenses over \$25.00. Compliance with IRS Regulations is required. Any expense that includes more than yourself (two or more people) is to be reported as entertainment and is to have a bona-fide business purpose to be noted on the receipt. Entertainment receipts are to indicate people included and the business purpose. Personal charges such as Movies, Mini-Bar, Personal Items, etc. will not be reimbursed. Employees will be reimbursed for business use of personal auto at the current Federal reimbursement rate.

### **Travel and entertainment spending is not carte blanche because it is business travel.**

Expenses are to be prudent, necessary and reasonable for the destination and purpose of the trip. We also recognize travel costs vary by destination. Use discretion when incurring travel and entertainment expense. Again, we want your travel to be comfortable but at the same time as economical as is reasonable. We expect you to treat travel and entertainment expense on company business as judiciously as you would in your personal travels.



## Employee Engagement Survey |

Revised: 02/06/2020 | Effective: 02/06/2020

It is the practice of Andreas Plumbing, Heating and Air-Conditioning to conduct an annual employee engagement survey. As a company, we value the hard work and effort that our employees put in daily. This is an opportunity for all employee's to confidentially voice their opinions on what Andreas Plumbing, Heating and Air-Conditioning is doing well and what can be approved upon.

## Unpaid Time Off |

Revised: 02/11/2020 | Effective: 02/11/2020

Employees who have been with Andreas Plumbing, Heating and Air-Conditioning less than one year are allowed up to 8 unpaid absences.

Employees who have been with Andreas Plumbing, Heating and Air-Conditioning more than one year are allowed up to 5 unpaid absences on top of their accrued vacation and PTO.

Absences should be scheduled as far in advance as possible. Absences should be scheduled and approved by employee's supervisor at least two (2) weeks prior to the date requested.

## Photo Policy |

Revised: 02/11/2020 | Effective: 02/11/2020

At Andreas Plumbing, Heating and Air-Conditioning we will require work-related photos to be taken and uploaded into customer account.

At no time should photos be taken on customer property that is not related to the home/buildings mechanical system or the job in general.

## Field Staff Bathroom Use |

Revised: 02/11/2020 | Effective: 02/11/2020

Andreas Plumbing, Heating and Air-Conditioning highly discourages the use of customers' bathrooms.

Please use public facilities during travel.





## COVID-19 POLICY

### Covid-19 Policy |

Effective: 12/02/2020

The health, safety and well-being of our team is our top priority. As such, we are committed to do what it takes to retain our team members and ensure they have consistent work, benefits and well-paying careers for years to come.

We are also committed to the health, safety and well-being of our customers. It is our obligation to continue to keep them comfortable and safe by offering life sustaining services now and in the future.

As a small business we could possibly struggle to meet some of the financial obligations due to the new regulations. Since our livelihood is performing a trade, it will be difficult to run our operation if there are not enough sufficient workers and the viability of the company could be in jeopardy.

It will be our official policy, that if you have come in contact with someone who tested positive, please get tested by your health care provider, and take proper precautions to prevent further transmissions. However, while waiting for the test results, you are permitted to continue working if you are comfortable and non-symptomatic.

If you test positive for Covid-19 we ask that you follow the directions of your health care provider. You will be permitted to return to work after you are non-symptomatic and released from your doctor.

If you have concerns due to Covid-19, please discuss in person with your immediate supervisor.

### Infectious Disease Control Policy |

Effective: 12/02/2020

The Company will take proactive steps to protect the workplace in the event of an infectious disease outbreak. It is the goal of the company during any such time period to strive to operate effectively and ensure that all essential services are continuously provided and that employees are safe within the workplace.

The Company is committed to providing authoritative information about the nature and spread of infectious diseases, including symptoms and signs to watch for, as well as required steps to be taken in the event of an illness or outbreak.



## **Preventing the Spread of Infection in the Workplace**

The Company will ensure a clean workplace, including the regular cleaning of objects and areas that are frequently used, such as bathrooms, breakrooms, conference rooms, door handles and railings. A committee will be designated to monitor and coordinate events around an infectious disease outbreak, as well as to create work rules that could be implemented to promote safety through infection control.

We ask all employees to cooperate in taking steps to reduce the transmission of infectious disease in the workplace. The best strategy remains the most obvious—frequent hand washing with warm, soapy water; covering your mouth whenever you sneeze or cough; and discarding used tissues in wastebaskets. We will also install alcohol-based hand sanitizers throughout the workplace and in common areas.

Unless otherwise notified, our normal attendance and leave policies will remain in place. Individuals who believe they may face particular challenges reporting to work during an infectious disease outbreak should take steps to develop any necessary contingency plans. For example, employees might want to arrange for alternative sources of childcare should schools close and/or speak with supervisors about the potential to work from home temporarily or on an alternative work schedule.

### **Telecommuting**

Telework requests will be handled on a case-by-case basis. While not all positions will be eligible, all requests for temporary telecommuting should be submitted to your manager for consideration.

### **Staying Home When Ill**

Many times, with the best of intentions, employees report to work even though they feel ill. We provide paid sick time and other benefits to compensate employees who are unable to work due to illness. Please review Company policies on benefits and sick leave.

During an infectious disease outbreak, it is critical that employees do not report to work while they are ill and/or experiencing any stated disease symptoms as defined by the CDC or state Health Department.

### **Taking Employee Temperature**

The Equal Employment Opportunity Commission (EEOC) gave employers the green light to take employees' temperatures to try and ward off the spread of the coronavirus in guidance updated March 18.



Because the Centers for Disease Control and Prevention (CDC) and state and local health authorities have acknowledged community spread of COVID-19, the respiratory illness caused by the coronavirus, and have issued related precautions, employers may measure employees' body temperature. However, employers should be aware that some people with COVID-19 do not have a fever and some people with a fever do not have COVID-19. The temperature reading should be kept confidential and the person administering the temperature check should be trained on the procedure.

Currently, the Centers for Disease Control and Prevention recommends that people with an infectious illness such as the flu remain at home until at least 24 hours after they are free of fever (100 degrees F or 37.8 degrees C) or signs of a fever without the use of fever-reducing medications. Employees who report to work ill will be sent home in accordance with these health guidelines.

### **Requests for Medical Information and/or Documentation**

If you are out sick or show symptoms of being ill, it may become necessary to request information from you and/or your health care provider. In general, we would request medical information to confirm your need to be absent, to show whether and how an absence relates to the infection, and to know that it is appropriate for you to return to work. As always, we expect and appreciate your cooperation if and when medical information is sought.

### **Confidentiality of Medical Information**

Our policy is to treat any medical information as a confidential medical record. In furtherance of this policy, any disclosure of medical information is in limited circumstances with supervisors, managers, first aid and safety personnel, and government officials as required by law.

### **Social Distancing Guidelines for Workplace Infectious Disease Outbreaks**

In the event of an infectious disease outbreak, the Company may implement these social distancing guidelines to minimize the spread of the disease among the staff.

During the workday, employees are requested to:

1. Avoid meeting people face-to-face. Employees are encouraged to use the telephone, online conferencing, e-mail or instant messaging to conduct business as much as possible, even when participants are in the same building.
2. If a face-to-face meeting is unavoidable, minimize the meeting time, choose a large meeting room.
3. Avoid any unnecessary travel and cancel or postpone nonessential meetings, gatherings, workshops and training sessions. *(Continued)*



### **Social Distancing Guidelines for Workplace Infectious Disease Outbreaks (*Continued*)**

4. Do not congregate in work rooms, pantries, copier rooms or other areas where people socialize.
5. Bring lunch and eat at your desk or away from others (avoid lunchrooms and crowded restaurants).
6. Encourage members and others to request information and orders via phone and e-mail in order to minimize person-to-person contact. Have the orders, materials and information ready for fast pick-up or delivery.

### **Communicable Diseases Policy |**

Effective: 12/02/2020

Any decision involving Company employees who may have or been confirmed to have communicable diseases shall be based on current and well-informed medical judgments concerning the disease, the risks of transmitting the illness to others, the symptoms and special circumstances of each individual who has a communicable disease, and a careful weighing of the identified risks and the available alternative for responding to an employee with a communicable disease.

Communicable diseases include, but are not limited to, measles, influenza, viral hepatitis-A (infectious hepatitis), viral hepatitis-B (serum hepatitis), human immunodeficiency virus (HIV infection), AIDS, AIDS-Related Complex (ARC), leprosy, Severe Acute Respiratory Syndrome (SARS), including the SARS-CoV-2 (coronavirus) and tuberculosis. The Company may choose to broaden this definition within its best interest and in accordance with information received through the Centers for Disease Control and Prevention (CDC).

The Company will not discriminate against any job applicant or employee based on the individual having a communicable disease. Applicants and employees shall not be denied access to the workplace solely on the grounds that they have a communicable disease. The Company reserves the right to exclude a person with a communicable disease from the workplace facilities, programs and functions if the organization finds that, based on a medical determination, such restriction is necessary for the welfare of the person who has the communicable disease and/or the welfare of others within the workplace.

The Company will comply with all applicable statutes and regulations that protect the privacy of persons who have a communicable disease. Every effort will be made to ensure procedurally sufficient safeguards to maintain the personal confidence about persons who have communicable diseases.



## Sick Leave Policy Under FFCRA |

Effective: 12/02/2020

In light of the current COVID-19 pandemic, the Company provides this updated Sick Leave Policy.

Under the FFCRA, the paid sick leave and expanded family and medical leave provisions of the FFCRA apply to public employers and private employers with fewer than 500 employees. Under the FFCRA, employees of these "covered employers" are eligible for:

- Two weeks (up to 80 hours) of paid sick leave at the employee's regular rate of pay where the employee is unable to work because the employee is quarantined (pursuant to Federal, State, or local government order or advice of a health care provider), and/or experiencing COVID-19 symptoms and seeking a medical diagnosis; or
- Two weeks (up to 80 hours) of paid sick leave at two-thirds the employee's regular rate of pay because the employee is unable to work because of a bona fide need to care for an individual subject to quarantine (pursuant to Federal, State, or local government order or advice of a health care provider), or to care for a child (under 18 years of age) whose school or child care provider is closed or unavailable for reasons related to COVID-19, and/or the employee is experiencing a substantially similar condition as specified by the Secretary of Health and Human Services, in consultation with the Secretaries of the Treasury and Labor; and
- Up to an additional 10 weeks of paid expanded family and medical leave at two-thirds the employee's regular rate of pay where an employee, who has been employed for at least 30 calendar days, is unable to work due to a bona fide need for leave to care for a child whose school or child care provider is closed or unavailable for reasons related to COVID-19.

This policy is consistent with the new requirements of the FFCRA, which are in effect through December 31, 2020, and are enforced by the U.S. Department of Labor's Wage and Hour Division. *(Continued)*



## Emergency Paid Sick Leave Due to Coronavirus |

Effective: 12/02/2020

### Eligibility

All current full- and part-time employees scheduled but unable to work (or telework) due to one of the following reasons for leave:

1. The employee is subject to a federal, state or local quarantine or isolation order related to COVID-19.
2. The employee has been advised by a health care provider to self-quarantine due to concerns related to COVID-19.
3. The employee is experiencing symptoms of COVID-19 and seeking a medical diagnosis.
4. The employee is caring for an individual who is subject to either number 1 or 2 above.
5. The employee is caring for his or her child if the school or place of care of the child has been closed, or the child care provider of such child is unavailable, due to COVID-19 precautions.
6. The employee is experiencing any other substantially similar condition specified by the secretary of health and human services in consultation with the secretary of the treasury and the secretary of labor.

"Child" means a biological, adopted or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis, who is:

- Under 18 years of age.
- 18 or older and incapable of self-care because of a mental or physical disability.

"Individual" means an immediate family member, roommate or similar person with whom the employee has a relationship that creates an expectation that the employee would care for the person if he or she self-quarantined or was quarantined. Additionally, the individual being cared for must: a) be subject to a federal, state or local quarantine or isolation order as described above; or b) have been advised by a health care provider to self-quarantine based on a belief that he or she has COVID-19, may have COVID-19 or is particularly vulnerable to COVID-19.

Furloughed employees are not eligible as there is no work available from which to take leave. *(Continued)*



## Amount of Paid Sick Leave

All eligible full-time employees will have up to 80 hours of paid sick leave available to use for the qualifying reasons above. Eligible part-time employees are entitled to the number of hours worked, on average, over a two-week period.

For employees with varying hours, one of two methods for computing the number of hours paid will be used:

- If the employee has worked 6 months or more, the average number of hours that the employee was scheduled per day over the 6-month period ending on the date on which the employee takes leave, including hours for which the employee took leave of any type.
- If the employee has worked less than 6 months, the expected number of hours to be scheduled per day at the time of hire.

## Rate of Pay

Emergency sick leave will be paid at the employee's regular rate of pay, or minimum wage, whichever is greater, for leave taken for reasons 1-3 above. Employees taking leave for reasons 4-6 will be compensated at two-thirds their regular rate of pay, or minimum wage, whichever is greater. Pay will not exceed:

- \$511 per day and \$5,110 in total for leave taken for reasons 1-3 above.
- \$200 per day and \$2,000 in total for leave taken for reasons 4-6 above.

## Interaction with Other Paid Leave

The employee may use emergency paid sick leave under this policy before using any other accrued paid time off for the qualifying reasons stated above.

## Procedure for Requesting Emergency Paid Sick Leave

Employees must notify their manager or the HR Manager of the need and specific reason for leave under this policy. A form will be provided to all employees on the company intranet and/or in a manner accessible to all. Verbal notification will be accepted until practicable to provide written notice. *(Continued)*



## Procedure for Requesting Emergency Paid Sick Leave (*Continued*)

Documentation supporting the need for leave must be included with the leave request form, such as:

- A copy of the federal, state or local quarantine or isolation order related to COVID-19 applicable to the employee or the name of the government entity that issued the order.
- Written documentation by a health care provider advising the employee to self-quarantine due to concerns related to COVID-19 or the name of the provider who advised the employee.
- The name and relation of the individual the employee is taking leave to care for who is subject to a quarantine or isolation order or is advised to self-quarantine.
- The name and age of the child or children being cared for; the name of the school, place of care, or child care provider that closed or became unavailable; and a statement that no other suitable person is available to care for the child during the period of requested leave.
  - For children over age 14, a statement indicating the special circumstances that require the employee to provide care during daylight hours.

Once emergency paid sick leave has begun, the employee and his or her manager must determine reasonable procedures for the employee to report periodically on the employee's status and intent to continue to receive paid sick time.

### **Carryover**

Paid emergency sick leave under this policy will not be provided beyond December 31, 2020. Any unused paid sick leave will not carry over to the next year or be paid out to employees.

### **Job Protections**

No employee who appropriately utilizes emergency paid sick leave under this policy will be discharged, disciplined or discriminated against for work time missed due to this leave.

**Please contact the HR department with any questions.**





**ACKNOWLEDGEMENT**

**Acknowledgement of  
Receipt of Company  
Handbook |**

Revised: 02/06/2020 | Effective: 09/24/2019

Andreas Plumbing, Heating and Air-Conditioning

**EMPLOYEE ACKNOWLEDGEMENT, UNDERSTANDING & AGREEMENT WITH COMPANY  
POLICIES, PROCEDURES AND REQUIRED CONDUCT**

I understand that this employee handbook describes important information about Andreas Plumbing, Heating and Air Conditioning and that I should consult my supervisor or the President regarding any questions not answered in the handbook.

Since provisions are subject to change, I further understand that revisions to it may supersede or eliminate one or more existing policies and/or benefits and that all such changes are communicated through official notices.

Unless I have an individual written employment contract, my employment relationship with Andreas Plumbing, Heating and Air-Conditioning is voluntarily entered into and is subject to termination by me or the Company at will, at any time, if either the Company or myself believes such action to be appropriate.

I acknowledge that this handbook is neither a contract of employment nor a legal document. I have received, read and understand the policies contained in this handbook and will read any revisions made to it in the future.

I will return this handbook (and any copies or and/or updates to it) and any other confidential information in my possession to my supervisor by my last day of work or as requested.

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee's Name (Please print): \_\_\_\_\_

Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_