

Solution Heating & Cooling, Inc.

200 Romsos Ave, Cameron, WI 54822

Employee Handbook

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This employee handbook does not constitute a contract for employment between Solution Heating & Cooling Inc. and its employees. Employees of the Company are considered "at-will", and therefore, either the employee or the Company may terminate the employment relationship at any time with or without cause or notice. No person other than an officer of the company or appointed supervisor has authority to enter into any agreement for employment for any specified period and any such agreement must be in writing. The Company reserves the right to modify the provisions of this handbook at any time.

Hiring Policies

Equal Opportunity Employer

It is a fundamental policy of Solution Heating & Cooling Inc. not to discriminate on the basis of race, color, religion, sex, national origin, age, handicap or disability, with respect to recruitment, hiring, training, promotion and other terms and conditions of employment.

It is the policy of the Company to base decisions on employment solely upon an individual's qualifications relating to the requirements of the position for which the individual is being considered; recruit, hire, and promote the best qualified persons for all jobs without regard to race, color, religion, sex, sexual orientation, marital status, national origin, age, handicap or disability.

Ensure that all personnel actions such as compensation, benefits, transfers, layoffs, Company-sponsored training, promotions, terminations and disciplinary actions are applied equally.

Confirmation Of Previous Employment And Background Check

It is the policy of Solution Heating & Cooling Inc. to request information from a prospective employee's previous employer(s) in order to obtain the prospective employee's work record as it pertains to the application for employment.

It is also the company's policy to do a complete criminal background check on all prospective employees as a condition of employment. Since our employees work within our customer's homes, we have an obligation to ensure our customers' safety with regards to our employees.

An employee will not be allowed to continue employment without providing the identification documents necessary to run a background check (social security number, for example).

New Employees

Solution Heating & Cooling Inc. is fully committed to the success of all employees, especially a new employee. More than a job this is a career in the HVAC industry. The first sixty (60) days of employment for a new employee is considered to be a Trial Period. This is a time of training, learning and integrating into our culture. It is important that you are customer focused, exhibit good work habits, are flexible, show initiative, learn quickly, add value and consistently meet all job performance expectations. We encourage you to ask questions, work to the best of your ability and let us know if you have any problems, issues or concerns.

Your job performance will be evaluated after this Trial Period and you will receive feedback on how you are doing. During the Trial Period and after you have completed the Trial Period your "At Will" employment status will not change.

Training And Assistance

Solution Heating & Cooling Inc. occasionally conducts programs to provide new or enhance existing skills. Your supervisor can tell you which programs are most applicable to you.

Classes that are required by the company will be paid 100% by the company. Classes that are offered by our equipment distributors for field and office staff will also be paid for by the company. Classes offered after hours by the distributors will have enrollment paid by the company, but employees will not be paid to attend these classes.

If you have a desire to attend specific training, please talk to your supervisor for approval to attend.

Employee Expectations

Alcohol/Drug Testing

Solution Heating & Cooling Inc. is committed to providing a safe, efficient and productive work environment for all employees; therefore, job applicants and current employees may be asked to provide body substance samples (such as urine and/or blood) to determine illegal use of drugs or alcohol. Any employee who refuses to submit to drug testing is subject to disciplinary action up to and including termination of employment. Any questions regarding this policy should be directed to management.

Code Of Conduct

As an employee, it is important for you to know what personal conduct is expected of you while on the job. In most instances, your own good judgment will tell you what the right thing to do is.

In addition to complying with Company policies and job specific requirements, you are also expected to obey the rules and regulations of Solution Heating & Cooling Inc. job sites. If your performance does not meet position requirements, you may be subject to disciplinary action, up to and including immediate termination, with or without notice, and with or without cause at any time.

The following are examples of conduct prohibited by Company policy:

The following examples are not intended to constitute a complete and exhaustive list of prohibited conduct. In addition, the Company reserves the right to change the examples listed below at any time with or without notice. While discipline for standard violations will follow a progressive disciplinary procedure, the Company reserves the right to implement discipline in accordance with the grievousness of the violation. Violations of these or any other Company policies may subject you to disciplinary action, up to and including immediate termination:

1. Theft, fraud, embezzlement or other proven acts of dishonesty.
2. Any harassment of another employee (verbal, physical, or visual), including sexual harassment such as offensive gestures, unwelcome advances, jokes, touching, or comments of a sexual nature made to or about another employee, vendor or customer.
3. Obtaining employment or promotion based on false or misleading information.
4. Soliciting or accepting gifts (money, services, merchandise) in connection with Company business.
5. Reporting for work under the influence of alcohol or any illegal substances; or possession, sale or distribution of illegal substances while on Company premises, or in a company vehicle, or abusing such items while representing the Company or conducting Company business.
6. Engaging in unauthorized employment elsewhere while on paid benefits.
7. Assisting anyone, whom you know or suspect to be involved in, or committing any crime or engaging in any conduct, which rises to the level of a crime.
8. Falsifying Company documents or records, including misuse of timekeeping records, or falsely inputting payment data.
9. Insubordination, e.g. refusing to follow legitimate instructions of a superior related to one's job.
10. Disrupting the work environment as determined by the supervisor.
11. Excessive absenteeism, tardiness or unacceptable patterns of absenteeism or tardiness.
12. Repeatedly failing to use a planner to track jobs and hours as directed.
13. Job abandonment, meaning the failure to report to work without properly notifying one's immediate supervisor, or leaving a job assignment prior to completion of your responsibilities.
14. Conduct that is likely to cause a customer or vendor embarrassment, loss of dignity, feelings of intimidation, or loss of opportunity, including all forms of discrimination and harassment.
15. Unauthorized use of Company or customer supplies, information, equipment, funds, or computer codes/passwords.
16. Knowingly mishandling a customer's/potential customer's account, including discrimination.
17. Refusing to repay documented overpayment of any compensation.

18. Possessing firearms or weapons while on Company premises or carrying them while on Company business; or threatening the personal safety of fellow employees, customers, or vendors.
19. Committing any act, on or off the Company's premises, which threatens or is potentially threatening to the reputation of the Company or any of its employees, customers, or vendors.
20. Repeatedly working overtime without the approval of a supervisor or manager.
21. Repeatedly failing to meet job responsibilities, job budget or quality requirements.
22. Failing to work in a proper and safe manner using OSHA and company required guidelines for proper working procedures.
23. Violation of the company electronic communication, Internet use or Social Media Policy.
24. Spreading false rumors and gossip.

Conflicts Of Interest

To avoid any possible conflicts of interest, it is your responsibility to immediately report any offers of gifts, loans, misuse of Company funds, kickbacks, rebates, or refunds that come to your knowledge through your position as an employee of Solution Heating & Cooling Inc.

It will also be deemed a conflict of interest for an employee to do side work without pre-approval. Violation of this will be subject to disciplinary procedures up to and including termination of employment.

Use Of Company Or Customer Property

Employees are not to use Company or customer supplies, information, equipment or funds unless authorized to do so; Customer's property must never leave the premises. If any company tool or piece of property has been damaged the immediate supervisor should be notified.

Use Of Company Vehicle

Employees who use a company vehicle are responsible for the upkeep of that vehicle. All maintenance and repairs will be paid for by the company, but are the responsibility of the employee to get the vehicle in for any upkeep and maintenance. This includes review of tire tread, oil changes and cleanliness and scheduling annual DOT inspections.

The appearance of the company vehicle is a direct reflection of the company; therefore, the vehicles must be kept in a clean and orderly state. It is the responsibility of the individual employee, or pair of employees, to maintain any assigned vehicle.

Vehicles must be operated within all federal, state, and local laws in addition to company policies. Any tickets, fines, or fees incurred by an employee while driving a company vehicle will be the responsibility of the employee to pay such expenses.

Company vehicles are not intended for personal use. Any use of a company vehicle for personal reasons or to transport passengers other than employees must be approved by the employee's immediate supervisor. Failure to acquire permission would be a violation of company policy.

Any issues, problems, malfunctions, breakdowns, or required maintenance required on a company vehicle should be reported to the employee's immediate supervisor. It is the responsibility of the employee currently using the vehicle to report the situation to the appropriate supervisor.

In the event of a vehicular accident, involving a company owned vehicle or while operating a personally owned vehicle on company time the employee must report all information immediately to the office. In no instance should responsibility for an accident be expressed to anyone until the proper person in the company has been notified and permission has been obtained to make statements.

Relationships With Our Customers

It is important to realize that we compete with hundreds of competitors. Competitors frequently call on our customers asking for their business. A customer will only change services when their impression of our service becomes less positive than their impression of a competitor. Impressions are constantly changed and formed by every contact the customer has with our service. Every time our customer hears or sees anything having to do with Solution Heating & Cooling, Inc., it strengthens or changes their perception of our Company.

When our customers give us their business, they have great expectations and a very positive impression of our service. It is up to each employee to fulfill these expectations and build a lasting impression. We must consider the quality and professionalism in every aspect of what we do and say. Our reputation is your future.

Internal problems should be discussed with management, not the customer. At one time or another, we all become frustrated because of our own internal problems. These problems may result from a period of high turnover, administrative backlog, or simply because of human error. However, when we communicate these inefficiencies to our customers, we only lose our credibility.

Relationships With Other Employees

Solution Heating & Cooling Inc. seeks to foster and maintain a productive and healthy working environment. This can only be accomplished through the cooperation of our employees. Employees should treat each other with mutual respect. Our policy and Company philosophy is simply to treat others in the manner you would want to be treated. If you or any other employee is treated with disrespect, it should be reported to your supervisor or an officer of the company of Solution Heating & Cooling, Inc.

Relationships With Our Competitors

Solution Heating & Cooling Inc. requires every employee to adhere to the highest standard of ethical business conduct. Our most valuable asset is our good name.

In order to compete effectively and fairly in the marketplace with our many competitors, Solution Heating & Cooling Inc. must remain alert to changes in services and products offered to the public by our competitors. Employees may not, however, seek to gain this information improperly. For example, it is prohibited to hire an employee of a competitor to gain access to that competitor's trade secrets or proprietary information. Similarly, an employee or former employee is prohibited from providing such confidential information to our competitors.

Both federal and state law prohibits conspiracies or agreements that unreasonably restrain trade. Formal or informal understandings or agreements between competitors concerning the pricing of services or limitations on services are unlawful and may not be discussed by an employee with any competitor.

Safety & Security

It is necessary to follow all safety and security measures prescribed by the Company. To this end, Solution Heating & Cooling Inc. will utilize a safety program in our daily activities.

Any employee who disregards any company safety rule and/or regulation is subject to disciplinary action up to and including termination of employment. Management will periodically inspect working conditions and may suspend all work activity until an unsafe condition is corrected.

The most important part of safety is **YOU**. It is your responsibility to abide by the safety. These rules are made for your protection. Report any **personal** injury **IMMEDIATELY**, however minor. You also need to report all unsafe working conditions you encounter.

Safety Rules

The following is not a complete list of safety rules and these rules are not intended as a substitute for common sense and good judgment.

- All defective tools and material must be turned in to the shop and not remain on a job site or company vehicle. You must notify your supervisor of any tool that is deemed defective or broken.
- The company when necessary will provide safety goggles or glasses and hearing protection. These protective devices will be used when working on any job site. These glasses should be worn at all times while working.
- Wear clothes suited for the job. This means hard-soled work shoes, shirts and long pants. Remove all jewelry before reporting to the job.
- Practice good housekeeping. Keep the work area neat, clean and free from hazards, grease etc.
- Make sure you lift heavy objects using your legs and not your back. Bend your knees, keep your back straight and use your legs to do the lifting. If the object is heavy, ask for help to do the lifting.
- No scuffling or horseplay in the office or on a job site.
- Do not throw anything from a height without checking to ensure the area below is clear and safe.
- Keep all guards and protective devices in place at all times. If guards have been removed for repairs, remember to replace before using the device again.
- Use tools only for their intended use. Do not use broken or dull tools.
- Do not attempt to operate special machinery or equipment without permission and instructions.
- Above all employees are expected to exercise good judgment and use common sense to avoid personal injuries at all times.
- You are required to immediately notify Solution Heating & Cooling Inc. management of any injuries or illnesses that occur on the job or on a customer's property.
- You need to report to your supervisor any incident of property damage.

Inspection Of Company Facilities

In order to safeguard the workplace and the employees, and to assure efficiency and maximize productivity, the Company reserves the right, in its sole discretion and without notice to employees, to inspect, monitor or otherwise enter or search any office, desk, file, locker, closet or any other enclosed or open area in Company facilities and Company job sites including company owned vehicles (where permitted to do so) and to monitor or inspect any items found within such locations.

Personal Property

Solution Heating & Cooling Inc. accepts no responsibility for personal property that may be brought to or stored on Company facilities or vehicles, and such property may be inspected or monitored in the ordinary course of conducting business. Accordingly, you should not keep or maintain any personal property or information in Company facilities that you expect to be kept private and confidential. In this connection, it should be noted that all Solution Heating & Cooling Inc. offices, desks, paper files, electronic/computer files, closets, vehicles and so forth, are the property of Solution Heating & Cooling Inc. and the Company reserves the right to inspect any packages, parcels, handbags, briefcases, or any other possessions or articles carried to and from Company facilities and Company job sites (where permitted to do so).

Work Area

A neat and orderly work area and work vehicle makes for a more pleasant, productive, and safe place to work. You are expected to keep your surroundings and vehicle clean and presentable in courtesy to fellow employees and customers who may personally visit our office or view the inside or outside of your vehicle.

Image/Dress Code

The properly groomed and attired employee helps create a favorable image for the Company. You are expected to groom and dress in a manner that is acceptable at your job site and for your position. If you report to work improperly dressed or groomed, your supervisor or manager will instruct you to return home (unpaid) to take appropriate action. Your supervisor must approve deviation from the dress code.

Improperly dressed would include, but is not limited to, torn clothing, improperly fitting clothing, clothing with offensive language or designs on them. Clothing promoting a competitor or clothing not considered appropriate for a business environment will also not be allowed.

General Apparel Policies

1. All shirts and pants must be clean, and appropriate for the work environment you will be working in such as a customer's home.
2. All clothing must be in good repair. If a Solution Heating & Cooling Inc. shirt is in disrepair, the employee must ask for a replacement.

Employee Information

Employees are asked to help keep the company informed about any major change that may affect their employment status. Each employee is responsible for promptly notifying the company of important changes in personnel data. Personnel data should be kept current and accurate at all times and any change of the following should be reported to management.

- Name
- Address
- Home telephone number
- Marital status
- Number of dependants
- Emergency telephone numbers and whom to notify in case of emergency
- Change of beneficiary
- Driving record
- Authorized payroll deductions
- Additional education and special training courses completed
- Any criminal convictions

Workweeks/Shifts

Workweeks are widely different and are determined by job assignment, customer contracts and the needs of the Company. New Employees will be aware of their expected work schedule prior to assignment.

Shifts

1. The start time is 7 am unless employees are otherwise instructed. The typical ending time is 5 p.m.
2. The workday may be altered in length according to the current day's workload and other job expectations. Communication with management regarding daily job duties, job progress and other work requirements is required.
3. Every employee must take a lunch break as required by law. Field and office personnel are required to take a 30 minute unpaid break in the middle of the day for lunch unless otherwise approved by the employee's immediate supervisor. There are no scheduled breaks. The company understands that on occasion an employee needs to stretch and move around. This period of time should not exceed a total of 20 minutes throughout a workday.

Pay

1. Pay periods are weekly.
 - a. The pay period is from Sunday through Saturday.

- b. Overtime (time and a half) will be calculated based on all hours worked over 40 hours in a calendar week.
- c. PTO and or paid holidays do not count towards overtime.
- d. On-call time (rotating weekends October through spring) is paid at time and a half.
- e. Paychecks are mailed weekly for hours that were claimed by Monday at noon.

Deductions

The only deductions from your paycheck are those required by law or authorized in writing by you. Your check stub identifies each deduction and should be kept as a permanent record.

Raises

Raises are not determined by tenure; rather they will be determined by performance and contribution appraisals and/or increased responsibilities.

Timekeeping

In order to receive compensation for time worked on the normal Company payday schedule, employees must clock in and out using a planner, which has been provided by your supervisor.

- 1. Employees are not permitted to document time for one another.
- 2. Excessive misuse of time will result in disciplinary action.
 - a. "Excessive" is defined as two or more incidents of misuse in a month.
 - b. "Misuse" is defined as not using the planner as directed by the employee's manager.

Working Overtime

An employee may be asked to work after their regularly scheduled shift. During colder weather, individuals will be required to work a rotating basis of on-call weekends. This usually means one weekend per month (or less) from October through March.

Overtime is defined as hours worked in excess of 40 hours based on a Sunday through Saturday week.

- 1. Overtime wage is one and one-half (1.5) times an employees' regular rate.
- 2. Employees are only allowed to work overtime if so requested, or approved by a supervisor.
- 3. Time off (absent hours paid or excused unpaid absences) is not included when calculating OT.

Drive Time

- 4. Drive time is paid when an employee is required to drive from one job related location/site to another during a normally scheduled shift. Drive time is not paid when an employee is driving from home to work.
- 5. Drive time is not paid while an employee is en route to the first site of a non- required/voluntary assignment.
- 6. Drive time is not paid while an employee is driving home from the last site.
- 7. On-call techs will be paid travel time to the job site when called out from home.

Separation from Employment

An employee may be separated from employment voluntarily or involuntarily by retirement, voluntary resignation, lack of work, or termination. Usually before an employee is terminated, the employee will be counseled by management on area(s) of improvement needed. However, if any misconduct warranting discipline is severe enough management has the authority to discharge the employee immediately.

All company property in the employee's possession must be returned to a manager at the office upon separation from employment. If all company property is not turned in at the time of separation, the employee will be invoiced for all missing property.

Voluntary Resignation

Any employee who voluntarily resigns the position with Solution Heating & Cooling Inc. is expected to provide the company with an advance notice of at least 2 weeks. Failure to provide this notice will cause the employee to be ineligible for rehire at any point in the future.

Performance/Job Requirements And Evaluations

We work closely with all employees to help them perform to the best of their abilities. The frequency and method of performance evaluation varies, depending on your position, experience and needs. Your supervisor will be able to discuss the means by which your job performance will be evaluated. As a rule, employees will be reviewed by their supervisor approximately 60 days after employment begins. Merit increases will be awarded periodically.

Progressive Disciplinary Action

Complying with company rules, policies and operational guidelines to satisfy our customers is a job requirement. Voluntary compliance is a job performance expectation. However, to govern appropriate employee behavior and in the case of non-compliance, progressive disciplinary action up to and including termination will be taken to ensure compliance and provide opportunity for improvement. Our progressive disciplinary action process is listed below:

- Verbal Warning
- Written Warning
- Three (3) Day Suspension without pay
- Termination

The company reserves the right to skip one or more of the progressive disciplinary steps depending on the severity and frequency of the job performance situation, circumstances. The company will evaluate each situation on an individual basis and at its sole discretion. Please note a criminal act, willful act or major violation of any company rule, policy or operational guideline will result in immediate termination.

Attendance Policy

Employees who have suspicious patterns of absences and excessive incidents may be subject to corrective action or termination.

* For Full Time employees, excessive tardiness means the employee is more than 10 minutes late without a justified cause.

* Examples of a Suspicious Pattern of absenteeism would be repeatedly failing to report absences prior to shift start time or being late twice in a week or four times in a month.

Absenteeism

Solution Heating & Cooling Inc. places a high value on attendance. We expect and need employees to be at work on time on their scheduled workdays. Regular attendance and punctuality are important because they affect productivity and ability to meet goals, standards, and deadlines. Absent employees adversely affect Company morale since co-workers must absorb the absent employee's workload in addition to their own. Consequently, the level of service we provide to our customers is diminished. Our policy is to address and correct attendance patterns that are especially counterproductive and disruptive, while tolerating normal patterns of absences caused by occasional illness, emergencies, vacations, etc.

Absence Notification Policy

Failure to comply with the following notification requirements may subject an employee to corrective action or termination.

1. If it becomes necessary for an employee to miss work, they are required to notify their supervisor at least one hour prior to their scheduled starting time or as soon as possible.
 - a. Employees must call or notify their supervisor at least one hour prior to their start time.
 - b. When calling in, you must state why you are absent and when you expect to return. You need to keep your cell phone on in case there is needed information on a job you were working on.
2. Where the need for absence is foreseeable, as for planned medical treatments or vacation, the Company should be notified 14 days in advance or as soon as the employee knows.
3. "No Call No Shows" will be considered job abandonment after the first day.

Employee Benefits

New employees become eligible for insurance, 401K benefits and holiday pay after sixty (60) days of continuous employment.

Health Insurance Package

Full Time Employees are eligible for Solution's benefit package which currently includes individual health insurance (Employer 50%/Employee 50% up to \$250) or Solution Heating and Cooling Inc. will pay 50% toward a family plan up to \$500. Employees will become eligible for insurance benefits after completion of 60 days of employment with Solution Heating & Cooling Inc.

Retirement Package

Full Time Employees are eligible for Solution's Retirement package which currently is a 401K program. The Company will match up to 4% of employee contributions. Employees are eligible after 60 days of employment with Solution Heating & Cooling Inc.

Time Off

Paid Time Off Eligibility

The company recognizes that employee's need a scheduled time away from normal work duties for their personal well-being. The company grants annual PTO with pay to full time employees who meet the following service requirements. PTO hours will be awarded as of January 1 each year under the assumption the employee will work the full year.

Length of Continuous Service	Eligible PTO
60 Days	40 Hours
1 Year	60 Hours
3 Years	80 Hours
5 Years	100 Hours
10 Years	120 Hours

- PTO requests for must be made at least 2 weeks prior to the desired time off to allow for proper scheduling.
 - Exceptions will be determined on a case-by-case basis.
- PTO may be taken any time of the year after eligibility with the following provisions.
 - Management must approve PTO in advance.
 - No more than 2 employees may be gone at the same time.
 - Exceptions will be determined on a case-by-case basis.
- PTO must be taken in minimum increments of 1 hour.
- A holiday observed by the company that falls during the time off period will be considered as a paid holiday and not PTO time.
- An employee must work the regularly scheduled workdays before and after the PTO period in order to be eligible to receive PTO pay.
- Length of service will be considered in the event a conflict of schedule arises.

PTO Pay

The following provisions apply with regard to PTO pay:

- Pay for PTO time will be at the current employee's rate of pay.
- Pay in lieu of unused PTO at any time will be provided at year end and upon separation from employment under certain conditions.
- If upon separation from employment, more PTO has been used than has been earned to date, Solution Heating and Cooling Inc may choose to prorate the former employee's final paycheck in compensation.

Observed Holidays

The company normally recognizes the following paid holidays; however, the company may decide to work on a holiday depending upon job requirements.

New Year's Day	Independence Day	Day after Thanksgiving
Memorial Day	Labor Day	Christmas Eve Day
Good Friday	Thanksgiving Day	Christmas Day

The following provisions apply with regard to holidays observed by the company:

- A recognized holiday that falls on a Saturday will be observed on the preceding Friday.
- A recognized holiday that falls on a Sunday will be observed on the following Monday.
- Full time employees who have completed 60 days of continuous employment are eligible.
- An employee must work or have pre-approved PTO the workdays before and after the holiday to receive for holiday pay. Calling out sick the day before or after forfeits the pay.
- Paid holiday time will not be considered for computing overtime.

Jury/Witness Duty

When an employee is required to serve as a juror or is subpoenaed to serve as a witness on company business, time off up to 5 days with pay will be granted as follows:

- The employee must notify a supervisor upon receipt of a summons or subpoena.
- Verification of an employee being seated on a jury, being detained in a jury pool, or subpoenaed to serve as a witness is required.
- An employee who is subpoenaed to serve as a witness for reasons not related to company business must use earned PTO time.
- If the court dismisses the jury early, the employee is expected to return to work as soon as possible to complete the regular workday.
- Should the employee's work duties with the company be vital to its operation, the company may ask the court to excuse the employee from jury duty.

Bereavement Leave

Unfortunately, part of life is dealing with the passing away of immediate family members and relatives. Once approved, the company provides time off for this as listed below. You will need to provide Human Resources with proof of the funeral or other service arrangements. Employees are eligible for bereavement leave days as follows or as otherwise discussed:

- Maximum of and up to three (3) consecutive days of bereavement leave will be allowed for the death of an immediate family member which is defined as a parent, son, daughter, spouse, grandparent, sibling, or grandchild.
- Maximum of and up to one (1) consecutive days of bereavement leave will be allowed for the death of any other relative or "in-law" relatives.

Military Leave

Solution Heating & Cooling Inc. is proud of our veterans and current members of the military. We THANK them for their service to our country. Our company complies with any and all applicable state and federal laws concerning military leave. The company will work with and provide a military leave for service, training or any other related obligations to an employee who is a member of the military.

Company Policies and Procedures

Motor Vehicle Record (Mvr) Inquiry

Employees will be expected to drive company vehicles and must provide the company with current and acceptable motor vehicle driving information. The company reserves the right to verify an applicant's driving record with regard to driving record including violations and current driving status. Employment and/or assignment will be confidential pending the receipt of a satisfactory report from the State DoT.

Duration Of Employment

Solution Heating & Cooling Inc. does not require employees to commit to employment for any specific duration, and the Company does not commit to employees that their employment will last for any specific duration. Consequently, all employment by the Company is considered at will. This means that Solution Heating & Cooling Inc. may terminate your employment at any time for any lawful reason and likewise you are free to resign your employment at any time. Only an officer of the company can modify this relationship and, even then, only in writing.

The Company requests that employees give a two-week notice of resignation.

Upon termination, you will be paid all earned wages by your next regularly scheduled payday. You will forfeit all unused PTO.

Harassment Policy

It is the policy of the Company to prohibit any form of harassment. Improper interference with the ability of employees to perform their expected job duties will not be tolerated and should be reported to the appropriate supervisory personnel.

Under federal law and regulations, unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute unlawful sexual harassment when either: (1) submission to such conduct is or becomes a term or condition of an individual's employment or is used as a basis for employment decisions relating in any way to that individual; (2) such conduct substantially interferes with an individual's work performance; or (3) such conduct creates an intimidating, hostile, or offensive working environment.

Other forms of unlawful harassment are also prohibited by this policy. Such harassment may include harassment based upon a person's race, national origin, religion, age or disability. Such forms of harassment may be reported pursuant to this policy.

Any employee found to have engaged in such conduct, or who condones such action on the part of subordinates, will be subject to appropriate disciplinary action up to and including termination of employment. An employee may also be subject to individual liability and penalties as a harassment.

Complaint Procedure

If you experience any job-related harassment or have a related complaint, you should promptly report the matter to your immediate supervisor or manager. The Company will undertake an investigation ensuring confidentiality to the greatest possible extent.

The Company expressly prohibits any form of retaliatory action against any employee availing themselves of the benefits of this procedure. Retaliation is a violation of this policy and may result in discipline, up to and including termination. No employee will be discriminated against, or discharged, because of a good faith bringing or assisting in the investigation of sexual or other unlawful harassment.

Open Door Policy

Misunderstandings or conflicts can arise in any organization. If you have a question or a complaint or are bothered by a job-related situation, you should first speak with your immediate supervisor or manager. This is usually the best way to seek resolution of problems and is a matter of professional courtesy. If, however, the issue is not resolved, you are encouraged to bring your concern to the next level of management.

Should your concern not be satisfactorily addressed or be one that you would rather not discuss with your immediate supervisor or within your own department, you should contact an officer of the company directly. They will advise and counsel you on a wide range of issues, as well as clarify and answer questions regarding Human Resources policies, and are responsible for investigating all grievances brought to the Company's attention.

Personnel File Access And Confidentiality

The Company recognizes and respects the information contained in employee records. Certain information about you as a member of the organization is essential for the Human Resources department and departments that affect payroll. Your family status, home address and telephone number must be correct and current. Be sure to tell the Human Resources department or an officer of the company whenever this information changes which includes the number of dependents you have, changes to your driving record and all emergency contact information.

In response to valid requests to verify employment, for business references, or for credit purposes, the company will release employment status, i.e., active or terminated, job title, and dates of employment. Additional information regarding employment will be released upon written authorization from the employee. Additional information may also be released pursuant to subpoena or other legal obligation.

You may, in the course of your work, have access to information about the Company, other employees or customers, which is confidential. This information is not to be revealed to anyone other than in the normal course of conducting your duties and responsibilities. Disclosure of such information is prohibited and could result in disciplinary action, up to and including termination of employment.

Electronic Communication and Internet Use

The following guidelines have been established for using company EMail, the Internet and company provided cell phones, laptops and computers. They are to be used for business purposes only and all communication must be appropriate, ethical and professional. The company reserves the right to monitor employee use to ensure compliance. Inappropriate or illegal use by an employee will be subject to company progressive disciplinary action up to and including termination.

- Employees should not use any company provided equipment or any other communication services to transmit or store any communications of an illegal, defamatory, discriminatory, harassing or pornographic nature. Disparaging, abusive, profane or offensive language or images is prohibited.
- Internal and external EMail are considered business records and may be subject to discovery in the event of a lawsuit. Employees should always be professional, factual, accurate and cautious when sending or responding to EMail communication.
- Employees should not use the E Mail system in a way that interrupts or disrupts use by others. Employees are prohibited from receiving information or files that are personal not related to work.
- Employees should not open suspicious EMail, attachments, pop-ups or downloads which could prevent the release of a potential virus. Contact management immediately with any questions or concerns.

Social Media Policy

Employees are prohibited from personal social media activities when being paid to work and using company equipment. When using social media employees should not post any company or third party trade secrets, confidential, financial, sensitive or proprietary information. This would also be in violation of the Solution Heating & Cooling Inc. Confidentiality and Non-Competition Agreement. In addition, employees should not post any damaging, defamatory, harassing comments that could damage the reputation viability of the company, management, fellow employees, customers, suppliers, vendors or applicants.

Policy violations will be subject to company progressive disciplinary action up to and including termination.

Gossip or Spreading Rumors

Solution Heating & Cooling Inc. will do whatever it takes to keep our work environment positive and working as a team to satisfy our customers. Gossip, spreading rumors and creating drama is not part of our work environment. You are paid to help satisfy our customers, to focus on your job responsibilities in a positive, supportive work environment. We have ZERO tolerance for gossip, spreading rumors and creating drama. If this should happen, we will investigate the situation to determine the facts, substantiate them and then take appropriate progressive disciplinary action up to and including termination.

This negative, unnecessary job behavior is inappropriate and harmful to the work environment. If you do have a complaint, issue or problem follow the recommended procedure and see ownership, immediate Manager, Supervisor or an officer of the company.

Right To Review, Change or Add

Solution Heating & Cooling Inc. reserves the right to review, change or add any company policy, guideline or procedure at any time based on changes in federal or state laws and business necessity.

Solution HEATING & COOLING INC. ACKNOWLEDGEMENT OF UNDERSTANDING

I UNDERSTAND AND/OR AGREE THAT:

- The statements contained in the Solution Heating & Cooling Inc. Employee Handbook are intended to serve as general information concerning Solution Heating & Cooling Inc.'s existing policies, procedures and practices of employment and employee benefits.
- Nothing contained in this Employee Handbook is intended to create a contract of employment express or implied or guarantee employment for a definite or indefinite term.
- From time to time Solution Heating & Cooling Inc. may need to clarify, amend and/or supplement the information contained in this Employee Handbook and will inform me when changes occur.
- I have reviewed a copy of the Solution Heating & Cooling Inc. Employee Handbook and have read and understand the information outlined in the handbook. I have asked any questions I may have had concerning its contents and will comply with all policies and procedures to the best of my ability.
- By signing this agreement, I, _____ agree to not solicit for a period of 1 year after separation of employment from Solution Heating & Cooling Inc. any customer as defined in this document including builders of Solution Heating & Cooling Inc.

Employee Signature _____

Date _____

Authorized Witness _____