

ASPEN LOCKSMITH L.L.C.
d/b/a TRI COUNTY LOCKSMITH L.L.C.

EMPLOYEE HANDBOOK

Locksmith Technician Edition

Protecting People, Property & Privacy

Serving Pitkin, Garfield & Eagle Counties

Effective Date: August 2026

Based on the Employment Agreement standards

1338 Grand Avenue, PMB 325 • Glenwood Springs, CO 81601

This handbook is confidential company property.

Welcome & Purpose of This Handbook

Welcome to Tri County Locksmith. You are joining a team that treats security as a profession, not a commodity. Every lock we open, every key we cut, and every system we install carries real consequences for the people who trust us with their safety and privacy. This handbook translates our Employment Agreement into clear, day-to-day expectations so there is never confusion about how we operate.

Read it carefully. Keep it accessible. Ask questions early. The standards here protect customers, the company, and you. They are not suggestions — they are the operating rules of a security professional.

General Employment Basics

At-Will Employment

Employment with Tri County Locksmith is at-will. This means either you or the company may end the employment relationship at any time, with or without cause, and with or without advance notice. While both parties are encouraged to provide two weeks' notice as a matter of professional courtesy, nothing in this handbook or any other document creates a contract for continued employment or alters the at-will nature of the relationship.

The first thirty (30) days of employment constitute a probationary period during which performance, reliability, and fit are evaluated more closely. During this period, employment may be ended for any reason or no reason at all. Successful completion of the probationary period does not change the at-will status of employment.

Equal Opportunity

Tri County Locksmith is an equal opportunity employer. We make employment decisions without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, genetic information, veteran status, or any other characteristic protected by federal, state, or local law. This policy applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

Anti-Harassment & Respectful Workplace

We maintain a workplace free from harassment, discrimination, and retaliation. Harassment includes unwelcome conduct based on a protected characteristic that creates an intimidating, hostile, or offensive environment, or that unreasonably interferes with work performance. This includes verbal, physical, visual, or written conduct, whether in person, by phone, text, email, or social media.

Sexual harassment, in particular, will not be tolerated. Report any incident immediately to the Managing Member or designated supervisor. All reports will be investigated promptly and confidentially to the extent possible. Retaliation against anyone who reports in good faith is strictly prohibited and is itself grounds for discipline up to and including termination.

As security professionals, we interact with people who are often stressed, locked out, or vulnerable. Treat every customer and coworker with dignity. A calm, respectful demeanor is part of the job.

1. Employment Standards

These standards define the daily expectations for every Locksmith Technician. Consistency here keeps the operation professional, safe, and profitable.

A. Start Time, End Time, and Overtime

Standard business hours are Monday through Friday, 9:00 a.m. to 5:00 p.m. You are expected to work a full forty (40) hour week unless otherwise arranged. Report to the shop or your first scheduled job ready to work at the assigned start time. Tardiness or early departure without prior approval is not acceptable.

After-Hours Calls are any service request outside Monday–Friday 9:00 a.m.–5:00 p.m. or on the following national holidays: New Year's Day, Martin Luther King Jr. Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. After-hours work is voluntary. If you accept an after-hours call and complete it 100% on your own, compensation is forty percent (40%) of service and labor charges plus ten percent (10%) of parts and materials.

Day Rates apply when the company requires you on a single customer site for eight (8) or more continuous hours. After successful completion of the probationary period, the day rate is \$250. Track all time accurately in the company invoicing system. Falsifying hours is grounds for immediate termination.

B. Company Tool Usage and Replacement Policy

All tools, stock, key blanks, and equipment issued to you remain the property of Tri County Locksmith. You are responsible for their care, security, and return. Tools must be stored securely when not in use. Personal use of company tools is prohibited without prior written approval from the owner.

Normal wear and occasional breakage are expected. However, if tools are repeatedly lost, damaged through negligence, or missing, you will be required to replace them with an item of equal or greater quality at your expense. The cost may be deducted from your paycheck where permitted by law. Report any damaged or missing tool immediately.

C. Vehicle Use and Mobile Service Van Expectations

Company vehicles and mobile workshops are essential tools. Drive them courteously and in full compliance with all traffic laws. You must maintain a valid Colorado driver's license at all times and report any suspension, revocation, or citation within 24 hours.

At every job site, cargo doors and all compartments containing tools, keys, or customer information must be locked when you are not actively accessing them. Never leave a vehicle unattended with the engine running or doors unlocked. Park legally and considerately. Report any mechanical issue, damage, or accident immediately to the owner. Fuel and maintenance receipts must be marked with your name and current mileage and submitted the same day.

D. Company Credit Card & Expense Policy

Company credit cards or purchase accounts are for authorized business expenses only. Every purchase requires a detailed receipt submitted the same day or next business day. Daily spending without prior approval is limited. Any single purchase or cumulative daily total exceeding \$250 requires advance approval from the owner. Unauthorized or personal charges will be deducted from your pay and may result in loss of card privileges or termination.

E. Probationary Period

The first thirty (30) days of employment are a formal probationary period. During this time the company evaluates your technical skill, reliability, customer service, adherence to security protocols, and overall

fit. Employment may be terminated at any time during the probationary period for any reason or no reason, with or without notice. Completion of the probationary period does not guarantee continued employment and does not alter the at-will relationship.

2. Sick Leave, Vacation & Leave Requests

Tri County Locksmith complies with Colorado's Healthy Families and Workplaces Act (HFWA) and all applicable federal leave requirements. Leave is a benefit that must be managed responsibly so the team can continue to serve customers who rely on us.

Paid Sick Leave (Colorado HFWA)

Accrual Rate: Employees earn one (1) hour of paid sick leave for every thirty (30) hours worked, up to a maximum of forty-eight (48) hours per year.

Coverage: Applies to all employees from the first day of employment, regardless of company size.

Use: Sick leave may be used as it is accrued for the employee's own illness, injury, medical care, preventive care, or to care for a family member with similar needs. It may also be used for reasons related to domestic violence, stalking, or public-health emergencies as defined by law.

Carryover: Unused sick leave up to forty-eight (48) hours carries over to the following year. The company is not required to allow use of more than 48 hours in any single year.

Payout on Separation: Unused paid sick leave is not paid out when employment ends.

Request sick leave as soon as practicable. For foreseeable absences, provide at least two days' notice when possible. Documentation may be required for absences of four or more consecutive days.

Paid Vacation

Colorado does not require employers to provide paid vacation. Tri County Locksmith voluntarily provides one (1) week (40 hours) of paid vacation per year after successful completion of the probationary period and continued good standing. Vacation is earned according to company policy and must be scheduled and approved in advance.

Submit vacation requests in writing at least two weeks in advance. Approval is subject to business needs and staffing. Earned, unused vacation time is treated as wages under Colorado law and will be paid out upon separation from employment.

Unpaid Leave & Requests

Unpaid vacation or personal leave may be requested with owner approval. All leave requests — paid or unpaid — must be submitted in writing. Last-minute absences without communication are treated as job abandonment and may result in termination. Federal Family and Medical Leave Act (FMLA) rights, if applicable based on company size and employee eligibility, will be honored.

3. Taxes & Payroll Compliance

Accurate tax compliance protects both the company and every employee. Tri County Locksmith meets all employer obligations under federal and Colorado law.

Employer Responsibilities

The company withholds and remits all required federal income tax, Social Security (FICA), Medicare, and Colorado state income tax from employee wages. The company also pays its share of Social Security, Medicare, and federal and state unemployment taxes (FUTA/SUTA). All compensation is subject to standard employer withholdings and any authorized pre-tax deductions (insurance, Simple IRA, etc.).

Employee Responsibilities

You are responsible for providing accurate personal information, a completed Form W-4 (and Colorado equivalent), and any updates when your tax situation changes. You must report and pay all taxes owed on income you receive, including any self-employment or other income outside this employment. Commission-based pay, day rates, and after-hours earnings are all taxable wages.

Paydays have been explained to you. Review every pay stub for accuracy. Report discrepancies immediately. The company does not provide tax advice; consult your own tax professional for personal questions.

Minimum Wage Guarantee

Regardless of commission structure, total compensation for any pay period will not fall below the current Colorado minimum hourly wage for hours actually worked. The company monitors this and makes any necessary adjustment.

Falsifying time records, expense reports, or tax-related documents is a serious violation and will result in termination and possible legal action.

4. Insurance & Benefits

Tri County Locksmith provides the insurance coverage required by law and makes clear what is and is not offered so there are no surprises.

Unemployment Insurance

The company pays all required state and federal unemployment insurance taxes. If you become unemployed through no fault of your own and meet eligibility requirements, you may file for unemployment benefits through the Colorado Department of Labor and Employment.

Workers' Compensation

The company maintains workers' compensation insurance as required by Colorado law. Report any work-related injury or illness immediately, no matter how minor it seems. Prompt reporting protects your rights and allows the company to manage the claim properly.

Additional Insurance

At this time, Tri County Locksmith does not offer employer-sponsored health, dental, vision, life, or disability insurance. The company is not subject to the Affordable Care Act employer mandate under current law. Any additional coverage is the employee's sole responsibility. You are encouraged to obtain the coverage that meets your personal and family needs through the Colorado health insurance marketplace, a private insurer, or a spouse's plan.

Voluntary benefits (if any) that the company may choose to offer in the future remain at the sole discretion of the company and may be modified or discontinued at any time. Participation, when available, is subject to the terms of the specific plan.

This section does not create any entitlement to benefits beyond those required by law or expressly stated in a written plan document.

5. Professional Conduct & Appearance

Locksmiths are security professionals. Customers invite us into their homes and businesses at moments of vulnerability. How we look, speak, and act either builds trust or destroys it in seconds.

ALOA Code of Ethics

All employees are expected to conduct themselves in accordance with the spirit and principles of the Associated Locksmiths of America (ALOA) professional code of conduct and ethics. Key expectations include:

- Practice the profession with fairness to clients and fidelity to security.
- Analyze security problems impartially and advance the best practical solution.
- Conduct yourself in a dignified, professional manner at all times.
- Abide by all applicable licensing, registration, and business regulations.
- Refrain from any action that compromises the safety or security of a customer or the public.
- Advertise and conduct business in a non-deceptive manner.

On-Site Professionalism and Uniforms

While on any job, wear the company-approved uniform (or clean, professional clothing if no formal uniform is issued) and display your company ID badge so it is clearly visible. A visible badge and consistent appearance reassure residential customers who may be anxious and meet the access-control expectations of commercial clients and property managers.

Introduce yourself by name and company. Explain what you are about to do before you do it. Leave every jobsite cleaner than you found it. Never accept kickbacks, product swaps, sexual favors, IOUs, or any form of payment outside official company channels. Clients have a legal right to privacy — never share their information with anyone outside the company.

Requests to leave a scheduled workday early must be submitted to the owner at least two (2) days in advance except in genuine emergencies.

6. Travel, Training & Reimbursement

Professional development strengthens the entire team. Training and related travel are investments the company may choose to make — they are never automatic entitlements.

Training Programs

The company may provide or approve locksmith training, continuing education, or certification courses at the owner's sole discretion. Training may be paid directly by the company or reimbursed to the employee after successful completion, provided:

- Written approval is obtained from the owner before any registration or expense is incurred.
- Proper receipts and documentation are submitted promptly.
- The employee remains in good standing.

If an employee voluntarily terminates employment within the first year after the company has paid licensing or training fees, the company may deduct those fees from the final paycheck as permitted by law and the Employment Agreement.

Travel Expenses

Travel for company-approved training or out-of-area work must be pre-approved in writing by the owner. Reimbursable expenses are limited to reasonable, documented costs (mileage at the current IRS rate or actual fuel with receipts, lodging, and necessary meals). Submit all receipts and a brief expense report within five (5) business days of return. Unapproved travel expenses will not be reimbursed.

All training and travel decisions remain subject to the owner's discretion based on business needs, budget, and the employee's performance and tenure.

7. Client Confidentiality, Non-Disclosure & Legal Authorization

Confidentiality is not optional in locksmithing — it is the core of the profession. A single careless disclosure can compromise a home, a business, or a person's safety.

Client Confidentiality and Non-Disclosure

You will have access to facility layouts, security system details, access codes, safe combinations, keying schedules, vulnerability assessments, and other sensitive information. You must not disclose any of this information — during employment or at any time afterward — to any person, firm, or entity outside Tri County Locksmith without prior written consent of the company.

This obligation survives termination of employment. Upon separation you must immediately return all copies of confidential information in any form. Breach of confidentiality is grounds for immediate termination and may result in civil and criminal liability.

Legal Authorization and ID Verification

Before bypassing, picking, drilling, or otherwise defeating any residential or commercial lock, you must verify the identity and legal right of the person requesting service.

Required steps:

1. Request and examine government-issued photo identification (driver's license, state ID, or passport).
2. Obtain proof of ownership or legal occupancy: deed, current lease agreement, utility bill in the requester's name, or other reliable documentation.
3. If reasonable doubt remains, contact the owner or law enforcement before proceeding.
4. Document the verification on the invoice or work order.

Never open a lock for a person who cannot establish legal authority. Doing so exposes you and the company to civil liability and potential criminal charges. When in doubt, stop and call the owner.

8. Property Damage, Liability & Access Control

Destructive entry and high-security systems carry elevated risk. Following these procedures protects customers, the company, and your professional reputation.

Property Damage and Liability Management

Before beginning any destructive entry, drill-out, or work that may affect a door, frame, lock, or surrounding finish:

5. Photograph the existing condition of the door, frame, lock, and immediate area from multiple angles.
6. Note any pre-existing damage, wear, or defects on the work order.
7. Inform the customer of the planned method and any risk of cosmetic or structural impact.
8. Obtain acknowledgment (signature or clear verbal consent recorded on the invoice) before proceeding.

Failure to document pre-existing conditions can leave the company (and you) responsible for damage that already existed. Photos are your protection.

Commercial Property Access Control

When handling electronic access codes, biometric systems, or high-security keyways (Medeco, Schlage Primus, Mul-T-Lock, Assa, etc.):

- Follow the exact procedures provided by the manufacturer and the customer's access-control policy.
- Never leave programming devices, code sheets, or temporary credentials unsecured.
- Change or disable temporary codes immediately after use when authorized to do so.
- Document all changes in the customer's system log and the company work order.

Master Key System Security

Master key charts, cylinder pinning records, key-blank inventory, and related documentation are among the most sensitive materials we handle. Strict custody rules apply:

- These records must never leave company control or be copied for personal use.
- Store them in the designated secure location when not in active use.
- Do not discuss master-key hierarchy or pinning details with anyone outside authorized company personnel.
- Unauthorized duplication of restricted key blanks is strictly prohibited and will result in termination.

9. Safety & Personal Protective Equipment

Locksmith work involves power tools, heavy materials, vehicles, and sometimes construction environments. Safety is non-negotiable.

Company-Provided PPE

The company provides personal protective equipment (PPE) appropriate to the tasks performed. It is your responsibility to use the equipment properly every time it is required. Failure to wear provided PPE when the task demands it is a safety violation.

Machinery and Tool Safety

When operating code-cutting machines, bench grinders, drills, saws, or any power tool:

- Wear protective eyewear at all times.
- Keep guards in place and hands clear of moving parts.
- Secure workpieces properly before cutting or grinding.
- Disconnect power before changing bits, wheels, or blades.
- Report damaged or malfunctioning equipment immediately and do not use it until repaired.

Construction Sites & Regulatory Compliance

Whenever you are on a new-construction site or any location where OSHA, MSHA, or equivalent safety organizations have jurisdiction or are present, you must follow all applicable guidelines and rules of those organizations at all times. This is a non-negotiable requirement. Violation is grounds for immediate termination.

Hard hats, high-visibility clothing, steel-toe footwear, fall protection, and any other site-specific requirements must be observed without exception. If you are unsure of a site's requirements, stop work and clarify before continuing.

Report all near-misses, injuries, and unsafe conditions to the owner the same day. A safety culture protects everyone on the job.

10. Company & Client Confidentiality — Reinforcement

Because confidentiality is the foundation of trust in our industry, this final section restates and reinforces the core obligations already covered. Treat this as the standing order for every day you represent Tri County Locksmith.

Absolute Prohibitions

You are prohibited from sharing with any outside entity — including other customers, competitors, friends, or family:

- Customer security vulnerabilities, gate codes, safe combinations, or floor plans.
- Master key charts, cylinder pinning records, or restricted key-blank inventory details.
- Any information obtained through work performed for Tri County Locksmith.
- Any customer personal data beyond what is necessary for the immediate service.

Master Key & Inventory Custody

Master key system security remains under strict custody rules at all times. Charts, pinning records, and key blanks stay under company control. Unauthorized duplication or removal is theft of trade secrets and will be treated as such.

Pre-Work Documentation

Before any destructive entry or drill-out, photograph and document pre-existing door or frame condition. This step is mandatory for liability protection and is not optional.

Return of Materials

Upon termination of employment for any reason, you must immediately return all company property, tools, keys, records, confidential information, and any copies thereof. Failure to do so may result in legal action to recover the materials and any resulting damages.

These obligations survive the end of employment. The restrictive covenants in the Employment Agreement (non-solicitation, non-compete within the defined geographic area for 18 months, etc.) remain fully enforceable. Violating them exposes you to injunctive relief and claims for damages.

Employee Acknowledgment & Receipt

I acknowledge that I have received, read, and understand the Tri County Locksmith Employee Handbook. I understand that this handbook summarizes the company's current policies and expectations and that it does not create a contract of employment. My employment remains at-will.

I understand that the company may modify, add, or eliminate policies at any time, with or without notice, and that the most current version of the handbook supersedes all prior versions. I agree to comply with all policies contained herein and with the terms of my Employment Agreement.

I further understand that violation of any policy, especially those involving safety, confidentiality, legal authorization for lock service, or professional conduct, may result in disciplinary action up to and including immediate termination.

Employee Name (Print): _____

Employee Signature: _____

Date: _____

Company Representative: _____

Title: Managing Member / Owner

Date: _____

Retain the signed original in the employee personnel file. Provide a copy to the employee.