



HAGLER PLUMBING & HVAC
a Division of Hagler Mechanical LLC

Employee Handbook

1/11/2021

Table of Contents

Welcome	4
About the Company	4
Section 1: Employment At-Will	5
At-Will Employment	5
Section 2: Equal Employment Opportunity	5
Equal Opportunity Statement	5
Americans with Disabilities Act (ADA) & Reasonable Accommodations	5
Religious Accommodation	6
Accommodations for Nursing Mothers	7
Commitment to Diversity	7
Policy Against Workplace Harassment	7
Section 3: Terms of Employment	8
Employment Authorization Verification (I-9 Compliance)	8
New Hires and Introductory Periods	9
Classifications of Employment	9
Section 4: Employee Benefits	11
Company Holidays	11
PTO [IF APPLICABLE]	11
Bereavement Leave	12
Section 5: Attendance & Leave	13
Attendance Policy	13
Scheduled Time Off	13
Leaves of Absence	14
Military Leave (USERRA)	15
Jury Duty	15
Witness Duty	15
Time Off for Voting	16
Section 6: Employee Work, Hours & Pay	16
Work Schedules and Hours of Operation	16
Overtime	16
Recording Time	16
Meal and Rest Periods	16
Pay Period	17
Paycheck Deductions	17
Direct Deposit	17
Section 7: Performance Management	17
Performance Reviews	17
Job Descriptions	17
Promotions & Transfers	18
Section 8: Workplace Conduct & Discipline	18
Standards of Conduct	18
Disciplinary Guidelines	19
Section 9: Workplace Policies	20
Open Door Policy	20
Company Property	20

Off-Duty Use of Employer Property or Premises	20
Authorized Use of Personal/Company Vehicle	20
Conflicts of Interest	21
Outside Employment.....	21
Business Expense Policy	21
Travel Expenses	22
Use of Company Credit Cards	23
Dress Code Policy.....	23
Workplace Privacy and Right to Inspect	24
Voicemail, Email, and Internet Policy.....	24
Personal Cell Phone/Mobile Device Use	24
Social Media Policy	25
Section 10: Health and Safety.....	26
Commitment to Health & Safety.....	26
Drug-Free Workplace.....	26
Drug and Alcohol Testing.....	27
Smoke Free Workplace.....	28
Workplace Violence	28
Incident Reporting	29
Return to Work	29
Section 11: Proprietary Information.....	29
Computer Security and Copying of Software.....	29
Confidentiality and Nondisclosure of Trade Secrets.....	29
Section 12: Personnel Records	30
Personal Data Changes.....	30
Personnel and Medical Records	30
Section 13: Separation of Employment	30
Resignation of Employment	30
Involuntary Separation	30
Post-Employment Verification	30
Acknowledgment of Receipt and Review	31

Welcome

Welcome! You have just joined a dedicated organization. We hope that your employment with Hagler Plumbing & HVAC will be rewarding and challenging. We take pride in our employees as well as in the products and services we provide.

Hagler Plumbing & HVAC complies with all federal and state employment laws, and this handbook generally reflects those laws. The Company also complies with any applicable local laws, although there may not be an express written policy regarding those laws contained in the handbook.

Please take the time now to read this handbook carefully. Sign the acknowledgment at the end to show that you have received this handbook, which sets out the basic rules and guidelines concerning your employment. This handbook supersedes any previously issued handbooks or policy statements dealing with the subjects discussed herein. Company reserves the right to interpret, modify, or supplement the provisions of this handbook at any time. Neither this handbook nor any other communication by a management representative or other, whether oral or written, is intended in any way to create a contract of employment. Please understand that no employee handbook can address every situation in the workplace.

If you have questions about your employment or any provisions in this handbook, contact your Supervisor.

We wish you success in your employment here at Hagler Plumbing & HVAC!

About the Company

Hagler Plumbing & HVAC is a division of Hagler Mechanical LLC. We are a family owned business that started in 2017. We are a full-service plumbing, HVAC and construction company with over 30 years of experience & education. Licensed and insured. Our commitment to client satisfaction is our priority in every aspect of our work. No job is too large or small. We take pride in providing our clients with a seamless and time efficient experience. We want to earn the trust of our clients and be their contractor for life. Our clients are like family and we will take great care of them.

Our employees who work for us can expect a family atmosphere. We believe in culture and creating an environment that is pleasurable to work in. Team players are what we desire. We believe in everyone doing their part to make the business work. Our success is your success. Hagler Plumbing & HVAC is more than a job, it is a place you will be proud to work at.

Management Directory

Eric Hager – Owner

Vanessa Hagler – Owner/Human Resources

Section 1: Employment At-Will

At-Will Employment

Your employment with Hagler Plumbing & HVAC is on an "at-will" basis. This means your employment may be terminated at any time, with or without notice and with or without cause. Likewise, we respect your right to leave the Company at any time, with or without notice and with or without cause.

Nothing in this handbook or any other Company document should be understood as creating a contract, guaranteed or continued employment, a right to termination only "for cause," or any other guarantee of continued benefits or employment. Only the owner/president has the authority to make promises or negotiate with regard to guaranteed or continued employment, and any such promises are only effective if placed in writing and signed by the owner/president.

If a written contract between you and the Hagler Plumbing & HVAC is inconsistent with this handbook, the written contract is controlling.

Nothing in this handbook will be interpreted, applied, or enforced to interfere with, restrain, or coerce employees in the exercise of their rights under Section 7 of the National Labor Relations Act.

Section 2: Equal Employment Opportunity

Equal Opportunity Statement

Hagler Plumbing & HVAC is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation because of sex (including pregnancy, childbirth, or related medical conditions), gender, race, religion, color, national origin, physical or mental disability, genetic information, marital status, age, sexual orientation, AIDS/HIV status, military service, veteran status, or any other status protected by federal, state, or local laws (such as hair texture and protective hairstyles). The Company is dedicated to the fulfillment of this policy in regard to all aspects of employment, including but not limited to recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.

The Policy applies to all employees, unpaid interns, apprentices, volunteers, temporary employees, and anyone else working with the Company.

The Company will conduct a prompt and thorough investigation of all allegations of discrimination, harassment, or retaliation, or any violation of the Equal Employment Opportunity Policy. The Company will take appropriate corrective action, if and where warranted. The Company prohibits retaliation against employees who provide information about, complain about, or assist in the investigation of any complaint of discrimination or violation of the Equal Employment Opportunity Policy.

We are all responsible for upholding this policy. You may discuss questions regarding equal employment opportunity with your supervisor or any other designated member of management.

Americans with Disabilities Act (ADA) & Reasonable Accommodations

Hagler Plumbing & HVAC complies with the Americans with Disabilities Act (ADA), the Pregnancy Discrimination Act, and all applicable state and local fair employment practices laws and is committed to providing equal employment opportunities to qualified individuals with disabilities, including disabilities related to pregnancy, childbirth, and related conditions.

Consistent with this commitment, the Company will provide reasonable accommodation to otherwise qualified individuals where appropriate to allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship on the business.

If you require an accommodation because of your disability, it is your responsibility to notify your supervisor. You may be asked to include relevant information such as:

- A description of the proposed accommodation
- The reason you need an accommodation
- How the accommodation will help you perform the essential functions of your job

After receiving your request, the Company will engage in an interactive dialogue with you to determine the precise limitations of your disability and explore potential reasonable accommodations that could overcome those limitations. Where appropriate, we may need your permission to obtain additional information from your medical provider. All medical information received by the Company in connection with a request for accommodation will be treated as confidential.

The Company encourages you to suggest specific reasonable accommodations that you believe would allow you to perform your job. However, the Company is not required to make the specific accommodation requested by you and may provide an alternative accommodation, to the extent any reasonable accommodation can be made without imposing an undue hardship on the Company.

If leave is provided as a reasonable accommodation, such leave may run concurrently with leave under the federal Family and Medical Leave Act and/or any other leave where permitted by state and federal law.

The Company will not discriminate or retaliate against employees for requesting an accommodation.

Religious Accommodation

Hagler Plumbing & HVAC is dedicated to treating its employees equally and with respect and recognizes the diversity of their religious beliefs. All employees may request an accommodation when their religious beliefs cause a deviation from the Company dress code or the individual's schedule, basic job duties, or other aspects of employment. The Company will consider the request but reserves the right to offer its own accommodation to the extent permitted by law unless such an accommodation would create an undue hardship for the Company. Some, but not all, of the factors that will be considered are cost, the effect that an accommodation will have on current established policies, and the burden on operations — including other employees — when determining a reasonable accommodation. At no time will the Company question the validity of a person's belief.

The Company prohibits retaliation against employees who request a religious accommodation or who participate in an approved accommodation. An employee who violates this anti-retaliation provision may be subject to discipline, up to and including termination.

If you require a religious accommodation, speak with your supervisor or the human resources department (hereinafter referred to as "Human Resources").

Genetic Information Non-discrimination (GINA)

The Genetic Information Nondiscrimination Act of 2008 (GINA) prohibits covered employers from requesting or requiring genetic information of an individual or an individual's family member, except as specifically allowed by this law. To comply with GINA, the Company asks that employees not provide any genetic information when responding to a request for medical information for purposes of leaves of absence or otherwise.

"Genetic information" as defined by GINA, includes an individual's family medical history, the results of an individual's or family member's genetic tests, the fact that an individual or an individual's family member sought or received genetic services, and genetic information of a fetus carried by an individual or an

individual's family member or an embryo lawfully held by an individual or family member receiving assistive reproductive services. If you have any questions about the information to be provided, please contact the Human Resources Department.

Accommodations for Nursing Mothers

Hagler Plumbing & HVAC will provide nursing mothers reasonable break time to express milk for their infant child(ren) for up to one year following the child's birth.

If you are nursing, you will be provided with a space, other than a restroom, that is shielded from view and free from intrusion from co-workers and the public. Expressed milk can be stored in a personal cooler.

Break time should, if possible, be taken concurrently with any other break time already provided. If you are nonexempt, clock out for any time taken that does not run concurrently with normally scheduled rest periods, and such time will be paid in accordance with federal law.

You are encouraged to discuss the length and frequency of these breaks with your supervisor.

No provision of this policy applies, or will be enforced, if it conflicts with or is superseded by any requirement or prohibition contained in a federal, state, or local law, or regulation.

Commitment to Diversity

The Company is committed to creating and maintaining a workplace in which all employees have an opportunity to participate and contribute to the success of the business and are valued for their skills, experience, and unique perspectives. This commitment is embodied in company policy and the way we conduct business at the Company and is an important principle of sound business at the Company.

Policy Against Workplace Harassment

Hagler Plumbing & HVAC has a strict policy against all types of workplace harassment, including sexual harassment and other forms of workplace harassment based upon an individual's sex (including pregnancy, childbirth, or related medical conditions), gender, race, religion, color, national origin, physical or mental disability, genetic information, marital status, age, sexual orientation, AIDS/HIV status, military service, veteran status, or any other status protected by federal, state, or local laws. All forms of harassment of, or by, employees, vendors, visitors, customers, and clients are strictly prohibited and will not be tolerated.

Sexual Harassment

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when (1) submission to such conduct is made either explicitly or implicitly as a term or condition of an individual's employment; (2) submission to, or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

While it is not possible to identify every act that constitutes or may constitute sexual harassment, the following are some examples of sexual harassment:

- Unwelcome requests for sexual favors;
- Lewd or derogatory comments or jokes;
- Comments regarding sexual behavior or the body of another;
- Sexual innuendo and other vocal activity such as catcalls or whistles;
- Obscene letters, notes, emails, invitations, photographs, cartoons, articles, or other written or pictorial materials of a sexual nature;
- Repeated requests for dates after being informed that interest is unwelcome;
- Retaliating against another for refusing a sexual advance or reporting an incident of possible sexual harassment to the Company or any government agency;

- Offering or providing favors or employment benefits such as promotions, favorable evaluations, favorable assigned duties or shifts, etc., in exchange for sexual favors; and
- Any unwanted physical touching or assaults or blocking or impeding movements.

Other Harassment

Other workplace harassment is verbal or physical conduct that insults or shows hostility or aversion towards an individual because of the individual's sex (including pregnancy, childbirth, or related medical conditions), gender, race, religion, color, national origin, physical or mental disability, genetic information, marital status, age, sexual orientation, AIDS/HIV status, military service, veteran status, or any other status protected by federal, state, or local laws.

Again, while it is not possible to list all the circumstances that may constitute other forms of workplace harassment, the following are some examples of conduct that may constitute workplace harassment:

- The use of disparaging or abusive words or phrases, slurs, negative stereotyping, or threatening, intimidating, or hostile acts that relate to the above protected categories;
- Written or graphic material that insults, stereotypes, or shows aversion or hostility towards an individual or group because of one of the above protected categories and that is placed on walls, bulletin boards, email, voicemail, or elsewhere on our premises, or circulated in the workplace; and
- A display of symbols, slogans, or items that are associated with hate or intolerance towards any select group.

Reporting Discrimination and Harassment

If you feel that you have witnessed or have been subjected to any form of discrimination or harassment, immediately notify your supervisor, any member of management or Human Resources.

The Company prohibits retaliation against employees who, based on a reasonable belief, provide information about, complain, or assist in the investigation of any complaint of harassment or discrimination.

We will promptly and thoroughly investigate any claim and take appropriate action where we find a claim has merit. To the extent possible, we will retain the confidentiality of those who report suspected or alleged violations of the harassment policy.

Discipline for violation of this policy may include, but is not limited to, reprimand, suspension, demotion, transfer, and discharge. If the Company determines that harassment or discrimination occurred, corrective action will be taken to effectively end the harassment. As necessary, the Company may monitor any incident of harassment or discrimination to assure the inappropriate behavior has stopped. In all cases, the Company will follow up as necessary to ensure that no individual is retaliated against for making a complaint or cooperating with an investigation.

False Reporting and Noncooperation

Making a report knowing it is false, or willfully disregarding its truth or accuracy, or engaging in any other bad faith use of the policy violates the policy. Refusal to cooperate in the investigation of a complaint is grounds for disciplinary action which could include termination of employment.

Section 3: Terms of Employment

Employment Authorization Verification (I-9 Compliance)

New hires will be required to complete Section 1 of federal Form I-9 on the first day of paid employment and must present acceptable documents authorized by the U.S. Citizenship and Immigration Services proving identity and employment authorization no later than the third business day following the start of employment with Hagler Plumbing & HVAC. If you are currently employed and have not complied with this requirement or if your status has changed, inform your supervisor.

If you are authorized to work in this country for a limited period of time, you will be required to submit proof of renewed employment eligibility prior to expiration of that period to remain employed by the Company.

New Hires and Introductory Periods

The first 90 days of your employment is considered an introductory period. During this period, you will become familiar with Hagler Plumbing & HVAC and your job responsibilities, and the company will have the opportunity to monitor the quality and value of your performance and make any necessary adjustments in your job description or responsibilities. Your introductory period with the Company can be shortened or lengthened as deemed appropriate by management. Completion of this introductory period does not imply guaranteed or continued employment. Nothing that occurs during or after this period should be construed to change the nature of the "at-will" employment relationship.

Classifications of Employment

Employees are placed into several different classifications for the administration of compensation and benefits.

Full-time employees are hired to regularly work at least 30 hours per workweek.

Part-time employees are hired to regularly work less than 30 hours per workweek.

Non-exempt employees are employees who work in positions that the company has determined are not exempt from overtime pay requirements under state and federal law.

Exempt employees are employees who work in positions that the Company has determined are exempt from overtime pay requirements under state and federal law. An exempt employee's fixed salary represents payment for all hours he or she may be required to work in any given workweek, regardless of the actual number of hours worked. Exempt employees may work varying hours in any given workweek. No additional payments will be earned simply for working more hours. Any deductions from an exempt employee's salary will be made in accordance with state and federal law.

If you have any questions about your employment classification or believe you are incorrectly classified, please contact your supervisor or the Human Resources department.

Payroll and Employee Classification Safe Harbor Policy

It is the Company's policy and practice to accurately compensate employees and to do so in compliance with all applicable state and federal laws. To ensure proper payment for all time worked and all proper deductions have been made, employees must correctly record their work time and review each paycheck to identify and report any errors. Off-the-clock or unrecorded work is not allowed.

Review Your Pay Stub. We make every effort to ensure our employees are paid correctly. An occasional inadvertent mistake can happen. If so, please bring errors to our attention and prompt corrections will be made. Please review your pay stub when you receive it. If you believe a mistake has occurred or if you have any questions, please use the reporting procedure outlined below.

Non-exempt Employees. Employees eligible for overtime pay or extra pay must maintain a record of the total hours worked each day. These hours must be accurately recorded on a timekeeping system provided to employees. Each employee must sign his or her time sheet to verify that the reported hours worked are complete and accurate (and that there is no unrecorded or "off-the-clock" work). Time sheets must accurately reflect all regular and overtime hours worked, any absences, early or late arrivals, early or late departures and meal breaks. Monday of each week, completed time sheet should be submitted for verification and approval. When you receive a pay check, please verify immediately that you were paid correctly for all regular and overtime hours worked each workweek.

Exempt Employees. Exempt salaried employees receive a salary which is intended to compensate you for all hours worked for the Company. This salary will be established at the time of hire or when an exempt employee classification is made. While such salary may be subject to modification from time to time, such as during salary review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work you perform.

Exempt employees will receive their full salary for any workweek in which work is performed. However, under federal law, each salary is subject to certain deductions. For example, absent contrary state law requirements, your salary can be reduced for the following reasons in a workweek in which work was performed:

- Full day absences for personal reasons, including vacation.
- Full day absences for sickness or disability, if we offer you a sick day pay plan.
- Full day disciplinary suspensions for infractions of safety rules of major significance (including those that could cause serious harm to others).
- Family and Medical Leave absences (either full or partial day absences).
- To offset amounts received as payment for jury and witness fees or military pay.
- Unpaid disciplinary suspensions of one or more full days for significant infractions of major workplace conduct rules set forth in written policies.
- The first or last week of employment in the event you work less than a full week.

Exempt employees' salaries may also be reduced for certain types of deductions, such as: the employee's portion of health, dental or life insurance premiums; state, federal or local taxes, social security; or voluntary contributions to a 401(k) or pension plan. In any workweek in which an exempt employee performs any work, his or her salary will not be reduced for any of the following reasons:

- Partial day absences for personal reasons, sickness or disability.
- Absence because the Company is closed on a scheduled work day.
- Absences for jury duty, attendance as a witness, or military leave in any week in which you have performed any work.
- Any other deductions prohibited by state or federal law.

Please note: Exempt employees may be required to use accrued vacation, PTO, personal days or other forms of paid time off for full or partial day absences for personal reasons, sickness or disability. However, such salary will not be reduced for partial day absences if the exempt employee does not have accrued paid time off.

To Report Violations of This Policy, Communicate Concerns, or Obtain More Information

It is a violation of the Company's policy for any employee to falsify a time sheet, or to alter another employee's time card. It is also a serious violation of Company policy for any employee or manager to instruct another employee to incorrectly or falsely report hours worked or alter another employee's time sheet to either under or over report hours worked. If any manager or employee instructs you to (1) incorrectly or falsely under or over report your hours worked, (2) alter another employee's time records to inaccurately or falsely report that employee's hours worked, or (3) conceal any falsification of time records or to violate this policy, do not do so. Instead, report it immediately to Vanessa Hagler.

Employees should not work any hours outside of the scheduled work day unless authorized by a supervisor in advance. Employee's should not start work early, finish work late, work during a meal break or perform any other extra or overtime work unless authorized to do so and that time is recorded on a time sheet. Employees are prohibited from performing any "off-the-clock" work. "Off-the-clock" work means work you may perform but fail to report on your time sheet. Any employee who fails to report or inaccurately reports any hours worked will be subject to disciplinary action, up to and including discharge.

If you have questions about deductions from your pay, please contact Vanessa Hagler immediately. If you believe your wages have been subject to any improper deductions or your pay does not accurately reflect

all hours worked, you should report your concerns to a supervisor immediately. If a supervisor is unavailable or if you believe it would be inappropriate to contact that person (or if you have not received a prompt and fully acceptable reply within three business days), you should immediately contact Vanessa Hagler at 936-442-8069

Every report will be fully investigated, and corrective action will be taken, up to and including discharge of any employee(s) who violates this policy.

In addition, the Company will not allow any form of retaliation against individuals who report alleged violations of this policy or who cooperate in the Company's investigation of such reports. Any form of retaliation in violation of this policy will result in disciplinary action, up to and including discharge.

Section 4: Employee Benefits

Company Holidays

Hagler Plumbing & HVAC observes the following holidays each year:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

FULL TIME Journeyman license & management employees are paid for holidays under the following conditions:

- The employee's 90 days introductory period must be completed.
- The employee must work their assigned and complete schedule before and after the holiday.
- If a holiday occurs during the employee's PTO leave, that day will not be counted as a PTO day.
- If a holiday falls on Saturday or Sunday, it will be at the discretion of management to determine how the holiday/holidays will be observed in order to best service the business needs.

Holiday hours can be paid by using available PTO and will not be included in the calculations for overtime.

PTO

Paid time off (PTO) provides you with the flexibility to use your time off to meet your personal needs, while recognizing your individual responsibility to manage your paid time off.

You will accumulate PTO each year and it is up to you to allocate how you will use it for vacation, holidays, illness, caring for children, school activities, medical/dental appointments, personal business, or emergencies. Hagler Plumbing & HVAC may require you to use any unused PTO during disability or family medical leave, or any other leave of absence, when permissible according to state and federal law. The amount of PTO earned will depend on your length of service with Hagler Plumbing & HVAC. Unused PTO will be forfeited and not carry over after anniversary date.

ALL employees working 30 hours are eligible for Paid Time Off (PTO) per the schedule below:

Months/Years of Employment	PTO Hours Earned	
90 days – 2 years	40	
2-5 years	80	
5 + years	120	

Notice and Scheduling

You are required to provide your supervisor with at least a 2-week notice and obtain approval prior to using PTO. This allows for you and your supervisor to prepare for your time off and assure that all staffing needs are met. There may be occasions, such as sudden illness, when you cannot provide advance notice. In those situations, inform your supervisor of your circumstances at least 2 hours before your scheduled start time via phone call, text or email. The minimum amount of PTO you can use at one time is 4 hour(s).

Terminations

Where allowed by law, if you terminate employment you will not be paid for all accrued and unused PTO when you leave the Company.

Where allowed by law, if you leave the company, you will not be paid for accrued but not unused PTO computed at the rate of pay earned upon separation provided you give and successfully complete a two-week written notice and are not being terminated for misconduct.

Bereavement Leave

Hagler Plumbing & HVAC recognizes the importance of taking leave when there is a death in the family. All full time employees are entitled to take up to 3 day(s) off with paid leave for the funeral of an immediate relative.

For purposes of this policy, immediate family is defined as the employee's spouse, domestic partner, child, brother, sister, parent (or legal guardian), grandparent, grandchild, and like members of the spouse's family. The Company does not differentiate between biological, step, foster or adopted relations under this policy.

Pay is based on the regular rate for your scheduled shift. Authorized leave without pay is available for extended funeral matters. Personal leave time may also be taken when necessary. Notify your supervisor of your intention to take bereavement leave as soon as the need arises. The Company may request documentation to support absences for bereavement leave.

You may be provided additional forms of leave in accordance with applicable law. See the state addendums for additional information or ask Human Resources.

Section 5: Attendance & Leave

Attendance Policy

Coming to work on time, working scheduled business hours and leaving at the scheduled time are important for every employee's job and are a condition of employment. You must:

- Be at your assigned work station or job site ready for work at the start of your business hours;
- Remain at your assigned work station or job site except during authorized breaks or as the needs of the job require being elsewhere;
- Take only the time normally allowed for breaks; and
- Not leave work until the scheduled end of your business hours unless excused by a supervisor.

You must give reasonable notice of your absence or tardiness for Hagler Plumbing & HVAC to manage its business obligations. You are required to call your supervisor at least 2 hours before the start of your shift. If you could not reasonably foresee your need for leave, you must call, text or e-mail your supervisor about the anticipated absence or tardiness as soon as possible. Employees are required to call their supervisor each morning of each absence, except during employee hospital stay and recuperation time after a hospital stay (you must give an anticipated date of return). Failure to follow these procedures can be considered a voluntary quit.

Repeated absenteeism, tardiness or failure to call in each day of absence will be cause for disciplinary action, including termination. If you are experiencing an issue that is causing you to be late for work and/or you are unable to attend work as regularly scheduled, it is your responsibility to immediately notify your supervisor to discuss the situation prior to being tardy or absent. Hagler Plumbing & HVAC will evaluate each situation in accordance with all applicable laws and regulations.

Hagler Plumbing & HVAC reserves the right to apply any unused paid time off to unauthorized absences. Absences resulting from approved leave, vacation, or legal requirements are exceptions to the policy.

Scheduled Time Off

Hagler Plumbing & HVAC understands that illness of an employee or family member may prevent an employee from coming to work, and that sometimes, personal business must be taken care of during business hours. For minimum disruption to our operations, employees are encouraged to schedule time off, for reasons other than illness, as early or as late in the day as possible. Employees are required to have their supervisor's written approval for their scheduled time off.

If an employee is absent and cannot perform their duties, they are required to personally notify their supervisor at least one 2 hours prior to their scheduled shift. Voicemails, text messages, or messages left with the office staff are unacceptable and will be viewed as failure to follow proper procedures. It is unacceptable for friends and family members to call on behalf of an employee unless extenuating circumstances prevent that employee from following call-in procedures. Employees will be given the company phone number at their time of hire. Employees will be notified if any changes occur.

If an employee is absent for 2 or more consecutive business days due to illness, a statement from a physician will be required before they will be permitted to return to work.

Anytime the employee needs to arrive late to work or leave early, will be forced to use 4 hours of PTO.

Absences

Hagler Plumbing & HVAC considers unexcused absences of 8 or more hours in a calendar year to be excessive. Employees with such absences may be subject to disciplinary action including termination of employment.

Tardiness

Tardiness is defined as arriving 5 minutes or more after an employee's scheduled shift starts as directed by their supervisor. Schedules are subject to change and employees will be notified as soon as possible if there is a change. In general, more than one tardy every month is considered excessive. An employee will receive a verbal reprimand for one tardy, but future infractions will result in disciplinary action up to and including termination of employment. In addition, more than one absence or tardiness within the first thirty days of employment may result in termination of employment.

Job Abandonment

If you fail to show up for work or call in with an acceptable reason for the absence for a period of 2 consecutive days, you will be considered to have abandoned your job and voluntarily resigned from Hagler Plumbing & HVAC.

Leaves of Absence

Personal Leave of Absence (Non-Family Medical Leave)

In an effort to recognize the need of employees who require time off for important personal needs for self or family members, Hagler Plumbing & HVAC may consider an unpaid personal leave of absence without pay.

Eligibility

All regular full-time employees employed by Hagler Plumbing & HVAC for a minimum of 90 days are eligible to apply for an unpaid personal leave of absence. Job performance, absenteeism and departmental requirements all will be taken into consideration before a request is approved. Approval of the immediate supervisor is required. Requests for unpaid personal leave may be denied or granted by the company for any reason or no reason and are within the sole discretion of the company.

Hagler Plumbing & HVAC will attempt to hold an employee's position open for the period of unpaid personal leave, if such leave is 12 weeks or less. If leave is greater than 12 weeks, the employee, if qualified, will be eligible to re-apply for employment. Please note that this is not a guarantee of employment. Hagler Plumbing & HVAC reserves the right to terminate employment for any reason or no reason during the leave of absence if permitted under law.

Procedures

An eligible employee should submit a request in writing to his or her immediate supervisor as soon as possible. Failure to provide sufficient notice for the request for personal leave could be subject to the leave request being denied. The requesting employee will be asked to acknowledge in writing his or her understanding that all requests for personal leaves are not granted. Unpaid personal leave may only be requested once all PTO balances have been exhausted.

The immediate supervisor will:

- Review the request taking the length of time requested, workload scheduling and departmental requirements into consideration.
- If leave is for the employee's medical condition, a Medical Certification form may be required to be completed.
- Submit the department-level decision to the [officer or title] for final approval.
- Return a decision to the employee as soon as feasible after receipt of the written request.

If the request is approved, the supervisor will submit a Leave of Absence Request form to Human Resources. Once the employee returns, the supervisor should notify Human Resources, so the employee can be returned to active status.

Extension of leave

An employee is required to return from the unpaid personal leave on the originally scheduled return date. If the employee is unable to return, he or she must request an extension of the leave in writing.

If Hagler Plumbing & HVAC declines to extend the leave, the employee must then return to work on the originally scheduled return date or be considered to have voluntarily resigned from his or her employment. Extensions of leave will be considered on a case-by-case basis.

Returning from Leave

You should notify Human Resources and your Hagler Plumbing & HVAC supervisor of your intent to return to work at least two weeks before your anticipated return date; or sooner, if returning in less than two (2) weeks. If the leave is because of your own serious health condition, you must provide medical certification signed by the treating physician that you are fit to resume work, with or without accommodation. If you fail to provide a medical certification, you may not be permitted to resume work until it is provided. A disabled employee may request a reasonable accommodation for returning to work, as described in the Equal Employment Opportunity section of this employee handbook.

Upon receiving notification of the employee's availability, the supervisor or department head will arrange to have the employee resume his/her previous position, if available. If the previous position is no longer available, the employee may be considered for other open positions which he/she may be qualified for and as they become available. If no position exists, the employee's leave status is changed to voluntary termination. Future employment would be as a rehire with only legally required reinstatement of applicable benefits.

Military Leave (USERRA)

Hagler Plumbing & HVAC complies with applicable federal and state law regarding military leave and re-employment rights. Unpaid military leave of absence will be granted to members of the uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA; with amendments) and all applicable state law. You must submit documentation of the need for leave to your supervisor and the Human Resources Department.

When returning from military leave of absence, you will be reinstated to your previous position or a similar position, in accordance with state and federal law. You must notify your supervisor of your intent to return to employment based on requirements of the law. For more information regarding status, compensation, benefits, and reinstatement upon return from military leave, contact Human Resources.

Jury Duty

Hagler Plumbing & HVAC encourages employees to fulfill their civic duties related to jury duty. If you are summoned for jury duty, notify your supervisor as soon as possible to make scheduling arrangements.

If you are classified as exempt, you will not incur any deduction in pay for a partial week's absence due to jury duty. If you are classified as nonexempt, subject to applicable law, you will not be compensated for time spent on jury duty. You may opt to use PTO in place of unpaid leave.

The Company reserves the right to require employees to provide proof of jury duty service to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

Witness Duty

Hagler Plumbing & HVAC realizes that, on occasion, employees may be subpoenaed to appear in a civil, criminal, legislative, or administrative proceeding. In such cases, you will be provided unpaid leave to attend. Notify your supervisor as soon as possible to make scheduling arrangements. You may opt to use PTO in place of unpaid leave.

The Company reserves the right to require employees to provide proof of the need for leave to the extent authorized by law.

The Company will not retaliate against employees who request or take leave in accordance with this policy.

Time Off for Voting

If your work schedule prevents you from voting on Election Day, Hagler Plumbing & HVAC will allow you a reasonable time off to vote. The time when you can go to vote will be at the discretion of your supervisor, consistent with applicable legal requirements. You may opt to use PTO in place of unpaid leave.

Section 6: Employee Work, Hours & Pay

Work Schedules and Hours of Operation

Office hours are typically 7:00 am – 3:30 pm. Hours and work schedules may vary according to business needs and position. Employees should contact their direct supervisor for their scheduling requests. A work week is defined as Monday – Sunday.

Overtime

If you are nonexempt, you may qualify for overtime pay. All overtime must be approved in advance, by your supervisor.

At certain times Hagler Plumbing & HVAC may require you to work overtime. We will attempt to give as much notice as possible in this instance. However, advance notice may not always be possible. Failure to work overtime when requested or working unauthorized overtime may result in discipline, up to and including discharge.

Unless otherwise required or exempted by law, overtime pay of one and one-half times your regular rate of pay is paid for any hours worked in excess of forty (40) hours in a workweek. Holidays, vacation days, and sick leave days do not count as time worked for computing overtime.

Recording Time

Federal and state laws require Hagler Plumbing & HVAC to keep accurate records of hours worked by nonexempt (hourly) employees. Clock in no more than 5 minutes ahead of your start time and clock out no later than five minutes after your quitting time. All nonexempt employees are required to enter their hours worked accurately, including all lunch periods and any rest periods of more than 20 minutes.

You are required to notify the Company of any pay discrepancies, unrecorded or misrecorded work hours, or any involuntary missed meal or break periods.

Do not complete the time sheet of any other employees. Be sure to indicate your days off. Any changes to your time sheet must be approved of and initialed by your supervisor.

Falsification of time records or recording time for other employees may result in discipline up to and including termination of employment.

Meal and Rest Periods

Hagler Plumbing & HVAC strives to provide a safe and healthy work environment and complies with all federal and state regulations regarding meal and rest periods. Check with your supervisor regarding procedures and schedules for rest and meal breaks. Lunch breaks are 30 mins. You are allowed 1 - 15

minute break in an 8 hour work day. You may combine both breaks together and take at 1 time. Breaks and lunch times vary.

Pay Period

At Hagler Plumbing & HVAC, the standard pay period is Weekly for all employees. Pay dates are on Tuesday. If a pay date falls on a holiday, you will be paid on the preceding workday.

Review your paycheck for accuracy. If you find an issue, report it to your supervisor immediately.

Paycheck Deductions

Hagler Plumbing & HVAC is required by law to make certain deductions from your pay each pay period. This includes income and any unemployment taxes, Federal Insurance Contributions Act (FICA) contributions (Social Security and Medicare), and any other deductions required under law or by court order for wage garnishments. The amount of your tax deductions will depend on your earnings and the number of exemptions you list on your federal Form W-4 and applicable state withholding form. You may also authorize voluntary deductions from your paycheck, including contributions for insurance premiums, retirement plans, spending accounts, or other services. Your deductions will be reflected in your wage statement.

The Company will not make deductions to your pay that are prohibited by federal, state, or local law. If you have any questions about deductions from your pay, contact your supervisor. You will be reimbursed in full for any isolated, inadvertent, or improper deductions, as defined by law. If an error is found, you will receive an immediate adjustment, which will be paid no later than your next regular payday.

Direct Deposit

Hagler Plumbing & HVAC encourages all employees to enroll in direct deposit. If you would like to take advantage of direct deposit, ask Human Resources for an application form.

If you have selected the direct deposit payroll service, you will receive electronic confirmation of all deductions.

Section 7: Performance Management

Performance Reviews

Hagler Plumbing & HVAC will make efforts to periodically review your work performance. The performance improvement process will take place annually or as business needs dictate. You may specifically request that your Manager/Supervisor assist you in developing a performance improvement plan at any time.

The performance improvement process is a means for increasing the quality and value of your work performance. Your initiative, effort, attitude, job knowledge, and other factors will be addressed. You must understand that a positive job performance review does not guarantee a pay raise or continued employment. Pay raises and promotions are based on numerous factors, only one of which is job performance.

Job Descriptions

Hagler Plumbing & HVAC attempts to maintain a job description for each position. If you do not have a current copy of your job description, you should request one from your supervisor.

Job descriptions prepared by the Hagler Plumbing & HVAC serve as an outline only. Due to business needs, you may be required to perform job duties that are not within your written job description. Furthermore, the Company may have to revise, add to, or delete from your job duties per business needs. On occasion, the Company may need to revise job descriptions with or without advance notice to the employee.

If you have any questions regarding your job description or the scope of your duties, please speak with your supervisor.

Promotions & Transfers

To match you with the job for which you are best suited and to meet the business needs of Hagler Plumbing & HVAC, you may be transferred from your current job. It is our policy to promote from within only when the most qualified candidate is available. Promotions are made on an equal opportunity basis according to employees possessing the needed skills, education, experience, and other qualifications that are required for the job.

All employees promoted into new job positions will undergo a 90-day introductory period as described in the New Hires and Introductory Periods policy. Unlike new hires, however, such employees will continue to receive Company benefits for which they are eligible.

Hagler Plumbing & HVAC may transfer your employment from one position to another with or without notice, as required by production or service needs, or upon request by you and with management approval. Transfers in excess of 90 days may be considered final and your paycheck may be increased or decreased consistent with the pay scale for your new position.

Section 8: Workplace Conduct & Discipline

Standards of Conduct

Hagler Plumbing & HVAC wishes to create a work environment that promotes job satisfaction, respect, responsibility, integrity, and value for all our employees, clients, customers, and other stakeholders. We all share in the responsibility of improving the quality of our work environment. By deciding to work here, you agree to follow our rules.

Rules and regulations are essential to the efficient operation of any company. The following a process that has been established for the common guidance of all employees. They are fundamental in character and are designed for the convenience and protection of the Company and its employees. We ask the cooperation of all employees in the observation of these rules and regulations. Violation of any of these rules will lead to disciplinary action, which up to and including termination. The Company reserves the right to determine on a case-by-case basis what disciplinary action is appropriate to the specific violation(s) involved. Factors considered will include, but not necessarily be limited to: the severity of the violation(s), the employee's present and past attitude, performance and conduct, as well as the needs and best interest of the Company. Obviously, we cannot list rules to cover every situation; therefore, violation of rules includes, but is not limited to conduct prohibited in this section and violation of any of the other rules referred to in this Employee Handbook and its attachments. Each of the following constitutes a serious offense and will result in discipline, up to and possibly including termination:

- Violation of the policies and procedures set forth in this handbook.
- Possessing, using, distributing, selling, or negotiating the sale of illegal drugs or other controlled substances.
- Being under the influence of alcohol during working hours on Company property (including in Company vehicles), or on Company business.
- Inaccurate reporting of the hours worked by you or any other employees.
- Providing knowingly inaccurate, incomplete, or misleading information when speaking on behalf of Company or in the preparation of any employment-related documents including, but not limited to, job applications, personnel files, employment review documents, intra-company communications, or expense records.

- Taking or destroying Company property.
- Possession of potentially hazardous or dangerous property (where not permitted) such as firearms, weapons, chemicals, etc., without prior authorization.
- Fighting with, or harassment of (as defined in our EEO policy), any fellow employee, vendor, or customer.
- Disclosure of Company trade secrets and proprietary and confidential commercially sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development information, customer lists, patents, trademarks, etc.) of the Company or its customers, contractors, suppliers, or vendors.
- Refusal or failure to follow directions or to perform a requested or required job task.
- Refusal or failure to follow safety rules and procedures.
- Excessive tardiness or absences.
- Unproductive behavior, and/or sleeping on the job.
- Smoking in non-designated areas.
- Working unauthorized overtime.
- Solicitation of fellow employees on Company premises during working hours.
- Failure to dress according to Company policy.
- Use of obscene or harassing (as defined by our EEO policy) language in the workplace.
- Engaging in outside employment that interferes with your ability to perform your job at this Company.
- Gambling on Company premises.
- Lending keys or keycards to Company property to unauthorized persons.

Disciplinary Guidelines

Step 1: Verbal Discussions

Create an opportunity for the immediate supervisor to meet with an employee and to bring attention to an existing performance, conduct, or attendance issue. The supervisor should discuss the nature of the problem or violation of company policies and procedures, clearly providing details with dates. The supervisor is expected to clearly outline expectations and steps the employee must take to improve performance or resolve the problem within a timely manner.

Step 2: Written Warning Process

It is expected that the performance, conduct, or attendance issues that were identified in step 1 have been corrected. We recognize that this may not always be the case. A written warning involves a more formal documentation of the performance, conduct or attendance issues and consequences.

Step 3: Suspension and/or 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. Suspensions for fact finding that are recommended as part of the normal progression of this discipline policy and procedure are subject to approval from upper level management. 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. Unpaid suspension of salaried/exempt employees is reserved for serious workplace safety or conduct issues and should be carefully reviewed so the FLSA exemption status is not jeopardized. Pay may be restored to the employee if an investigation of the incident or infraction absolves the employee. Written documentation goes into the employee's file.

Step 4: Recommendation for Termination of Employment

The last and most serious step in the progressive discipline process is termination. Generally, Hagler Plumbing & HVAC will try to exercise the progressive nature of this policy by first providing warnings, final written warning and/or suspension from the workplace before termination. However, Hagler Plumbing &

HVAC reserves the right to combine and skip steps depending upon the circumstances of each situation and the nature of the offense. Furthermore, employees may be terminated without prior notice or disciplinary action. Terminations must be approved by upper management.

Section 9: Workplace Policies

Open Door Policy

At Hagler Plumbing & HVAC, we welcome suggestions for continued improvement and welcome your ideas for better ways to do your job, produce or sell the products or services of Hagler Plumbing & HVAC or meet customer and client needs. Discuss your ideas with your supervisor or another member of the management team.

Understand that any suggestions, innovations, inventions, or other matter created by you on work time or with Hagler Plumbing & HVAC tools or property are considered to be the property of Hagler Plumbing & HVAC.

Company Property

The Company may provide you with computers, cell phones, smart phones, information, tools, and other company property to be used for business purposes. In all cases, your personal use must not interfere with the company's business, violate other company policies or cause the company to incur additional charges.

Management has the right to search or monitor the use of its property at any time and with or without notice. This includes the use of any company property—even use for purely personal reasons. For example, you should have no expectation of privacy in anything you create, store, send, receive, or access on company-owned computers or network.

Upon separation from the Company, employees are required to return all company property within 48 hours of separation. Your final payroll check will be held until all property is returned.

Off-Duty Use of Employer Property or Premises

You may not use Hagler Plumbing & HVAC property for personal use during working and non-working time. You are responsible for returning Company property in good condition and repairing or replacing any property damaged as the result of personal use or as the result of negligence.

It is Company policy to control off duty and nonworking hour use of Company facilities either for business or personal reasons. You are prohibited from using Company facilities during off duty or nonworking hours without the written consent of your supervisor. If you use Company facilities during your off-duty hours or Company off-hours, you may be required to sign a log-in and log-out sheet maintained by the Company or building manager.

Authorized Use of Personal/Company Vehicle

All employees that are required to operate their personal vehicle or Company motor vehicle as part of their employment duties must maintain a valid driver's license & acceptable driving record. Hagler Plumbing & HVAC may run a motor vehicle department check to determine your driving record. It is your responsibility to provide a copy of your current driver's license for your personnel file. Any changes in your driving record, including, but not limited to, driving infractions, must be reported to the office manager.

If operating a company vehicle, it is your responsibility to keep up with the maintenance and yearly inspection. Notify the office when maintenance is due so that management can fit it into your schedule for the week. Company vehicles must be kept clean and organized at all times to enhance company image.

If you use your personal vehicle/a company vehicle in the course and scope of employment, you may not operate such vehicle while:

1. Under the influence of drugs, alcohol, or any other substance that might impair your judgment or ability to drive; or
2. Texting, emailing, or otherwise using a cell phone or other handheld device without utilizing a hands-free device or violation of any state law.

Conflicts of Interest

Hagler Plumbing & HVAC is concerned with conflicts of interest that create actual or potential job-related concerns, especially in the areas of confidentiality, customer relations, safety, security, and morale. If there is any actual or potential conflict of interest between you and a competitor, supplier, distributor, or contractor to the Company, you must disclose it to your supervisor. If an actual or potential conflict of interest is determined to exist, the Company will take such steps as it deems necessary to reduce or eliminate this conflict.

Outside Employment

Outside employment that creates a conflict of interest or that affects the quality or value of your work performance or availability at Hagler Plumbing & HVAC is prohibited. The company recognizes that you may seek additional employment during off hours, but in all cases expects that any outside employment will not affect job performance, work hours, or scheduling, or otherwise adversely affect your ability to effectively perform your duties. Any conflicts should be reported to your MANAGER-SUPERVISOR. Failure to adhere to this policy may result in discipline up to and including termination.

“Side-work” acting as a plumber or HVAC technician is prohibited while employed with Hagler Plumbing & HVAC. Any “side-work” can result in immediate termination.

Business Expense Policy

The purpose of this policy is to define approved nontravel business expenses and the authority for incurring and approving such expenses at Hagler Plumbing & HVAC.

Approved business expenses are the reasonable and necessary expenses incurred by employees to achieve legitimate business purposes that are not covered by normal Company procurement processes.

Business Meetings (Employer-Sponsored Events and Meetings)

The Company pays for expenses necessary to achieve a valid business purpose when meetings are held with customers, vendors, or other Company employees. The most senior Company individual present is to pay for and report all expenses.

The Company will make every effort to have a master account set up for Company-wide and large group events. However, if you are at a small meeting or staying by yourself at a hotel, pay individually and submit for reimbursement accordingly.

Entertainment

The Company pays for entertainment expenses only when they clearly benefit the Company and include customers and are promotional in nature. The most senior individual present is to get approval, pay for and report all expenses.

Technical and Training Seminars

The Company pays for expenses associated with attendance at classes and seminars that enhance job-related skills. Prior approval must be obtained by your supervisor.

Gifts

You may present gifts only under exceptional circumstances and with prior approval of the company owner. Hagler Plumbing & HVAC does not reimburse cost over \$25 for business gifts.

Other Expenses

The Company will pay for postage and telephone expenses that are for business purposes.

Reporting

Report approved expenses on the standard expense report form and include a description of the expense, its business purpose, date, place, and the participants.

Travel Expenses

The purpose of this policy is to define approved business travel expenses and the authority for incurring and approving such expenses at Hagler Plumbing & HVAC.

Travel expenses are the reasonable and necessary expenses incurred by employees when traveling on approved company business trips. Travel is limited to business activities for which other means of communication is inadequate and for which prior approval from your supervisor has been received.

Advances

The Company does not generally provide cash travel advances. Normally, you will be expected to use personal credit cards and/or your own cash and submit approved expenses on the standard Expense Report Form.

Travel Expenses

The Company pays the actual amounts incurred for appropriate expenses when you are on travel assignments. Employees working out of town overnight will be paid \$30.00 per diem. Examples of typical expenses include the following:

- Airline tickets.
- Meals and lodging.
- Car rental, bus, taxi, parking.
- Telephone and fax.
- Laundry and dry cleaning (trips exceeding one week only, unless emergency).
- Business supplies and services.
- Associated gratuities.
- Other expenses necessary to achieve the business purposes.

Air Travel

Use economy or tourist class airfares when traveling on Company business. In addition, private, noncommercial aircraft or chartered aircraft is not to be used, and no more than two Company officers should travel together on the same flight.

Airfares are to be charged to personal credit cards and subsequently submitted for reimbursement on a monthly expense report.

Hotels

Approved hotels only. Holiday Inn is our hotel choice and must be booked under the company account number. Neither in-room movies nor refreshment bars are approved Company expenses.

Insurance

The Company does not pay for personal travel insurance for employees.

Rental Cars

You are to use rental firms having existing relationships with the Company and, where feasible, have negotiated discount rates. Available reasonable transportation is to be used.

Personal Vehicles

When using your own vehicle for business purposes, you must maintain insurance coverage as required by law and may not have more than [2 points] on your driving record. Travel between your home and job site is not considered to be business travel. You may not use your personal vehicle for business travel without authorization. Every attempt should be made to utilize the use of courier and delivery services in order to avoid hazard of liability and the time away from work. You will be reimbursed for vehicle use at the standard IRS mileage rate or gas reimbursement. The Owner must authorize any deviation from this policy.

Reporting

Report approved expenses and include a description of the expense, its business purpose, date, place, and the participants.

Travel Reservations

Airline travel, rental cars, and hotels must be booked through the corporate designated travel agency in order to be reimbursed.

Use of Company Credit Cards

All employees in the possession of a credit card issued by Hagler Plumbing & HVAC will adhere to the strictest guidelines of responsibility for the protection and proper use of that card. Credit card purchases related to Company vehicle use (gas, oil, etc.) under \$100 do not require prior approval. Credit card purchases for vehicle use over \$50 and any other business purchases over \$100 must receive prior approval from your Manager/Supervisor and receive a job number.

Submit all sales receipts generated by use of the Company credit card every Monday to your Manager/Supervisor. Your Company credit card may not be used for personal reasons. Use of the Company credit card is restricted to approved business-related expenses. A job number must be on the receipt.

Any unauthorized purchases made with a credit card issued by the Company will be the cardholder's responsibility. You must reimburse any such purchase to the Company within 7 days.

Immediately report lost or stolen Company cards to your Manager/Supervisor. Failure to follow this policy may result in disciplinary action up to and including discharge.

Dress Code Policy

Your personal appearance reflects on the reputation, integrity, and public image of Hagler Plumbing & HVAC. All Employees are required to report to work neatly groomed and dressed. You are expected to maintain personal hygiene habits that are generally accepted in the community, including clean clothing, good grooming and personal hygiene, and appropriate attire for the workplace and the work being performed. This may include wearing uniforms or protective safety clothing and equipment, depending upon the job. Keep hair tied back and no loose jewelry. Use common sense and good judgment in determining what to wear to work. Boots, pants and company provided t-shirts are required when working on job sites. Company provided t-shirts must be returned to Hagler Plumbing & HVAC to receive final payroll check.

Fragrant products, including but not limited to perfumes, colognes, and scented body lotions or hair products, should be used in moderation out of concern for others with sensitivities or allergies.

The Company, in accordance with applicable law, will reasonably accommodate employees with disabilities or religious beliefs that make it difficult for them to comply fully with the personal appearance policy unless doing so would impose an undue hardship on the company. Contact your supervisor to request a reasonable accommodation.

Failure to comply with the personal appearance standards may result in being sent home to groom or change clothes. Frequent violations may result in disciplinary action, up to and including termination of employment.

Workplace Privacy and Right to Inspect

Hagler Plumbing & HVAC property, including but not limited to lockers, phones, computers, tablets, desks, work place areas, vehicles, or machinery, remains under the control of the Company and is subject to inspection at any time, without notice to any employees, and without their presence.

You should have no expectation of privacy in any of these areas. We assume no responsibility for the loss of, or damage to, your property maintained on Company premises including that kept in lockers and desks.

Voicemail, Email, and Internet Policy

This Voicemail/Email/Internet Policy is intended to provide Hagler Plumbing & HVAC employees with the guidelines associated with the use of the voicemail/email/Internet system (the system). This policy applies to all employees and any others accessing and/or using the system through onsite or remote terminals.

General Provisions

- The system, and all data transmitted or received through the system, is the exclusive property of the Company. You should not have any expectation of privacy in any communication over this system. If you are permitted to have access to the system, you will be given a voicemail, email, and/or Internet address and/or access code and will have use of the system consistent with this policy.
- The Company reserves the right to monitor, intercept, and/or review all data transmitted, received, or downloaded over the system. Any individual who is given access to the system is hereby given notice that the Company will exercise this right periodically, without prior notice and without prior consent.
- The interests of the Company in monitoring and intercepting data include, but are not limited to: protection of Company trade secrets, proprietary, and similar confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.); managing the use of the computer system; and/or assisting employees in the management of electronic data during periods of absence.
- You should not interpret the use of password protection as creating a right or expectation of privacy. To protect everyone involved, no one can have a right or expectation of privacy regarding the receipt, transmission, or storage of data on the Company voicemail/email/Internet system.

Any employees who violate this policy will be subject to corrective action, up to and including termination of employment. If necessary, the Company will also advise law enforcement officials of any illegal conduct.

Personal Cell Phone/Mobile Device Use

While Hagler Plumbing & HVAC permits employees to bring personal cell phones and other mobile devices (i.e. smart phones, PDAs, tablets, laptops) into the workplace, you must not allow the use of such devices to interfere with your job duties or impact workplace safety and health.

Use of personal cell phones and mobile devices at work can be distracting and disruptive and cause a loss of productivity. Thus, you should primarily use such personal devices during nonworking time, such as breaks and meal periods. During this time, use devices in a manner that is courteous to those around you. Outside of nonworking time, use of such devices should be minimal and limited to emergency use only. If you have a device that has a camera and/or audio/video recording capability, you are restricted from using those functions on Company property unless authorized in advance by management or when they are used in a manner consistent with your right to engage in concerted activity under section 7 of the National Labor Relations Act (NLRA).

You are expected to comply with Company policies regarding the protection of confidential and proprietary information when using personal devices.

While operating a vehicle on work time, the Company requires that if you need to make or receive a phone call while driving, pull off the road to a safe location unless you have the correct hands-free equipment for the device that is in compliance with applicable state laws.

Social Media Policy

At Hagler Plumbing & HVAC, we recognize the Internet provides unique opportunities to participate in interactive discussions and share information using a wide variety of social media. However, use of social media also presents certain risks and carries with it certain responsibilities. To minimize risks to the Company, you are expected to follow our guidelines for appropriate use of social media.

This policy applies to all employees who work for the Company.

Guidelines

For purposes of this policy, **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 website, social networking or affinity website, web bulletin board or a chat room, whether or not associated or affiliated with the Company, as well as any other form of electronic communication.

Company principles, guidelines, and policies apply to online activities just as they apply to other areas of work. Ultimately, you are solely responsible for what you communicate in social media. You may be personally responsible for any litigation that may arise should you make unlawful defamatory, slanderous, or libelous statements against any customer, manager, owner, or employees of the Company.

Know and Follow the Rules

Ensure your postings are consistent with these guidelines. Postings that include unlawful discriminatory remarks, harassment, and threats of violence or other unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

Be Respectful

The Company cannot force or mandate respectful and courteous activity by employees on social media during nonworking time. If you decide to post complaints or criticism, avoid using statements, photographs, video, or audio that reasonably could be viewed as unlawful, slanderous, threatening, or that might constitute unlawful harassment. Examples of such conduct might include defamatory or slanderous posts meant to harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, age, national origin, religion, veteran status, or any other status or class protected by law or Company policy. Your personal posts and social media activity should not reflect upon or refer to the Company.

Maintain Accuracy and Confidentiality

When posting information:

- Maintain the confidentiality of trade secrets, intellectual property, and confidential commercially sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.) related to the Company.
- Do not create a link from your personal blog, website, or other social networking site to a Company website that identifies you as speaking on behalf of the Company.
- Never represent yourself as a spokesperson for the Company. If the Company is a subject of the content you are creating, do not represent yourself as speaking on behalf of the Company. Make it clear in your social media activity that you are speaking on your own behalf.

- Respect copyright, trademark, third-party rights, and similar laws and use such protected information in compliance with applicable legal standards.

Using Social Media at Work

Do not use social media while on your work time, unless it is work related as authorized by your manager or consistent with policies that cover equipment owned by the Company.

Media Contacts

If you are not authorized to speak on behalf of the Company, do not speak to the media on behalf of the Company. Direct all media inquiries for official Company responses to Eric Hagler, Owner.

Retaliation and Your Rights

Retaliation or any other negative action is prohibited against anyone who, based on a reasonable belief, reports a possible deviation from this policy or cooperates in an investigation. Those who retaliate against others for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

Nothing in this policy is designed to interfere with, restrain, or prevent employees from communications regarding wages, hours, or other terms and conditions of employment, or to restrain employees in exercising any other right protected by law. All employees have the right to engage in or refrain from such activities.

Section 10: Health and Safety

Commitment to Health & Safety

It is the responsibility of all Hagler Plumbing & HVAC employees to maintain a healthy and safe work environment. Report all safety hazards and occupational illnesses or injuries to your supervisor as soon as reasonably possible and complete an occupational illness or injury form as needed. Failure to follow the Company health and safety rules may result in disciplinary action, up to and including termination of employment.

Drug-Free Workplace

The Company wants a drug and alcohol-free work environment, so we prohibit the use, possession, sale or solicitation of certain substances at the workplace by employees. "Prohibited substances" include alcohol, illegal drugs, prescription drugs taken without a prescription or not taken in accordance with the prescription, or synthetic substitutes for those substances.

Prohibited activities include, but are not limited to, the following:

- The actual or attempted use, possession, manufacture, distribution, solicitation, or sale of illegal drugs while working or on duty (including during lunch and other breaks), while using Company assets or on Company property, or on Company business
- Bringing any form of illegal drug (including drug paraphernalia) onto any Company property or any other premises where employees are assigned or to which they travel as a part of their job duties
- Testing positive for alcohol
- Being under the influence of illegal drugs while working (including during lunch and other breaks), while using Company assets or on Company property, or on Company business. Additionally, the possession or use of illegal drugs off-duty will not be tolerated to the extent such possession or use results in the employee's reporting to work or presence on Company property under the influence of illegal drugs
- Possessing, using, or being under the influence of prescribed substances that are not prescribed to the person in possession while working or on duty (including during lunch and other breaks), while using Company assets or on Company property, or on Company business

- Refusal to comply with drug testing, testing schedules and instructions, or diluting or otherwise attempting to alter or altering a specimen for drug testing
- Refusal to submit to a lawful Company-requested search
- Testing positive for illegal drugs, e.g., testing positive for a detectable level of any illegal drug
- The unauthorized use or being under the influence of alcohol while working or on duty (including during lunch and other breaks), while using Company assets or on Company property, or on Company business. Additionally, the possession or use of alcohol when off-duty will not be tolerated to the extent such possession or use results in the employee's reporting to work or presence on Company property while under the influence of alcohol. At Company sponsored special events as well as in those situations where employees are engaged in business travel or entertainment or business-related social events where alcohol is being served, the employee is expected to regulate his/her alcohol consumption and that of his/her guest(s) so as not to become impaired
- The unauthorized possession of alcohol, including having open containers, while at work, on Company property, in Company vehicles, rental vehicles, or personal vehicles while being used for Company business
- Not complying with alcohol-related rehabilitation requirements

Drug and Alcohol Testing

Reasonable suspicion

An employee may be asked to submit to a drug or alcohol test at any time it appears that they may be or may have been under the influence of drugs or alcohol in the workplace. For example, you may be asked to undergo drug or alcohol testing when the Company finds that:

- There is evidence of drugs or alcohol on or about your person or in your vicinity;
- Unusual conduct or appearance on your part suggests impairment or influence of drugs or alcohol;
- Negative performance patterns or excessive and unexplained absenteeism or tardiness suggest impairment or influence of drugs or alcohol.

If you are involved in an on-the-job accident or injury (including any employee who was injured in the accident) you will be required to submit to a drug or alcohol test.

The Company is free to choose the method for a test. This means urine, saliva, hair follicle, alcohol breathalyzer, alcohol strip and/or any other method may be used to collect a donor's sample for the purposes of drug testing. A drug test which confirms the presence of prohibited substances is grounds for discipline up to and including termination of employment, as is the refusal to take a drug test and the use of any device or substance intended to influence the outcome of a drug screen.

If an employee is taking medication (prescribed or over the counter) which affects their ability to perform their job in a safe and productive manner, they must notify their supervisor before beginning work. Such information will be treated in a confidential manner and shared only with those who have a need to know about the use of any medication.

Corrective Action

An employee, contractor, or other individual who tests positive for an illegal drug or alcohol will be subject to immediate disciplinary action, up to and including termination, unless prohibited by law. Any applicant or prospective employee who refuses to consent to a drug test or tests positive will be ineligible for employment. The refusal to consent to a drug or alcohol test or search under this policy, will subject an employee to immediate termination, unless prohibited by law. No employee shall be able to avoid disciplinary action if he or she does not meet the standards of job performance established for his or her position, even if the lack of performance is due to alcoholism or drug dependency.

Smoke Free Workplace

Hagler Plumbing & HVAC maintains a smoke-free and tobacco-free workplace. This includes but not limited to cigarettes, pipes, cigars, snuff, e-cigarettes, vaping or chewing tobacco. Smoking or other use of tobacco product is NOT permitted in any part of the building or in vehicles owned, leased, or rented by the Company. Employees may smoke outside **in designated areas** during breaks. No additional breaks beyond those allowed may be taken for the purpose of using tobacco or similar products. When smoking or otherwise using tobacco or similar products outside, do not leave cigarette butts or other traces of litter or tobacco use on the ground or anywhere else. Dispose of any litter properly in the receptacles provided for that purpose. While the Company may provide designated areas available to smokers, it in no way has any legal responsibility to do so. Employees who choose to use these smoking areas do so at their own risk.

Workplace Violence

As the safety and security of our employees, vendors, contractors, and the general public is in the best interests of Hagler Plumbing & HVAC, we are committed to working with our employees to provide a work environment free from violence, intimidation, and other disruptive behavior.

Zero Tolerance Policy

The Company has a zero-tolerance policy regarding workplace violence and will not tolerate acts or threats of violence, harassment, intimidation, and other disruptive behavior, either physical or verbal, that occurs in the workplace or other areas. This applies to management, co-workers, employees, and non-employees such as contractors, customers, and visitors.

Workplace violence can include oral or written statements, gestures, or expressions that communicate a direct or indirect threat of physical harm, damage to property, or any intentional behavior that may cause a person to feel threatened.

Prohibited Conduct

Prohibited conduct includes, but is not limited to:

- Physically injuring another person.
- Threatening to injure a person or damage property by any means, including verbal, written, direct, indirect, or electronic means.
- Taking any action to place a person in reasonable fear of imminent harm or offensive contact.
- Possessing, brandishing, or using a firearm on Company property or while performing Company business.
- Violating a restraining order, order of protection, injunction against harassment, or other court order.

Reporting Incidents of Violence

Report to your supervisor, or any other member of management, any behavior that compromises our ability to maintain a safe work environment. All reports will be investigated immediately and kept confidential, except where there is a legitimate need to know. You are expected to cooperate in any investigation of workplace violence.

Violations

Violating this policy may subject you to criminal charges as well as discipline up to and including immediate termination of employment.

Retaliation

Victims and witnesses of workplace violence will not be retaliated against in any manner. In addition, you will not be subject to discipline for, based on a reasonable belief, reporting a threat or for cooperating in an investigation.

If you initiate, participate, are involved in retaliation, or obstruct an investigation into conduct prohibited by this policy, you will be subject to discipline up to and including termination.

If you believe you have been wrongfully retaliated against, immediately report the matter to Human Resources.

Incident Reporting

If an employee has an accident, injury or near-miss while on the job, they are required to report it to their supervisor or another member of management immediately, no matter how insignificant it may seem. Medical treatment will be promptly arranged as appropriate. If the injury is an emergency, call 911 and then your supervisor.

If you are involved in, or are a witness to an incident, immediate action is required – all details of the incident should be provided for reporting purposes. Failure to report or cooperate may result in a loss of benefits that might be allowed for that injury. Also, not reporting an incident may result in disciplinary action toward the party witnessing the incident and/or the direct supervisor. The Company may require a physician's fitness for duty statement releasing the employee to return to work after any job-related injury.

Hagler Plumbing & HVAC does not have a Worker's Compensation plan.

Return to Work

The Company is committed to promoting employee health and recovery from a work-related injury or illness through early intervention and active case management. It is our goal to maintain a safe workplace for all employees. When an injury does occur, the program helps to make the process of returning to work as smooth and efficient as possible.

This policy aims to provide meaningful work activity for all employees who become temporarily unable to perform all or portions of their regular work assignments due to work related injury or illness. To facilitate this process, return to work duties may be in the form of either changed duties within the scope of the current position, or other available duties – through the Company or offsite organizations experienced in return-to-work programs.

Section 11: Proprietary Information

Computer Security and Copying of Software

Software programs purchased and provided by Hagler Plumbing & HVAC are to be used only for creating, researching, and processing materials for Company use. By using Company hardware, software, and networking systems you assume personal responsibility for their use and agree to comply with this policy and other applicable Company policies, as well as city, state, and federal laws and regulations.

All software acquired for or on behalf of the Company or developed by Company employees or contract personnel on behalf of the Company, is and will be deemed Company property. It is the policy of the Company to respect all computer software rights and to adhere to the terms of all software licenses to which the Company is a party. Office Administration is responsible for enforcing these guidelines.

You may not illegally duplicate any licensed software or related documentation. Unauthorized duplication of software may subject you and/or the Company to both civil and criminal penalties under the United States Copyright Act. To purchase software, obtain your manager's approval. All software acquired by the Company must be purchased through Office Administration.

You may not duplicate, copy, or give software to any outsiders including clients, contractors, customers, and others. You may use software on local area networks or on multiple machines only in accordance with applicable license agreements entered into by the Company.

Confidentiality and Nondisclosure of Trade Secrets

As a condition of employment, Hagler Plumbing & HVAC employees are required to protect the confidentiality of the Company trade secrets, proprietary information, and confidential commercially-

sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.) related to the Company. Access to this information should be limited to a "need to know" basis and should not be used for personal benefit, disclosed, or released without prior authorization from management. If you have information that leads you to suspect that employees or competitors are obtaining such information, you are required to inform your supervisor.

Violation of this policy may result in discipline or termination and may subject the violator to civil liability.

Section 12: Personnel Records

Personal Data Changes

It is your obligation to provide Hagler Plumbing & HVAC with your current contact information, including current mailing address and telephone number. Inform the Company of any changes to your marital or tax withholding status. Failure to do so may result in loss of benefits or delayed receipt of W-2 and other mailings. To make changes to this information, contact Human Resources.

Personnel and Medical Records

Hagler Plumbing & HVAC maintains a personnel and medical file for all employees. Medical records will be kept in a separate folder. Every effort will be made to keep your personnel and medical records confidential. Access is on a "need-to-know" basis only. This includes, but is not limited to, supervisors and others in management reviewing the file for possible promotion, transfer, or layoff.

For more information on how to gain access to your personnel or medical file, contact Human Resources.

Section 13: Separation of Employment

Resignation of Employment

Employees who intend to voluntarily leave Hagler Plumbing & HVAC are expected to provide a dated and signed letter of resignation to their supervisor at least 14 calendar days prior to their last working day. The final paycheck will be issued within the required time frame according to federal or state law. Arrangements should be made with your supervisor as to whether the check will be mailed or direct deposited, and to ensure all company property has been returned and work handed off appropriately.

Involuntary Separation

Employees who are laid off or terminated for cause will be paid within the required time frame according to federal or state law. Exempt employees will be paid only for the days they worked, and not for the entire week.

Post-Employment Verification

Hagler Plumbing & HVAC policy is to confirm dates of employment and job title only. With written authorization, the Company will confirm compensation. Forward any requests for employment verification to Human Resources.

Acknowledgment of Receipt and Review

I hereby acknowledge receipt of the employee handbook electronically. I understand and agree that it is my responsibility to read and comply with the policies in this handbook, as well as any state law documents that have been given or made available to me. I understand that no document can describe all of my obligations to the Company or all of the Company's obligations to me. I agree to consult my Supervisor or another member of management whenever I have questions concerning my employment, obligations, or benefits. I agree to abide by and be bound by the rules, policies and standards set forth in the Handbook, as well as any state law documents that have been given or made available to me.

I understand that the handbook and all other written and oral materials provided to me are intended for informational purposes only. Neither it, company practices, nor other communications create an employment contract or term. I understand that the policies and benefits, both in the handbook and those communicated to me in any other fashion, are subject to interpretation, review, and change by management at any time without notice.

I further agree that neither this document nor any other communication shall bind the company to employ me now or hereafter and that my employment may be terminated by me or the company without reason at any time. I understand that no representative of the company has any authority to enter into any agreement for employment for any specified period of time or to assure any other personnel action or to assure any benefits or terms or conditions of employment or make any agreement contrary to the foregoing.

I also understand and agree that this agreement may not be modified orally and that only the Owner of the company may make a commitment for employment. I also understand that if such an agreement is made, it must be in writing and signed by the Owner of the company.

Employee must sign the Employee Handbook Acknowledgement for continued employment.

Date

Signature

Print Name

TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE