

# TC Hafford Basement Systems

**Leaks • Cracks • Humidity • Crawl Spaces**

## EMPLOYEE HANDBOOK

*June 2021*

### **TC Hafford Auto Attendant # 207-641-2644**

Please dial the above number, then dial 5# to leave a message for managers if you are going to be late or if you are going to be out for the day.

You can use this same number from the road during regular hours to directly call someone in the office by dialing their extension, or by listening to the directory to get the proper extension.

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## WELCOME TO TC HAFFORD BASEMENT SYSTEMS

On behalf of myself and your new colleagues, welcome to TC Hafford Basement Systems Inc. We are happy to have you as a new member of our team!

Since 1991, TC Hafford Basement Systems (TCHBS) has proudly waterproofed and repaired basements and crawlspaces throughout Maine and into New Hampshire. We strive to do quality work in a timely manner and “WOW” our customers in the process.

You were selected to join our team because we feel you have the skills, ability and commitment needed to help us deliver world class service to our customers.

We sincerely care about our employees and hope that, even as the company continues to grow, we will never lose the sense of family that we enjoy here. We also hope that you will find your job challenging and rewarding and will enjoy with us the special feelings of satisfaction that come with doing a job well.

This handbook will explain many of the benefits you will enjoy as an employee and some of the rules and regulations that enable our company to run smoothly. If you have any questions, or if there is something, we can do to help you succeed and grow with us, contact your manager. Please know that my door is always open to you as well.

I extend to you my personal best wishes for your success and career development as a member of our team.

Sincerely,

Tony Hafford, President  
TC Hafford Basement Systems

## PURPOSE OF HANDBOOK

This handbook is designed to familiarize employees with TCHBS and provide information about working conditions, employee benefits, and policies affecting your employment. You should read, understand, and abide by all provisions of this handbook. It describes many of your responsibilities as an employee and outlines the programs developed by TCHBS to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

To retain flexibility for changing business situations, TCHBS reserves the right to revise, supplement, or rescind any policies or portion of this handbook as it deems appropriate at any time, with or without notice. The policies contained in this handbook serve as guidance for both the organization and employees, and do not constitute a contract between TCHBS and employees for a specific benefit or procedure.

TCHBS is fully committed to complying with all federal and state statutory and regulatory employment requirements that apply to the company. **If any policy included in this handbook conflicts with a state or federal employment statute or regulation, or an administrative ruling, the statute, regulation or administrative ruling controls, and is incorporated by reference into this handbook.**

The National Labor Relations Act ("NLRA") protects an employee's right to discuss the terms and conditions of their employment with their fellow employees and management. No policy in this Handbook should be interpreted as infringing upon that right or any other right accorded employees under the NLRA. TCHBS will implement the policies included in this Handbook in a manner that does not violate any rights afforded employees under the NLRA.

## INFORMATION YOU SHOULD KNOW ABOUT TCHBS

### OUR HISTORY:

TCHBS was founded in 1991 by Tony Hafford in Buxton Maine. Soon after the company moved to Waterboro, Maine and was run out of a small office in Tony's basement. We had one pick-up truck. It was 1996 before we bought our second truck. The company struggled along for years as a one crew team. In 1998 we moved to Wells, Maine, and by the year 2000 we were on our way to becoming the largest basement and crawlspace waterproofing and repair company in Maine. This is where we are today here in our 6000 square foot facility at 356 North Berwick Rd, Wells, Maine. In 2019, we moved into our second Wells location at 12 Homestead Drive where we have our administrative offices and meeting rooms. Most recently, we purchased and moved into a LARGE industrial space in Brewer, Maine as a satellite office for a team of installers. This company is GROWING, and we'd love to take you along with us!

### OUR VISION:

A community where all homes are dry, safe & sound.

### OUR MISSION:

A well – trained, team committed to providing “WOW” service.

### OUR VALUES:

Below are a few words that describe our company values:

***Trustworthy, Customer Focused and Caring.***

### OUR STATEMENT OF ETHICS:

The company follows all applicable laws and regulations and strives to maintain the highest standards of ethics and conduct at all times. The company asks that you, as a representative of the company, do the same. If you use good judgment and follow high ethical principles, you will make right decisions. If you are unsure if any action is legal, ethical or otherwise proper, talk it over with your manager or, if more appropriate, another manager.

### EMPLOYMENT EXPECTATIONS:

The company needs your help in making each working day as satisfying and rewarding as possible. The company expects you to be responsible for your own actions and to maintain high standards of performance and behavior.

Simply put, your first responsibility is to know your own duties and how to do them promptly, correctly and pleasantly.

Your second responsibility is to cooperate with management and your fellow employees and maintain a positive, “can do,” team attitude.

Your third responsibility is to provide customer service each day with each customer that causes our customers to be “wowed.”

What follows below are some more complete listings of standards of performance and behavior that the company requests all employees to follow. Certainly, not every circumstance or situation can be covered by this handbook and so, in those cases, please use your best judgment. If you have any questions, talk them over with your manager.



# I. EMPLOYMENT POLICIES

## EMPLOYMENT AT-WILL/CONTRACT DISCLAIMER

This employee handbook is not a contract of employment and should not be interpreted as one. All employment with TCHBS is "at will". This means that you or TCHBS have the right to end your employment relationship at any time for any reason not prohibited by law. No information presented in this handbook should be interpreted as a promise of permanent employment or for a particular benefit.

You should also understand that no one has the authority to enter into an employment agreement or contract of employment changing the at-will nature of your employment, with the exception of the President. Any such agreements or contracts must be in writing.

## EMPLOYMENT CLASSIFICATIONS

TCHBS recognizes the following categories of employment. Unless otherwise specified, the benefits described in this Handbook apply only to full-time employees. If you are unsure of which job classification your position fits into, please ask your supervisor.

### Exempt Employees

Exempt employees are those who are typically paid a salary or commission and are not eligible for overtime compensation. Hours worked are based on business needs and may exceed 40 hours per week to ensure work is completed as needed.

### Non-Exempt Employees

Non-exempt employees are those who are paid based on hours worked and are eligible for overtime pay for hours worked over 40 in a work week, based on federal and state laws.

**Employees are also classified into one of the following categories:**

### Full-Time Employees

Employees who are regularly scheduled to work at least thirty (30) hours per week are considered full-time for benefits purposes. Employees classified as full-time are eligible for all benefits specified in this handbook. Full-time hours are not guaranteed and are based on business needs. There may be some exceptions to commissioned employees when determining eligibility for some benefits.

### Part-Time Employees

Employees who regularly work less than thirty (30) hours per week are considered part-time employees. Part-time employees are eligible for some TCHBS provided benefits as described in this handbook, and any benefits required by local, state and federal laws.

### Seasonal Employees

From time to time, TCHBS may hire employees for specific periods of time to handle the seasonal production needs of the business. An employee hired under these conditions will be considered a seasonal employee. The job assignment, work schedule, and duration of the position will be determined on an individual basis; however, seasonal employees generally work a partial year.



If you are a seasonal employee, you are not eligible for benefits described in this handbook, except to the extent required by local, state and federal laws.

## **DIVERSITY AND INCLUSION**

TCHBS is committed to fostering and maintaining a work environment that embraces and encourages diversity and inclusion of all individuals. We are all created to be unique and each person is worthy of dignity and respect.

Diversity can include differences in: age, gender, color, race, national origin or ancestry, religion, marital status, sexual orientation, gender identity, military service record, genetic information, physical or mental disability, or any other protected group as provided by law. TCHBS additionally embraces our diverse life experiences and values our differences in opinion, cultures, socioeconomic factors, and all other aspects of our human experience. Diversity additionally includes the myriad experiences and characteristics each of us brings to the workplace including our skills and talents, work background, creativity, self-expression, thought processes, and approach to our work.

Our people are our most valuable asset. Our differences and unique characteristics allow our organization to grow, change, and become its best. A few benefits of diversity in the workplace include enhancement of talents, skills and experiences, innovation, performance improvement, and productivity. When we recognize and welcome our differences, we foster a community that allows all of us to be our authentic selves and do our best work while helping each other and our clients. Our combined differences are what make our organization successful and a productive and positive place in which to work.

At TCHBS we will engage in the following diversity and inclusion practices:

- We will abide by our company values in our interactions with all individuals including our values of courtesy and integrity.
- We will treat others with dignity
- We will listen and seek to understand others' viewpoints
- We will engage in civil discussion and respectful dialogue
- We will be collaborative and cooperative
- We will be inclusive and welcoming to others as we engage in our work, regardless of our differences
- We will engage in diversity and inclusion in our employment practices, at all work sites, and work functions and events
- We will seek knowledge and awareness of diversity and inclusion

Any employee who has suggestions, questions, concerns, or complaints regarding diversity and inclusion should contact Human Resources or the President. Employees who engage in practices in violation of this policy may be subject to disciplinary action. TCHBS will also take any additional action necessary to appropriately remedy the situation. No adverse employment action will be taken with any employee making a good faith report of alleged violations. Retaliation for making a complaint or for participating in activities related to diversity and inclusion complaints will not be tolerated.

## **EQUAL EMPLOYMENT OPPORTUNITY**

TCHBS provides equal employment opportunity for everyone regardless of age, gender, color, race, national origin or ancestry, religion, marital status, sexual orientation, gender identity, military service record, genetic information, physical or mental disability, or any other protected group as provided by law. This is reflected in all TCHBS practices and policies regarding hiring, training, promotions, transfers, compensation, benefits, and termination. All matters relating to employment are based upon ability to perform the job, as well as dependability and reliability once hired.

TCHBS will not tolerate harassment or other actions that interfere with our Equal Employment Opportunity Policy. Please review our Harassment and Sexual Harassment policy and reporting procedures. If you believe there have been any violations of our Equal Employment Opportunity Policy, you are strongly encouraged to use our Open-Door policy and procedures.

## **HARASSMENT AND SEXUAL HARASSMENT**

TCHBS is committed to providing a work environment that is pleasant, healthful, comfortable and free from intimidation, hostility or other offenses which might interfere with work performance. Harassment of any sort - verbal, physical, visual - will not be tolerated.

Harassment can take many forms. It may be, but is not limited to: words, signs, jokes, pranks, intimidation, physical contact, or violence. Harassment is not only sexual in nature. Harassment-related problems may take many forms, intentional and unintentional, and may occur among coworkers or in a supervisor/worker relationship. In some cases, it may involve a client or customer. Harassment can be blatant or extremely subtle and can be committed by persons of any gender. Victims may be of the same or different gender as their alleged harasser.

Harassment of employees or non-employees such as customers/clients, vendors or other outside parties is prohibited. In addition, no TCHBS employee should tolerate harassment from persons outside the company. Should you experience harassment of that nature, you should report it promptly.

Harassment is strictly prohibited within our workplace as well as at any and all work-related events, including at any client or other work location, business trips, business meetings, and business-related social events. In addition, harassment that affects the employment relationship is also prohibited, including social media activity, texting, and other forms of communication.

### **Sexual Harassment**

Harassment on the basis of sex is a violation of Federal and State laws. The Maine Human Rights Act defines sexual harassment as follows: Unwelcome sexual advances, request for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- (a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- (b) submission to or rejection of such conduct by an individual is used as the basis of employment decisions affecting such individual; or
- (c) such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment is a form of misconduct which undermines the integrity of the employment relationship. Sexual harassment does not refer to occasional compliments of a socially acceptable nature. It refers to behavior which is not welcome, which is personally offensive, which damages morale and which ultimately interferes with work effectiveness. Such conduct, whether committed by supervisors or non-supervisory personnel is expressly prohibited.

Examples of sexual harassment include, but are not limited to, offensive sexual flirtations, advances or propositions; verbal abuse of a sexual nature; graphic or degrading verbal comments about an individual or their appearance; the display of sexually suggestive objects or pictures; or any offensive or abusive physical conduct. In addition, no one should imply or threaten that an applicant's or an employee's "cooperation" of a sexual nature (or refusal thereof) will have any effect on the individual's employment, assignment, compensation, advancement, career development or any other condition of employment.

### **Other Harassment**

Other types of harassment consist of any verbal, visual or physical conduct that denigrates, shows hostility or aversion to an employee based on an employee's race, color, religion, national origin or ancestry, gender, physical or mental disability, sexual orientation, age, military status or military service record, genetic information, or any other basis which may be protected by law. Such conduct has the purpose or effect of creating an intimidating, hostile or offensive work environment, unreasonably interfering with an employee's work performance, or otherwise adversely affects an employee's employment opportunities. Harassment can take many forms. It may be, but is not limited to: slurs, signs, jokes, pranks, negative stereotyping, or insulting or degrading words or actions. Threatening, intimidating, or violent acts directed against an employee are also harassment. Harassment may be present in written materials including cartoons or jokes. TCHBS prohibits these and all forms of harassment and bullying.

### **Complaint Procedure**

Any employee who believes they are being harassed should report it immediately to their supervisor, Human Resources or the President. All complaints will be treated seriously. Investigation of complaints will be prompt and will be conducted with due regard for the sensitivity of the issues and privacy of everyone involved. Interviews with the alleged victim, alleged harasser, and potential witnesses may be conducted and related documents and information may be reviewed. After completing the investigation, the employees involved will be notified of the results of the investigation.

### **Protection Against Retaliation**

Retaliation against an individual who in good faith raised concerns about or filed a complaint of harassment or discrimination or who has cooperated in an investigation is unlawful and will not be tolerated.

### **Discipline for Harassment**

Any employee found to have harassed a fellow employee or subordinate will be subject to disciplinary action up to and including termination if they are determined to have engaged in harassment. TCHBS will also take any additional action necessary to appropriately remedy the situation. No adverse employment action will be taken for any employee making a good faith report of alleged harassment.

In most situations, TCHBS will be able to resolve the harassment complaint. However, any employee who believes they are a victim of discrimination may file a complaint with the State of

Maine Human Rights Commission within the required number of days of the date of the alleged discrimination without fear of retaliation. Under the State of Maine's Human Rights Act, it is unlawful for an employer to retaliate against an employee who files a charge of discrimination or who assists in an investigation. The State of Maine Human Rights Commission is located at: 51 State House Station, Augusta, ME 04330. Telephone number: 207-624-6290. Fax: 207-624-8729. Email: [info@mhrc.maine.gov](mailto:info@mhrc.maine.gov). An employee can also contact the Equal Employment Opportunity Commission (EEOC) to file a complaint of discrimination. The EEOC is located at the JFK Federal Building, 15 New Sudbury St, Room 475, Boston, MA 02203. Telephone: 800-669-4000. Email: [info@eeoc.gov](mailto:info@eeoc.gov).

If you have any questions, please feel free to discuss them with your immediate supervisor, Human Resources or the President.

## INDIVIDUALS WITH DISABILITIES

TCHBS is committed to full compliance with the Americans with Disabilities Act Amendments Act (ADAAA), the Maine Human Rights Act (MHRA), and all other applicable state and local laws. TCHBS will follow any applicable state or local law that gives more protection to a person with a disability than ADAAA provides.

We are committed to ensuring equal opportunity in employment for qualified persons with disabilities. We conduct all our employment practices and activities on a non-discriminatory basis.

TCHBS will provide reasonable job accommodations to a qualified employee with a disability. A reasonable job accommodation is a modification or adjustment to an individual's employment that will permit the employee to perform the essential functions of their position and does not create an undue burden on TCHBS. Reasonable accommodations may also be available to individuals with temporary impairments, including impairments related to pregnancy. It is the employee's responsibility to request an accommodation. All requests for accommodation should be made to Human Resources. When possible, it is requested that the employee make their request for a job accommodation in writing.

Qualified individuals with disabilities are entitled to equal pay, including but not limited to all forms of compensation (or changes in compensation), as well as an equal opportunity for consideration for job assignments and promotions.

## OPEN DOOR

We encourage an open atmosphere in which you can state any issue related to your employment. If you have any concerns, differences of opinion, suggestions, or complaints, you are encouraged to discuss such matters with your supervisor. TCHBS is committed to providing a positive work environment where employees are treated fairly and with respect. If you have any issues including but not limited to discrimination, harassment or wage and hour issues, you should discuss such matters with Human Resources or the President.

**Employees who feel they have been subjected to any type of discrimination or harassment or have concerns regarding federal, state or local laws are strongly encouraged to use this policy and bring your concerns directly to management. This approach may help resolve most issues and employees should rest assured they will not be penalized for bringing forward their concerns.**

## **ORIENTATION PERIOD**

Every new employee goes through an initial period of employment in order to learn about the company and about their job. During this time, you will have the opportunity to find out if you are suited to, and like your position. Likewise, the initial employment period gives your supervisor a reasonable period of time to evaluate your performance. The orientation period of employment is three (3) months and you may receive performance feedback at the end of this period. This orientation period does not change the nature of your at-will employment status and either you or TCHBS remains free to end your employment at any time.

## **WHISTLEBLOWER**

A whistleblower as defined by this policy is an employee of TCHBS who reports an activity that they consider to be unlawful or unsafe to one or more of the parties specified in this policy. The whistleblower is not responsible for investigating the activity or for determining fault or corrective measures; appropriate management officials are charged with these responsibilities.

Examples of unlawful activities are violations of federal, state or local laws; billing for services not performed or for goods not delivered; and other fraudulent financial reporting.

If an employee has knowledge of or a good faith belief of unlawful or unsafe activity, the employee is to contact their immediate manager, Human Resources or the President.

Whistleblower protections are provided in two important areas -- confidentiality and no retaliation. Insofar as possible, the confidentiality of the whistleblower will be maintained. However, the complainant's identity may have to be disclosed to conduct a thorough investigation, to comply with the law and to provide accused individuals with an opportunity to respond fully to the allegations. TCHBS will not retaliate against a whistleblower. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as termination, compensation decreases, poor work assignments, and threats of physical harm. Any whistleblower who believes they are being retaliated against must contact Human Resources or the President immediately.

All reports of unlawful or unsafe activities will be promptly investigated and appropriate corrective action will be taken. Employees with any questions regarding this policy should contact Human Resources or the President.

## II. BENEFIT POLICIES

TCHBS offers the following benefits for its regular full-time employees. Benefits are subject to change based on periodic reviews of our benefit programs. Specific information regarding coverage is contained in benefit plan documents.

### **BENEFITS WAITING PERIOD AND ELIGIBILITY FOR BENEFITS**

If you are classified a full-time employee (30 hours a week or more), you are eligible for all of the benefits described in this handbook as soon as you meet the waiting period requirements for each particular benefit.

If you are a part-time, or seasonal employee, you are not eligible for TCHBS provided benefits. You may be eligible for benefits which are required by law to be afforded to you, provided that you meet the minimum requirements set forth by law, such as Workers Compensation and Unemployment Compensation.

### **HEALTH AND DENTAL INSURANCE**

TCHBS is interested in the health and well-being of our employees. A comprehensive health insurance program is available for eligible employees after completion of the benefits waiting period.

#### **Benefits Waiting Period**

Full-time employees are eligible for health insurance the first of the month following 60 days of employment as a full-time employee. Part-time and temporary employees are not eligible for health insurance coverage.

Premium cost and coverage information will be provided to you at the time of enrollment.

#### **COBRA Notification**

According to the federal Consolidated Omnibus Budget Reconciliation Act (COBRA) of 1985 and state laws, in the event of your termination of employment with TCHBS or other qualifying event, employees and their eligible dependents may have the right to continued coverage under our group health insurance program at their own expense for as long as they pay the required monthly premium and have rights under COBRA.

Under COBRA, the employee will usually pay the full cost of coverage at group rates plus an administration fee. TCHBS provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under the Company's health insurance plan.

### **HOLIDAYS**

#### **Eligibility and Benefits Waiting Period**

Employees classified as full-time are eligible to receive holiday pay after 30 days of employment. Part-time, seasonal and commissioned employees are not eligible for holiday pay. Commissioned employees are not eligible for holiday pay above and beyond the commission rate.



The following days are recognized by TCHBS as paid holidays:

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

### **Holiday Policies**

Once the eligibility period has been met, full-time employees will be paid eight hours for each holiday noted in this policy. Full-time employees working 30 to 40 hours per week will receive holiday pay based on regularly scheduled work hours. Non-exempt employees who are required to work on a holiday will receive their regular pay for hours worked in addition to holiday pay. If a holiday occurs during your approved and scheduled vacation, you will be paid for the holiday and that day will not be counted as a vacation day. You must be an active employee and must work any scheduled day before and after the holiday, to receive holiday pay. Employees out of work or on a leave of absence are not eligible to receive holiday pay.

### **401(K) PROGRAM**

All employees are eligible to contribute to a 401(k) account if they choose from the 1st day of the year after their first year of employment with the company. See management for details and enrollment. Additionally, depending on the company's profitability, the company will match up to 3% of each employee's contribution at the conclusion of each fiscal year. To be eligible to receive the employer match, you must be an employee of the company on December 31st of the prior year. If you participate in the 401(K) plan and need to change your deferral amount or your beneficiary information, please see management.

### **EARNED TIME OFF**

Earned Time Off ("ETO") is a grouping of vacation, sick, and personal days into a single category to be used for paid absences from scheduled work time. Holidays observed by TCHBS are not included as ETO.

#### **Eligibility**

All employees including part-time, temporary, seasonal and commissioned based are eligible to earn ETO benefits. Commissioned Sales Employees earn ETO based on employment agreement, and State of Maine Earned Paid Leave Law.

#### **Benefits Waiting Period**

Employees are eligible to utilize accrued earned leave benefits, (ETO), after 90 days of employment.

#### **Accrual**

##### **0 – 1 Year of Service:**

Upon commencement of employment, employees (except Commissioned Sales Employees) will accrue 0.7696 hours of paid leave for every 40 hours worked up to 40 hours per 1<sup>st</sup> anniversary year. Upon 1 year anniversary an additional lump sum of 40 hours ETO will be added as a bonus \*

**Up to 5 Yars of Service:**

Up to 5 years of service, all employees (except Commissioned Sales employees) earn 1.5384 hours of paid leave for every 40 hours worked up to 80 hours per year. \*

**5+ Years of Service:**

After 5 years of service, all employees (except Commissioned Sales Employees) earn 2.3088 hours of paid leave for every 40 hours worked up to 120 hours per year. \*

In determining base rate of pay for the accrual according to the Fair Labor Standards Act, salaried exempt employees will be presumed to work 40 hours unless there is a record of time worked. Earned leave will be paid at least the same base rate of pay that the employee received immediately before taking earned leave.

**Reasons for Use of Earned Time Off**

Employees can utilize ETO for any reason such as an emergency, illness, sudden necessity, planned vacation, etc.

**Notice of Need for Leave**

Employees should provide up to four weeks advance notice for any planned use of ETO. When the leave reason is based on emergency, illness, or sudden necessity employees should provide notice of need for leave as soon as practicable.

**Use of Leave**

Earned Time Off may be utilized in one-hour increments or more.

**Carryover**

Unused balances of ETO carry over to the following year based on the employee's date of hire.

**Termination**

Upon termination of employment, ETO will be paid out upon termination of employment.

\* The first 40 hours of ETO taken each year will be paid at the hourly rate calculation used for The State of Maine Earned Paid Leave Law compliance. Subsequent ETO hours taken after the first 40 will be paid at the employee's base rate per hour. Accruals do not stop when an employee is taking ETO.

**WORKERS' COMPENSATION**

All employees are entitled to Workers' Compensation coverage paid by TCHBS. Workers' compensation insurance provides benefits for work related injuries and illnesses. The benefits include payment of medical services and lost wages, subject to a limit set by law. All work-related injuries, accidents, and illnesses must be reported immediately. Failure to promptly report an accident, injury, or illness may result in a delay or loss of coverage under workers' compensation insurance.



### **III. WAGE AND SALARY POLICIES**

#### **COMPENSATION**

TCHBS establishes compensation for new employees based on market conditions, pay rates of current employees, and the skills and experience the individual brings to the position. Pay is normally reviewed on an annual basis, although annual pay increases or bonuses are not guaranteed. Pay increases and bonuses are based on performance, market conditions, business performance and other financial considerations.

#### **DEDUCTIONS FROM PAYCHECK**

TCHBS is required by law to make certain deductions from your paycheck each time one is prepared. Among these are your federal, state, and local income taxes and your contribution to Social Security and Medicare, as required by law. These deductions will be itemized on your check stub. Your portion of insurance premiums and any other benefit plan contributions selected by you will also be deducted.

Any other mandatory deductions to be made from your paycheck, such as court-ordered attachments, liens, and wage garnishments will be deducted whenever TCHBS is ordered to do so.

#### **DIRECT DEPOSIT**

Direct deposit is available at the financial institution of your choice. This includes banks, savings and loans, and credit unions. Your net pay will be deposited into your bank account.

#### **EXPENSE REIMBURSEMENT**

All expenses reasonably incurred as a result of traveling on TCHBS business will be reimbursed including all costs associated with travel (e.g., mileage, tolls, parking, airfare, automobile rental, lodging, and meals). An employee expense report is required to be completed and approved by your supervisor or a member of management and must include proper documentation supporting such expenses.

Other expenses incurred as part of conducting Company business may be reimbursable. You should discuss whether or not an expense will be reimbursed with your supervisor before incurring the expense.

Proper documentation (i.e., receipts) is required for all expenses. Documentation is not required for mileage when traveling on company business; however, a calculation of the rate of reimbursement applied to the number of miles traveled is required. TCHBS reimburses for mileage at 0.40 per mile.

Expenses will typically be reimbursed on the payday following the pay period in which the approved employee expense report has been submitted. Request for reimbursement must be submitted as soon as possible of the expenses being incurred in order to be approved for reimbursement.

### **Expense Best Practices**

If you have been issued a Company credit card, you are authorized to use the card for company expenditures only. If the proposed expenditure is expensive and outside what you normally will purchase in your daily course of business, seek your manager's approval first.

- Company credit card receipts must be submitted on a weekly basis to the accounting department.
- Note on the receipt what the expenditure is for if it is not clear from the receipt.
- On fuel receipts, the vehicle number and mileage at the time of gasoline purchase should be noted on the receipt.
- The customer's last name and town must be noted on the receipt if you purchase something for a specific job.
- When you need to take care of any business matter outside of the office during company time, please drive a company vehicle when at all possible. When it is not possible, and you have to use your own vehicle, you will be reimbursed by the company. To seek reimbursement, complete a mileage reimbursement form which will be made available to you by your manager.
- To be reimbursed for an item you purchased on behalf of the company or to pay a company bill, submit the receipt or bill to the Accounting Department. If you need to purchase an item to help you do your job, you must seek your manager's approval first.

### **MEAL BREAKS/REST PERIODS**

Non-exempt employees who work more than six consecutive hours will be provided with an unpaid rest time of 60 minutes, but at least 30 minutes is required. If there are unforeseen circumstances that prevent an employee from taking a 30-minute rest break then a "meal break waiver" must be signed. In some instances, it may be necessary to stagger or forego the full meal period due to specific project needs. Breaks are important for employee health, safety and productivity.

TCHBS will provide employees who are nursing mothers with adequate break time to enable the employee to express breast milk for her nursing child. The employee will be provided with a clean room, other than a bathroom, in which she may express breast milk in privacy. In Maine, a non-salaried employee's break time to express milk is uncompensated.

### **OVERTIME PAY**

From time to time, it may be necessary for non-exempt employees to perform overtime work in order to meet client service needs or complete work on time. All overtime must be approved in advance by your supervisor. When it is necessary to work overtime, you are expected to cooperate as a condition of your employment.

If you are a non-exempt, hourly employee and you perform overtime work, you will be paid one and one-half times your regular hourly rate for any work time over forty (40) hours in a work week. If, during that week, you were away from the job because of a job-related injury, paid holiday, paid vacation, or other paid leave, those hours will not be counted as hours worked for the purpose of computing eligibility for overtime pay.

**Scheduled Overtime** - scheduled overtime work is announced in advance and generally will involve an entire department or operation. This type of overtime becomes part of the required work week of the people who are members of the department or operation. If you need to be excused from performing scheduled overtime speak with your manager. They will consider your

situation and the requirements of the department or operation in deciding whether you may be excused from performing the scheduled overtime.

**Incidental Overtime** - incidental overtime is not scheduled. Rather, it becomes necessary in response to extenuating circumstances. It is extra time needed to complete work normally completed during regular hours. Incidental overtime may become necessary when an illness or emergency keeps co-workers from being at work as anticipated. It may require you to return to the workplace for emergency work. The opportunity to perform incidental overtime will typically be given first to the employee who normally performs the task. If that employee cannot perform the overtime, the manager will offer the overtime to a suitably qualified person who is available to perform the overtime work.

## **PAY PERIOD & HOURS**

### **Workweek**

Our payroll workweek begins on Sunday at 12:01 a.m. and ends on Saturday at 11:59 p.m.

### **Pay Cycle**

Employees are paid on a weekly basis. Payday is normally on Friday for hours worked the previous pay period. When a holiday falls on a pay day, employees normally will be paid on the preceding business day.

## **TIME CARDS/RECORDS**

By law, we are obligated to keep accurate records of the time worked by non-exempt employees. Your time record indicates when you arrived and when you departed and provides the information needed to pay you correctly. You are solely responsible for your time record and the recording of your hours worked. All time worked should be recorded including any work time outside of normal office or regular working hours.

If your time record needs a correction, please see your supervisor to correct the time record. Employees should initial any corrections made.

No one may record hours worked on another's time record, other than supervisory personnel to correct hours worked. Violations of our time record policies are cause for disciplinary action, up to and including termination.

## **PAY FOR TRAINING**

From time to time some employees are offered the opportunity to attend out of town training. We encourage employees to go to the trainings if the opportunity arises. These are paid training for all employees. Travel time will be paid according to federal and state laws. Hotel accommodations will be arranged and employees will be provided a daily allowance for meals (currently \$25 per day).

## **WEATHER AND SEVERE CONDITIONS**

Occasional periods of severe weather may make it difficult for you to report to work. The ultimate responsibility for deciding upon reporting to work is your decision. We do not expect you to take unusual risks and ask that you exercise good judgment with regard to your personal safety. It is your responsibility to contact the office to let them know of your intentions and then, if possible, report to work after the storm has cleared and the roads have improved. Unless required by a local, state or

federal statute or regulation, non-exempt employees will not be paid for any absences related to this time.

Unless required by a local, state or federal statute or regulation, you will not be paid when work is unavailable due to circumstances beyond TCHBS's control. The following are representative examples of such circumstances, but in no way constitute an exhaustive list.

- Operations cannot commence or continue due to threats to employees or property or when recommended by civil authorities.
- Public utilities fail to supply electricity, water, or gas, or there is a failure in the public utilities, or sewer system.
- The interruption of work is caused by severe conditions (fire, flood, hurricane, earthquake, etc.) or some other cause not within TCHBS's control.

For absences related to weather or severe conditions, employees may use available ~~earned~~ time off to cover the absences.

## IV. WORKPLACE POLICIES

### ATTENDANCE

Regular attendance is essential to our company's efficient and productive operation. Therefore, it is vital that employees come to work when scheduled, and arrive on time.

From time to time, it may be necessary for you to be absent from work. TCHBS is aware that emergencies, illnesses, or pressing personal business that cannot be scheduled outside your work hours may arise.

If you are unable to report to work, or if you will arrive late, please contact your supervisor as soon as possible and contact by way of the auto-attendant number. **The call out auto-attendant number is (207) 641-2644.** For late arrivals, please indicate when you expect to arrive at work. If you know you will need to be absent, you are required to request this time off in advance.

If you are absent because of illness for three (3) or more consecutive days, management may request that you submit written documentation from your doctor that you are able to resume normal work duties before you will be allowed to return to work. You will be responsible for any charges made by your doctor for this documentation.

Failure to report for work without notifying TCHBS may be considered a voluntary resignation. Excessive absenteeism, tardiness, or leaving early may lead to disciplinary action, up to and including termination, except for such absences that are protected by federal, state or local law.

### BACKGROUND CHECKS

TCHBS may perform employee background checks including checks of criminal and/or motor vehicle records, on an ongoing basis or as needed based on organization or client needs.

### COMMUNICABLE DISEASES

It is our goal at TCHBS to create and maintain a safe workplace for our employees. TCHBS will not discriminate against an employee or applicant for having a communicable disease. TCHBS decisions regarding persons with communicable diseases will be based on guidance from disease control and public health entities, including transmission risks, the symptoms and circumstances of the employee with the communicable disease, and the safety and health of the individual and others.

Communicable diseases include, but are not limited to, measles, influenza, viral hepatitis-A (infectious hepatitis), viral hepatitis-B (serum hepatitis), leprosy, Severe Acute Respiratory Syndrome (SARS), including the SARS-CoV-2, COVID-19, tuberculosis, and others based on information and guidance from the Centers for Disease Control and Prevention (CDCs) and other state and local disease control and public health entities.

TCHBS reserves the right to exclude an employee with a communicable disease from a physical workplace environment and work site location if such restriction is necessary for the welfare of others in the workplace and to prevent the spread of communicable disease. TCHBS will comply with all local, state, and federal rules and regulations regarding the privacy of persons with a communicable disease including their medical information.

## **COVID-19**

If you or someone in your household has: tested positive for or been diagnosed with COVID-19 or are experiencing symptoms of respiratory illness (fever, cough or shortness of breath) or you have any exposure concerns including close contact (as defined by current CDC guidance) with someone who has tested positive, notify your health care provider and Human Resources at (207) 641-8600 x 201 prior to returning to work. A determination will be made by TCHBS regarding testing for COVID-19 and the timing of work continuation and will be communicated to the employee.

Employees who have been out of the workplace due to a COVID-19 diagnosis or exposure should not return to work without first contacting Human Resources at (207) 641-8600 x 201. A release to return to work from a medical professional or public health official may be required.

## **CONFIDENTIAL INFORMATION**

Our clients entrust TCHBS with important information. The nature of this relationship requires maintenance of confidentiality. In safeguarding the information received, TCHBS earns the respect and further trust of our clients. Your employment with TCHBS carries with it an obligation to maintain confidentiality, even after you leave our employ.

All information about TCHBS and its clients is strictly confidential. Confidential information includes but is not limited to electronic or hard copy documents such as reports, charts, graphs, records, and all other documents which are the property of TCHBS or its clients. No one is permitted to remove or make copies of any TCHBS records, reports, or documents without prior management approval. This information must not be disclosed to anyone outside of TCHBS, including family members, or to any other employee who is not entitled to the information, either during or after your employment.

An employee breach of confidentiality, privacy and security can impose significant financial and other damage to TCHBS and its clients. Any doubts about the confidentiality of information should be resolved in favor of confidentiality. Because of its seriousness, disclosure of confidential and protected information could lead to disciplinary action, up to and including termination and could subject you to personal liability. This provision does not extend to information protected by the NLRA.

## **CUSTOMER SERVICE**

It is the policy of the TCHBS to provide excellent customer service to both its internal and external customers. The following principles and actions are our guide to good customer service to our customers both external and internal.

1. Serving Others – Customer service is WHAT we do.
2. Establishing Relationships and Connections.
  - a. We develop connections with our customers by consistently:
    - Making eye contact
    - Smiling
    - Greeting the customer with good morning/afternoon and our name
    - Listening and getting to know the customer to identify what they need and tailor what we do for them

- b. Show the customer we value them
    - Answer their inquiries in a reasonable amount of time
    - Provide accurate information
    - Take the time to answer their questions and address their concerns
    - Following through and doing what we say we will do
  - c. Ask how you can help
  - d. Go the extra mile, or even inch, that makes the customer come back.
3. Teamwork and Respect
- a. We are each other's internal customers and treating other employees as customers develops good team member relations.
  - b. Customer service is a team sport – we need each other's help.

At all times, employees must listen and communicate with customers in a manner that is courteous, patient, helpful and respectful. Employees should work to resolve a conflict by having a receptive attitude toward their concern and using the following approach:

When customers are not happy, we will act with humility when things go wrong. We will make it right by:

- ✓ Listening without interrupting
- ✓ Empathizing and putting ourselves in their shoes
- ✓ Being authentic
- ✓ Apologizing when appropriate
- ✓ Asking a customer what we can do to make it better
- ✓ Providing a solution
- ✓ Erasing the inconvenience

If a situation begins to deteriorate, bring in your immediate supervisor to assist. Move the customer to a less public place and objectively explain the situation to your supervisor.

Words or acts of hostility, (including profanity) harassment, rude, abusive or condescending behavior have no place in our customer service standards and will not be tolerated.

## DRIVING REQUIREMENTS AND RECORDS

Employees whose work requires operation of a motor vehicle must present and maintain a valid driver's license for the state in which the employee resides and a driving record acceptable to our insurer. TCHBS may conduct annual reviews of employee driving records. Any changes in your driving record must be reported immediately. Employees are responsible for all traffic violations and consequences such as fines or increased personal insurance premiums resulting from noncompliance with driving and traffic rules and regulations.

## ELECTRONIC COMMUNICATIONS AND SOCIAL MEDIA

The equipment, services, and technology you use in your employment with TCHBS are the property of TCHBS and are for company use. This includes computer network, email, Internet, telephone, voice mail, and related equipment. **We reserve the right to monitor and access our computer, telephone, and related systems and equipment at any time with or without notice.** All Internet data, emails and other on-line communications that are written, sent, or received through our computer systems are part of official TCHBS records which means we can be



legally required to show that information to law enforcement or other parties. You should always make sure that the business information contained in email and other on-line communications and transmissions is accurate, professional, ethical, and legal.

It is our goal to have a workplace that is free of harassment and sensitive to the diversity of our employees. Therefore, we do not allow employees to use our phones, computers, email, or Internet systems in ways that are disruptive, offensive to others, harmful to morale, or in violation of state and federal non-discrimination laws. You may not display, download, or email sexually explicit images, messages, and cartoons. You may not use computers, email and Internet systems for ethnic slurs, racial comments, off-color jokes, or anything that another person might take as harassment or disrespect.

TCHBS does not allow the unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet. As a general rule, if you did not create the material, do not own the rights to it, or have not received authorization for its use, you may not put the material on the Internet.

This policy does not prohibit employees from discussing terms and conditions of employment with their fellow employees in electronic communications.

Occasional personal use of company equipment is allowed if it does not interfere with work. Personal use should be kept to a minimum and limited to emergencies and business that can only be conducted during work hours.

### **Prohibited Conduct**

**While this is not an exhaustive list, the following are examples of prohibited activities on company equipment. Employees may be disciplined for other violations not specifically noted in this policy:**

- Sending or posting illegal discriminatory, derogatory, harassing, or threatening messages or images.
- Using the organization's time and resources for personal gain, unrelated to your TCHBS employment.
- Stealing, using, or disclosing someone else's code or password without authorization.
- Copying, pirating, or downloading software and electronic files without permission.
- Sending or posting confidential material, trade secrets, or proprietary information outside of the organization.
- Violating copyright law.
- Failing to observe licensing agreements.
- Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions.
- Participating in the viewing or exchange of gaming sites.
- Participating in the viewing or exchange of pornography, sexually explicit or obscene materials.
- Sending or posting messages that defame or slander other individuals.
- Attempting to break into the computer system of another organization or person.
- Using computer viruses to disrupt or damage computer equipment and



documents.

- Refusing to cooperate with a security investigation.
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities.
- Using the Internet for political causes or activities, religious activities, or any sort of gambling.
- Jeopardizing the security of the organization's electronic communications systems.
- Sending or posting messages that disparage another organization's products or services.
- Representing personal views as those of the organization.
- Representing or speaking on behalf of TCHBS without proper authorization.
- Sending anonymous e-mail or on-line communications.
- Engaging in any other prohibited or illegal activities.

### **SOCIAL MEDIA POLICY**

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

#### **Social Media Guidelines**

In the rapidly expanding world of electronic communication, *social media* can mean many things. *Social media* includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not employed or affiliated with TCHBS as well as any other form of electronic communication.

The same principles and guidelines found in TCHBS policies and three basic beliefs apply to your activities online. First, ultimately, you are solely responsible for what you post online. Second, before creating online content, consider some of the risks and rewards that are involved. Third, keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow employees or otherwise adversely affects clients, suppliers, people who work at or on behalf of TCHBS or TCHBS's legitimate business interests may result in disciplinary action up to and including termination.

#### **Know and follow the rules**

Carefully read these guidelines, and the Electronic Communications, Equal Employment Opportunity, Harassment and Sexual Harassment policies, and ensure your postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

#### **Be respectful**

Always be fair and courteous to fellow employees, clients, suppliers or people who work on behalf of TCHBS. If you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage clients, employees, or suppliers, or that might

constitute harassment or bullying. Examples of such conduct might include offensive posts intended to harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or company policy.

**Be honest and accurate**

Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered.

Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about TCHBS, fellow employees, or people working on behalf of TCHBS or competitors. It is a violation of the company's customer confidentiality policies to post any information concerning a client, customer, or supplier.

**Post only appropriate and respectful content**

Maintain the confidentiality of TCHBS trade secrets and private or confidential information. Trade secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, policies, procedures or other internal business-related confidential communications.

Do not create a link from your blog, website or other social networking site to our TCHBS website without identifying yourself as an employee of TCHBS.

Express only your personal opinions. Never represent yourself as a spokesperson for TCHBS. If TCHBS is a subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of TCHBS clients, suppliers or people working on behalf of TCHBS. It is preferable to include a disclaimer such as "The postings on this site are my own and do not necessarily reflect the views of TCHBS."

This policy does not prohibit employees from discussing terms and conditions of their employment with fellow employees on social media sites.

**Using social media at work**

Refrain from using social media while on work time or on equipment we provide, unless it is work-related and authorized by your manager, and consistent with our Electronic Communications Policy. Do not use TCHBS email addresses to register on social networks, blogs or other online tools utilized for personal use.

**Retaliation is prohibited**

TCHBS prohibits taking negative action against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

**Media contacts**

Employees should not speak to the media on TCHBS's behalf without contacting the President. All media inquiries are required to be directed to the President.

**Local, State and Federal Law**

If any of our Electronic Communications and Social Media policies conflict with a current or future local, state or federal statute, regulation or administrative ruling, the statute, regulation or ruling controls and is incorporated into this handbook.

**For more information**

If you have questions or need further guidance, please speak with your supervisor.

## **ELECTRONIC DEVICES AND CELL PHONES**

Electronic devices including cell phones have become an important part of communication. These devices should be used in a safe manner and personal use should be limited. TCHBS will not be liable for the loss of personal electronic devices brought into the workplace.

While at work, employees are expected to limit the use of their personal electronic devices to breaks and other non-work time and exercise discretion in using company phones. Excessive personal calls, texting, messaging, email, internet and other use during the workday, regardless of the device used, can interfere with employee productivity and is also distracting to others.

**Usage While Driving**

Employees should not use hand-held electronic devices while driving on company business. Should you need to make or answer a call while driving, bring the vehicle to a complete stop in a safe place and then make or answer the call or use hands free operation where allowed by law. **Employees are prohibited from texting or other messaging, emailing or other use while driving.**

## **EMPLOYEE INFORMATION/STATUS CHANGES**

It is essential to have up to date records on all employees. Changes should be reported to office administration to maintain accurate, up-to-date information on employee status for purposes of pay and benefits administration, compliance with applicable standards and regulations, and facilitation of employee communication.

Some changes in employee status may affect certain benefits; therefore, employees should notify office administration of any changes in name, address, telephone number, marital status, payroll deductions, educational status, individuals to contact in case of emergency, number of dependents, or beneficiary changes. It is the employee's responsibility to provide this information and verify the information on file is accurate. Some changes may require completion of forms prior to changes being effective.

## **GIFTS AND GRATUITIES**

To avoid any action which may create the appearance of impropriety, individual employees should not offer or accept gifts, gratuities, favors, or after-hours entertainment or meals from or to our suppliers, clients, and sales representatives. Offering or sending gifts and gratuities, etc. to TCHBS's business partners should take place as a company gesture and not on an individual basis.

Employees may accept business lunches and nominal items such as hats, pens, and other small items. If food gifts for the company are received, they should be placed in a common area to be shared. If you are uncertain of the value of any item, please see your supervisor.

## HOUSEKEEPING

The overall appearance of our office, individual workstations and facilities in general, is important and has an impact on our organization, both for employees and clients. Please keep your work area as neat as possible. Confidential materials should always be kept in an area where they are not visible. Please be considerate and keep the kitchen area clean. Additionally, please remove items from refrigerators before they become spoiled. Good housekeeping practices are an important part of employee health and safety.

- **Keys' Security System** - if you have a key or pass code, do not share either with others unless authorized to do so by your manager. Please notify your manager if you misplace your key or think your security code is breached. If you separate from employment with the company, you must turn in your key to your manager before you leave.
- **Kitchen** – employees are welcome to use the company's kitchen and all of its appliances and supplies. If you use the refrigerator, please clean out your items from it on a regular basis. The company also asks that you clean up after yourself each time you use the kitchen. The company offers complimentary coffee, purified water and paper products to all employees.
- **Supplies** - most common office supplies are available in the copy area or in the cupboard by the mail counter. The company also orders supplies each week from the office supply house. If you need to order supplies, fill out the designated form and provide it to the company's office supply purchasing agent. If you have an urgent need that cannot wait to be ordered at the regular weekly time, talk to a manager. For supplies that are "outside" your normal scope of business or are particularly expensive, please get your managers approval prior to ordering.

## OUTSIDE EMPLOYMENT

Employees are cautioned to carefully consider the demands that additional work will create. If you are employed by TCHBS in a full-time position, TCHBS will expect that your position here is your primary employment. Any outside activity must not interfere with your ability to properly perform your job duties at TCHBS. In addition, activities and conduct outside TCHBS must not compete, conflict with, or compromise the interests of our company.

## PERFORMANCE FEEDBACK

At TCHBS we will continuously evaluate your job performance and provide feedback when it is appropriate. We will consider the following things, among others:

- Attendance, initiative and effort.
- Knowledge of your work.
- Attitude and willingness.
- The quality and quantity of your work.
- The conditions under which you work.

The primary reason for performance feedback is to identify what you are doing well and opportunities for improvement. Management is interested in helping you to progress and grow in order to achieve personal as well as work-related goals.

## **PROFESSIONAL APPEARANCE**

TCHBS employees are to maintain personal cleanliness, as well as grooming and attire suitable to the work to be performed and which supports safety and professionalism.

Any employee who, in the management's sole discretion, appears for work in a manner that does not conform to TCHBS standards for professional appearance may be required to return home to change into appropriate clothes. The period of absence will be unpaid for non-exempt employees. Employees who do not adhere to our dress code may be disciplined, up to and including termination.

### **Office**

Casual attire is appropriate for the company's office staff except for on occasions when more formal business attire is requested by management. Employees must wear company apparel when visiting customers.

### **Production**

Casual attire is appropriate for the company's production staff working in the field; however, it is recommended that employees wear a company shirt, if applicable, at all times and may never go shirtless. If personal protective equipment has been deemed necessary, it will be provided by the company. Production staff should also follow any additional dress code guidelines set forth in the company's safety handbook or when requested by their manager.

## **PERSONAL PROPERTY & PARKING**

The Company cannot be responsible for personal property, vehicles or valuables that are lost, damaged or stolen. All employees are encouraged to leave all non-essential items home to eliminate the risk of loss, theft or damage. If you bring personal property, items or belongings into the office, you are responsible for keeping track of them.

At some locations, we are in a complex with other businesses next door. Please park in areas designated for employee parking so that we do not inadvertently disrupt another's business. You should be in the habit of locking your vehicle at all times.

## **PERSONNEL FILES**

TCHBS maintains a personnel file on each employee. The personnel file includes materials related to your employment such as your resume/application, documentation of performance appraisals, compensation and other employment records.

Personnel files are the property of TCHBS. No materials are to be removed from the file; however, the employee may review their own file. To do so, please contact office administration. In addition, employees may request, in writing to Human Resources, to receive copies of any material in their personnel file. The privacy of all documents will be maintained in accordance with all applicable federal and state regulations.

## **SAFETY**

Safety is everybody's business. We strive to protect you and our clients against injury and illness, as well as minimize the potential loss of working time. Employees must abide by all safety policies, obey all safety rules, and practice safe working habits.

All work injuries (no matter how slight) must be reported to Human Resources immediately, as well as an accident or injury you witness to another. In addition, you should immediately report to management any unsafe working conditions or anything that needs repair or is a safety hazard.

All work injuries should be reported no later than 12 hours from the incident. Management may direct you to an appropriate medical provider. TCHBS has the right to select the employee's health care provider for the first ten days of treatment. TCHBS may not be financially responsible for expenses you incur with a medical provider selected by you without the permission of the TCHBS.

Employees must report or correct, if feasible, all hazardous or dangerous situations as they arise. Failure to report a hazardous or dangerous situation or to correct a problem within your job responsibilities could lead to disciplinary action, up to and including termination.

Below are some general safety rules which employees must follow. This list is not all inclusive and may change as business needs or legal requirements dictate. Management may post or inform you of other safety procedures in your department or work area:

- Report to your supervisor if you or a co-worker are injured at work.
- Ask for assistance when lifting heavy objects or moving heavy furniture.
- Keep cabinet doors and file and desk drawers closed when not in use.
- Sit firmly and squarely in chairs that roll or tilt.
- Avoid "horseplay" or practical jokes.
- Keep your work area clean and orderly, and the aisles clear.
- Watch out for the safety of fellow employees.

Dependent on job responsibilities, you may be required to wear personal protective equipment (PPE) such as safety glasses and hard hats. Employees will wear all appropriate PPE for the work being performed. All employees will ask for assistance when unsure of the proper PPE for a task. All PPE should be properly maintained and cared for and you should notify your supervisor regarding any damages or need for replacement.

Failure to adhere to these rules may be considered serious infractions of safety rules and may result in disciplinary action, up to and including termination.

## **SMOKING**

Smoking (including electronic nicotine delivery systems, like electronic cigarettes and vaporizers) is not allowed in TCHBS offices, facilities or vehicles. Smoking is only allowed outside our facilities and in accordance with legal requirements. Employees must remain in the designated areas (at least 20 feet from entrances, vents, and exits) when smoking to permit people to gain access to or leave facilities without being subjected to unwanted smoke. Employees should not smoke near public entrances if there is a nonpublic entrance available. Smokers and tobacco users have a special obligation to keep the smoking area litter free and not to abuse or break rules. Please use proper receptacles to dispose of tobacco products.

## **SOLICITATION**

We believe our employees should not be subjected to undue solicitation or collections. Soliciting for any cause during working time and in a work area is not permitted. With supervisory approval, employees may solicit for charitable causes on non-work time in non-work areas.



## SUBSTANCE ABUSE

TCHBS is committed to providing and maintaining a drug free workplace. The following are strictly prohibited on our worksites:

- Manufacturing, distributing, selling, or providing controlled or illegal drugs, marijuana, or alcohol.
- Possessing marijuana, alcohol, or illegal drugs.
- Being under the influence of controlled drugs, marijuana, or alcohol, including being under the influence of the unauthorized or illegal use of prescribed medication.

If an employee's use of prescribed medication might compromise the employee's safety while working, or the safety of other employees or the public, the employee should consult with one of the company's owners, managers or human resources representative.

A violation of this policy may result in disciplinary action, up to and including termination of your employment. If you have questions about this policy or issues related to drug or alcohol use at work, you should raise your concerns with your supervisor.

## USE OF COMPANY EQUIPMENT

TCHBS provides supplies, materials and equipment necessary for you to perform your job. All company provided items are to be used solely for TCHBS purposes unless prior authorization has been received from management. Employees are expected to exercise care in the use of company owned property and use such property only for authorized purposes. Loss, damages, or theft should be reported at once. Negligence in the care or use of TCHBS property may be considered grounds for discipline, up to and including termination.

### Company Vehicles

If you drive one of the company's vehicles or your personal vehicle for business purposes (the "vehicle"):

1. You must follow the Vehicle and Driver's Safety Policy upon authorization of driving privileges. Please refer to Appendix A - Vehicle and Driver's Safety Policy in this Handbook.
2. You shall not place or keep any obscene or indecent materials in the vehicle and/or park the vehicle in any place that might be deemed inappropriate by the public (for example, strip clubs, gentlemen's clubs, adult entertainment businesses, casinos, liquor stores, and the like)

**Return of Company Property.** Upon termination of employment, all company property issued to employees must be returned to TCHBS.

## WORK SCHEDULING

We will work with you to establish your work schedule. You will be notified as soon as reasonably possible whenever a change is necessary based on our business and client needs. Please notify your supervisor as soon as possible regarding your need for time off.

Normal office hours are 8:00AM EST to 5:00 PM EST. Work schedules may vary throughout the company based on the position. Operational demands may make it necessary for occasional changes in starting and ending times and in the total hours that may be needed each day a week in

order to meet the varying demands of our business. Your manager will inform you of your hours, as well as how to document your work time. To maintain efficiency, you are expected to be ready to start work at the established starting time and remain at work for the entire work period, excluding meal periods.

## **WORKPLACE VIOLENCE**

TCHBS strives to provide and is committed to maintaining a safe work environment. Accordingly, we have adopted the following guidelines to deal with intimidation, harassment, or other threats of or actual violence that may occur during working hours or on its premises.

### **Expected Conduct**

All employees, including temporary employees, contractors, visitors and vendors are to be treated with courtesy and respect at all times. Fighting, “horseplay” or other conduct that may be dangerous to others will not be tolerated. Employees are prohibited from bringing firearms into TCHBS facilities. Conduct that threatens, intimidates, or coerces another employee, a client or a member of the public at any time, including during off duty periods, will not be tolerated. Employees who are experiencing differences or are engaged in disputes with other employees should speak with their supervisor before the situation escalates into violent action.

### **Reporting Procedure**

Employees must report all threats of violence or actual violence, whether direct or indirect, as soon as possible to management. When reporting a threat of violence, you should be as specific and detailed as possible. Do not place yourself in danger. If you see or hear a commotion or disturbance, do not try to intercede and call your supervisor immediately.

### **Investigation and Discipline**

TCHBS will promptly investigate all reports of threats of or actual violence and suspicious individuals or activities. The identity of the individual making a report will be protected as much as possible. In order to maintain workplace safety and the integrity of its investigation, TCHBS may suspend employees, either with or without pay, pending investigation. All employees are required as a condition of employment to comply with an investigation. Anyone determined to be responsible for threats of or actual violence or other conduct that is in violation of these guidelines, will be subject to prompt disciplinary action, up to and including termination of employment.



## V. EMPLOYEE LEAVE POLICIES

TCHBS recognizes that employees may at times need to request time off as a Leave of Absence. The following company leave policies apply to all employees. TCHBS will review all leave requests on a case-by-case basis to determine eligibility under the Leave policies and to ensure compliance with all federal, state and local leave requirements. **If any policy included in this handbook conflicts with a local, state or federal employment statute or regulation, or administrative ruling pertaining to employee leave entitlement, the statute, regulation or administrative ruling controls and is incorporated by reference into this Handbook.**

### EMERGENCY SERVICES LEAVE

In accordance with applicable laws and regulations, employees who are first responders who have been called into service for an emergency will be permitted to take unpaid leave in order to respond to that emergency. The employee must notify TCHBS of the leave time needed as soon as reasonably possible. Employees may be required to produce written documentation showing that they actually were activated to service.

### FAMILY MILITARY LEAVE

An employee whose spouse, domestic partner or child is called to military service expected to last longer than 180 days may be entitled to up to 15 days of leave to spend time with their spouse, domestic partner, or child immediately before, during or following deployment. Family military leave is unpaid leave, but employees may elect to use available paid time during any part of the leave.

To qualify for family military leave, the employee must have worked at least 1,250 hours during the 12-month period immediately preceding the leave. An employee taking family military leave need not take the 15 days consecutively, but must take the leave during the period immediately preceding deployment, during deployment or immediately upon the spouse's, domestic partner's or child's return from service or both.

Employees taking family military leave are expected to work with TCHBS to attempt to schedule the leave so as not to disrupt company operations. To that end, employees who anticipate taking any amount of family military leave must notify TCHBS of their intent to do so as soon as practicable. Employees taking five or more consecutive days of family military leave are required to notify management at least 14 days prior to the date on which they intend to start the leave.

TCHBS may require an employee requesting family military leave to provide certification from the proper military authority, verifying the employee's spouse, domestic partner or child has in fact been called to military service expected to last 180 days or longer.

An employee who takes family military leave is entitled to be returned to the position held when the leave began, or to a position with equivalent pay, benefits, and employment terms unless business conditions have so changed to make this impossible. In addition, employees on family military leave are entitled to continue their benefits at their own expense while on leave.

## **FUNERAL (BEREAVEMENT) LEAVE**

When the need arises for you to take time off for the purpose of handling necessary arrangements or attendance at a funeral, please talk with your supervisor. We understand the needs of families and friends and will make every attempt to work with you in these matters. Management may require reasonable verification as to the legitimacy of the request for time off.

Employees may use accrued ETO to receive compensation during a bereavement leave.

## **JURY DUTY**

Jury Duty is a civic responsibility recognized by TCHBS. Employees must inform their supervisor immediately if they are called to jury duty and should provide TCHBS with documentation received from the court. Employees who report to jury duty and are dismissed are expected to report to work that day. TCHBS may request a record of jury attendance and time served for each day. If available, accrued paid time may be used to cover this leave period, otherwise the jury duty leave would be unpaid, unless otherwise regulated.

## **LEAVE FOR VICTIMS OF DOMESTIC VIOLENCE**

TCHBS will grant a reasonable and necessary leave from work, without pay, to an employee who needs the leave to prepare for or attend court proceedings, receive medical treatment, or obtain necessary services to remedy a crisis, if the leave is necessary because the employee, or the employee's child, parent, or spouse, is a victim of violence, assault, sexual assault, stalking or any other act that would support an order from protection from abuse under Maine law. If available, accrued paid time may be used to cover this leave period, otherwise the leave would be unpaid.

In order to be granted, a request for such leave must be communicated to management within a reasonable time, the request must be necessary and reasonable, and the leave requested must not cause the company undue hardship.

## **MAINE EXTREME PUBLIC HEALTH EMERGENCY LEAVE**

TCHBS shall grant reasonable and necessary leave from work for an employee for the following reasons related to an extreme public health emergency:

- The employee is unable to work because the employee is under individual public health investigation, supervision or treatment related to an extreme public health emergency;
- The employee is unable to work because the employee is acting in accordance with an extreme public health emergency order;
- The employee is unable to work because the employee is in quarantine or isolation or is subject to a control measure in accordance with extreme public health emergency information or directions issued to the public, a part of the public or one or more individuals;
- The employee is unable to work because of a direction given by the employee's employer in response to a concern of the employer that the employee may expose other individuals in the workplace to the extreme public health emergency threat; or

- The employee is unable to work because the employee is needed to provide care or assistance to one or more of the following individuals: the employee's spouse or domestic partner as defined by Maine law; the employee's parent; or the employee's child or child for whom the employee is the legal guardian.

For purposes this policy, "extreme public health emergency" means the occurrence or imminent threat of widespread exposure to a highly infectious or toxic agent that poses an imminent threat of substantial harm to the population of the State.

This leave time is unpaid; however, employees may use available accrued leave time provided by TCHBS or other mandated paid leave benefits. This leave time will run concurrently with other mandated leave time whenever applicable such as Families First Coronavirus Response Act leave time. Employees must utilize paid leave prior to utilizing unpaid leave unless otherwise mandated.

### **Exceptions**

Leave may not be granted to employees if:

- TCHBS would sustain undue hardship from the employee's absence, including the need to downsize for legitimate reasons related to the impact of the extreme public health emergency on the operation of the business; or
- The request for leave is not communicated to TCHBS within a reasonable time under the circumstances;

### **Duration of Leave**

Leave granted under this policy shall be provided for the duration of an extreme public health emergency and for a reasonable and necessary time period following the termination of the extreme public health emergency for diseases or conditions that are contracted or exposures that occurred during the extreme public health emergency.

### **Request for Leave**

Requests for Maine extreme public health emergency leave must be communicated within a reasonable time period under the specific circumstances. Advance notice is requested whenever possible.

### **Return to Work**

Upon the employee's return to work, TCHBS has the right to request and receive written documentation from a physician or public health official supporting the employee's leave.

### **Benefits Retained**

The taking of this leave will not result in the loss of any employee benefits accrued before the date on which the leave commenced and does not affect the employee's right to health insurance benefits on the same terms and conditions as applicable to similarly situated employees.

For any leave that extends beyond the time described under Duration of Leave the employer shall allow an employee to continue the employee's benefits at the employee's expense. The employer and employee may negotiate for the employer to maintain benefits at the employer's expense for the duration or any portion of this extended leave.

## **MAINE FAMILY MEDICAL LEAVE ACT LEAVE (MFMLA)**

To provide employees the ability to balance work and family responsibilities, Maine Family Medical Leave Act (MFMLA) allows ten (10) weeks of unpaid leave in any two (2) years for reasons noted in this policy.

TCHBS complies with all requirements of the MFMLA, and all associated rules and regulations. When the MFMLA does not apply, TCHBS at the sole discretion of management and where business needs allow may grant up to ten (10) weeks of unpaid medical leave of absence to eligible employees.

An employee may be eligible for other leave under a particular state statute. Where applicable, any leave time for which an employee may be eligible under a federal, state or local statute, law or regulation (including workers' compensation), or under another TCHBS policy, runs concurrently with any Maine Family and Medical leave for which an employee may be eligible.

### **Eligibility**

Employees are eligible for MFMLA leave provided they have worked for TCHBS at least twelve consecutive months.

### **Reasons for Leave**

Eligible employees may take MFMLA leave for any of the following reasons:

- Serious health condition of the employee;
- The birth of the employee's or domestic partner's child;
- The placement of a child 16 years of age or less with the employee or with the employee's domestic partner in connection with the adoption of the child by the employee or the employee's domestic partner;
- A child, parent, sibling, spouse or domestic partner with a serious health condition; or
- The donation of an organ of that employee for a human organ transplant.
- The death or serious health condition of the employee's spouse, domestic partner, parent, sibling or child if the spouse, domestic partner, parent, sibling or child as a member of the state military forces or the United States Armed Forces, including the National Guard and Reserves, dies or incurs a serious health condition while on active duty.

### **Procedure**

The 12-month period used to determine employee eligibility for MFMLA leave shall be a rolling 12-month period measured backward from the date an employee uses any MFMLA leave.

### **Notice of Leave**

If the need for MFMLA leave is foreseeable, the employee must give TCHBS at least 30 days prior written notice. If this is not possible, the employee must at least give notice as soon as practicable (within one to two business days of learning of the need for a leave) except in extraordinary circumstances. Failure to provide such notice may be grounds for delay of the leave. This does not apply to incidents that are a result of a work-related injury as defined under a "serious health condition". Additionally, if an employee is planning medical treatment, the employee must consult with TCHBS. Subject to the approval of the health care provider, the employee must make a reasonable effort to schedule the leave so that it does not unduly disrupt company operations.

### **Medical Certification**

If an employee is requesting leave because of their own or a covered relation's serious health condition, the employee must obtain a Medical Certification form from the administrative office, complete it with the assistance of the treating health care provider, and return it to TCHBS. If the employee provides at least 30 days' notice of medical leave, the employee should submit the medical certification to TCHBS before leave begins. Failure to provide requested medical certification in a timely manner may result in denial of leave until it is provided. TCHBS may require a second opinion as to a serious health condition at its own expense. A copy of the second opinion will be provided to the employee upon request.

### **Reporting While On Leave**

If an employee takes leave because of their own serious health condition or to care for a covered relation, the employee must contact the administrative office regarding the status of the condition and intention to return to work. In addition, an employee must give notice as soon as practicable (within two business days) if the amount of leave needed increases or decreases.

### **Use of Earned Paid Time Off While On Leave**

MFMLA leave is unpaid. However, earned paid time off must be used concurrently as follows:

- If an employee requests leave because of a birth, adoption, or foster care placement of a child, or care for a covered relation, any earned paid time off will be used concurrently with MFMLA leave.
- If the leave is taken for the employee's own health condition, earned paid time off must be taken concurrently with MFMLA leave.

The application of paid leave time during MFMLA leave does not extend the ten (10) week leave entitlement.

### **Benefits While On Leave**

- a. Health care coverage. During an approved MFMLA leave, employees will be offered the opportunity to continue their health benefits, but may be responsible for the entire cost of the health benefit premiums. Employees must pay the health benefit premiums through monthly payments to the administrative office. During an unpaid leave, you will have a minimum of 30 days grace period in which to make a premium payment. If payment is not made timely, your health care benefits may be cancelled, provided we notify you in writing at least 15 days before the date that your health coverage will lapse, or, at our option, we may pay your premiums during MFMLA leave, and recover these payments from you upon your return to work.
- b. Other Benefits. Employees on leave do not lose any benefits they have earned prior to the first day of leave. The leave period will be treated as continued service for purposes of determining vesting and eligibility to participate in any company sponsored benefit where eligibility is based on length of service.

### **Intermittent and Reduced Schedule Leave**

If medically necessary, leave due to a serious health condition may be taken intermittently (in separate blocks of time) or as a reduced-hour work schedule. If the leave is unpaid, the Company will reduce an employee's salary proportionate to the amount of time actually worked. In addition, while the employee is on an intermittent or reduced schedule leave, the Company may temporarily transfer the employee to an available alternative position that better accommodates the employee's recurring leave and which has equivalent pay and benefits.

### **Reinstatement Rights**

Employees returning from MFMLA leave are entitled to be reinstated to their former position or to an equivalent position with equivalent seniority status, employment benefits, pay, and other terms and conditions of employment. Exceptions to this provision may apply if business circumstances have changed (e.g., if the employee's position is no longer available due to a job elimination). Exceptions may also apply for certain highly compensated employees under certain conditions. An employer may deny restoration if it can prove that the employee was not restored as normally required because of conditions unrelated to the employee's exercise of rights pursuant to the leave.

### **Returning From Leave - Medical Certification Required**

If an employee takes leave because of their own serious health condition, the employee must submit written certification from the employee's treating health care provider that the employee is fit to resume work. An employee may not resume work until the employee provides this written certification.

### **MFMLA DEFINITIONS:**

As used in this policy, unless the context otherwise indicates, the following terms have the following meanings.

**1. Employee.** "Employee" means any person who may be permitted, required or directed by an employer in consideration of direct or indirect gain or profit to engage in any employment but does not include an independent contractor.

**2. Employee benefits.** "Employee benefits" means all benefits, other than salary and wages, provided or made available to employees by an employer and includes group life insurance, health insurance, disability insurance and pensions, regardless of whether benefits are provided by a policy or practice of an employer.

**3. Employer.** "Employer" means:

- A. Any person, sole proprietorship, partnership, corporation, association or other business entity that employs 15 or more employees at one location in this State;
- B. The State, including the executive, legislative and judicial branches, and any state department or agency that employs any employees;
- C. Any city, town or municipal agency that employs 25 or more employees; and
- D. Any agent of an employer, the State or a political subdivision of the State.

**4. Family medical leave.** "Family medical leave" means leave requested by an employee for:

- A. Serious health condition of the employee;
- B. The birth of the employee's child or the employee's domestic partner's child;
- C. The placement of a child 16 years of age or less with the employee or with the employee's domestic partner in connection with the adoption of the child by the employee or the employee's domestic partner;
- D. A child, domestic partner's child, parent, domestic partner, sibling or spouse with a serious health condition;
- E. The donation of an organ of that employee for a human organ transplant; or
- F. The death or serious health condition of the employee's spouse, domestic partner, parent, sibling or child if the spouse, domestic partner, parent, sibling or child as a member of the state military forces, as defined in Title 37-B, section 102, or the United States Armed Forces, including the National Guard and Reserves, dies or incurs a serious health condition while on active duty.

**4-A. Health care provider.** "Health care provider" means:



- A. A doctor of medicine or osteopathy who is licensed to practice medicine or surgery in this State; or
- B. Any other person determined by the Secretary of Labor to be capable of providing health care services.

**4-B. Reduced leave schedule.** "Reduced leave schedule" means a leave schedule that reduces the usual number of hours per workweek, or hours per workday, of an employee.

**5. Serious illness.**

**6. Serious health condition.** "Serious health condition" means an illness, injury, impairment or physical or mental condition that involves:

- A. Inpatient care in a hospital, hospice or residential medical care facility; or
- B. Continuing treatment by a health care provider.

**7. Domestic partner.** "Domestic partner" means the partner of an employee who:

- A. Is a mentally competent adult as is the employee;
- B. Has been legally domiciled with the employee for at least 12 months;
- C. Is not legally married to or legally separated from another individual;
- D. Is the sole partner of the employee and expects to remain so;
- E. Is not a sibling of the employee; and
- F. Is jointly responsible with the employee for each other's common welfare as evidenced by joint living arrangements, joint financial arrangements or joint ownership of real or personal property.

**8. Sibling.** "Sibling" means a sibling of an employee who is jointly responsible with the employee for each other's common welfare as evidenced by joint living arrangements and joint financial arrangements.

## MILITARY LEAVE OF ABSENCE

TCHBS will grant a military leave of absence because of service in the U.S. uniformed services, including National Guard and military reserve duty, in accordance with applicable state and federal laws, including the Uniformed Services Employment and Reemployment Rights Act (USERRA). The employee must give their supervisor advance notice of upcoming military service, unless military necessity prevents advance notice or it is otherwise impossible or unreasonable. An employee will not be paid for military leave. However, you may use any available accrued paid time to help pay for the leave. Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible.

If you are on military leave for up to 30 days, you must return to work on the first regularly scheduled work period after your service ends (allowing for reasonable travel and rest time as designated by state or federal statutes). If you are on military leave for more than 30 days, you must apply for reinstatement in accordance with USERRA and applicable state laws. Upon return from military leave (depending on the length of military service in accordance with USERRA), you will be placed either in the position you would have attained if you had stayed continuously employed or in a comparable position. For the purpose of determining benefits that are based on length of service, you will be treated as if you had been continuously employed.

## **PAID FAMILY SICK LEAVE**

Maine employees taking time off to care for an immediate family member who is ill may use their earned time off. State law requires allowing use of up to 40 hours in any twelve-month period. TCHBS paid time off policies allow usage of all available paid time off for employee or family illness, vacation or personal time. For the purposes of this Maine law, an “immediate family member” is defined as an employee’s child, spouse, or parent.

## **PERSONAL LEAVE OF ABSENCE**

TCHBS may grant an unpaid leave of absence for personal, medical reasons, or other reasons. Existing earned time off balances must be used to cover the length of the leave unless otherwise prohibited by law or regulation. Any leave time remaining after paid time off time is exhausted will be unpaid.

### **Procedure**

Requests for leaves should be submitted as far in advance of the leave as possible. Medical leave requests for illness, disability (including maternity) or injury must be submitted along with a physician’s medical statement noting the need for and length of leave required. Leave requests for emergency situations or sudden illnesses or accidents should be submitted as soon as you are able. Medical leaves will also require you to submit a work release from your medical provider.

### **Return to Work**

You are expected to provide 15 days advance notice of your return-to-work date whenever possible. Your job status will be protected to the extent that we will make every effort to allow you to return to your former work, or similar work if available, for which you may be qualified. However, TCHBS cannot guarantee that a position will be available when you return from leave, except as required by law (including the FMLA).



## VI. EMPLOYEE CONDUCT AND TERMINATION POLICIES

### DISCIPLINE

Whenever people gather together to achieve goals, some rules of conduct are needed to help everyone work together efficiently, effectively, and harmoniously. By accepting employment with us, you have a responsibility to TCHBS, our clients and your fellow employees to adhere to certain rules of behavior and conduct. The purpose of these rules is to assist employees in understanding what conduct is expected and necessary in our workplace. When each person is aware that they can fully depend upon fellow workers to follow the rules of conduct, then our organization will be a better place to work for everyone.

TCHBS expects employees to follow standards of conduct and ethics that are in the best interests and safety of our employees, our clients, and TCHBS. While it is not possible to list all behavior that is unacceptable in the work place, employees may be disciplined for behavior that is unsafe, detracts from any employee's ability to work or provide client service, or is not in TCHBS's best interest (other than for conduct that is protected by law). Unacceptable behavior may lead to disciplinary action, up to and including termination. Discipline is at the sole discretion of TCHBS and employees may be disciplined for other behavior not noted in the Standards of Conduct.

Discipline may include oral warnings, written warnings, suspension or termination, in the sole discretion of TCHBS. Serious misconduct may result in immediate termination.

### STANDARDS OF CONDUCT

In the course of one's employment, we expect each person to act in a mature and responsible way at all times. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted here. Avoiding these activities will be to your benefit as well as the benefit of TCHBS. If you have any questions concerning any work or safety rule, or any of the unacceptable activities listed, please see your supervisor for an explanation. This list is in no way meant to be exhaustive. It does include some of the unacceptable behavior that may lead to disciplinary action, up to and including termination. As noted in the Discipline policy, some violations and misconduct, because of their seriousness, may result in immediate dismissal.

#### **Unacceptable Conduct.**

- Unacceptable client service.
- Inappropriate client relations.
- Theft or inappropriate removal or possession of property.
- Falsification of timekeeping records.
- Working under the influence of alcohol, controlled drugs or marijuana.
- Unlawful possession, distribution, sale, transfer, or use of alcohol, controlled drugs or marijuana in the workplace, whether or not on duty, or while operating employer-owned vehicles or equipment.
- Fighting or threatening violence in the workplace.
- Bringing firearms or other weapons into TCHBS facilities or vehicles.
- Boisterous or disruptive activity in the workplace.
- Illegal gambling.

- Conviction of a felony.
- Negligence or improper conduct leading to damage of employer-owned or client-owned property.
- Insubordination or other disrespectful conduct.
- Refusal to accept a reasonable new job assignment or overtime work.
- Violation of safety or health rules or failure to report an accident.
- Smoking in prohibited areas.
- Sexual or other unlawful or unwelcome harassment.
- Possession of dangerous or unauthorized materials, such as explosives, in the workplace.
- Excessive absenteeism or any absence without notice.
- Unauthorized use of telephones, mail system, or other employer-owned equipment.
- Unauthorized disclosure of business "secrets" or confidential information.
- Computer security violations.
- Unauthorized solicitation.
- Creating workplace dissension or causing a loss of employee morale (other than due to conduct that is protected by law).
- Violation of personnel policies.
- Unsatisfactory performance or conduct.

## **VOLUNTARY TERMINATION**

TCHBS requests that you provide at least two weeks' notice in the event you intend to leave our employ. Your notice will provide time for TCHBS to fulfill its business needs and obligations to its clients.

## VII. RECEIPT & ACKNOWLEDGEMENT OF TCHBS EMPLOYEE HANDBOOK

I acknowledge I have received a copy of the TCHBS Employee Handbook and will adhere to the guidelines set forth. I understand my failure to comply with TCHBS guidelines may result in disciplinary action, up to and including termination. As business and economic conditions are always changing, the contents of this Handbook may be changed at any time at the discretion of TCHBS, with or without notice. Please read the following statements and sign below to indicate your receipt and acknowledgement of the TCHBS Employee Handbook.

- I have received and read a copy of the TCHBS Employee Handbook. I understand that the policies, rules and benefits described in it are subject to change at the sole discretion of TCHBS at any time. I understand that this employee handbook replaces and supersedes all other previous handbooks for TCHBS.
- I further understand that my employment is terminable at will, either by me or by TCHBS, regardless of the length of my employment or the granting of benefits of any kind, including but not limited to profit sharing benefits which provides for vesting based upon length of employment. Nothing in this handbook should be interpreted as a promise for permanent employment.
- I understand that no contract of employment other than "at will" has been expressed or implied, and that no circumstances arising out of my employment will alter my "at will" employment relationship unless expressed in writing, with the understanding specifically set forth and signed by myself and the President of TCHBS.
- I understand that the TCHBS has a policy strictly prohibiting sexual harassment as well as harassment based on an employee's race, color, religion, national origin, ancestry, gender, physical or mental disability, sexual orientation, age, military service and genetic information. I further understand that TCHBS has a complaint procedure by which an employee can report a complaint of harassment and that the company will investigate such complaints and take appropriate action.

I understand that, should the content be changed in any way, TCHBS may require an additional signature from me to indicate that I am aware of and understand any new policies.

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Employee's Printed Name

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Employee's Signature

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Date

## VIII. APPENDIX – A

### VEHICLE & DRIVER'S SAFETY POLICY

#### Policy

The purpose of this Policy is to ensure the safety of those individuals who drive company vehicles. Vehicle accidents are costly to our company, but more importantly, they may result in injury to you or others. It is the driver's responsibility to operate all vehicles in a safe manner and to drive defensively to prevent injuries and property damage. As such the Company endorses all applicable state motor vehicle regulations relating to driver responsibility. The Company expects each driver to drive in a safe and courteous manner pursuant to the following safety rules. The attitude you take when behind the wheel is the single most important factor in driving safely. Any violation of the Vehicle & Driver's Safety Policy or failing to stop after an accident and/or failure to report an accident **will** result in disciplinary action, including **up to** dismissal.

#### Driver Eligibility

- Drivers must have a valid driver's license for the type of vehicle to be operated and keep the license(s) with them at all times while driving.
- All drivers of vehicles weighing more than 10,000 lbs. (box truck or combination of pickup with trailer, etc.) must comply with all applicable D.O.T. regulations, including successful completion of medical, drug, and alcohol evaluations. **This includes the driver having a valid Medical Examiner's Certificate. If you have questions regarding whether you have a valid Medical Examiner's Certificate, please contact H.R.**
- Company vehicles are to be driven by authorized employees ONLY, except in emergencies, or in case of repair testing by a mechanic. Other employees and family members are not authorized to drive the Company vehicle.
- Company vehicles are to be driven for Company Business ONLY. Personal use of company vehicles is prohibited. No unauthorized persons are allowed to ride in company vehicles.
- Any employee who has a driver's license revoked or suspended shall immediately notify **Tony Hafford, the Production Manager and/or H.R.** and discontinue operation of the company vehicle.
- Drivers are required to submit copies of all roadside inspections and citations for moving violations to **Tony Hafford or Production Manager within 24 hours.**
- All accidents involving Company vehicles, regardless of severity, must be reported to the police and to **Tony Hafford, the Production Manager and/or H.R. ASAP.**
- The use of a company vehicle while under the influence of intoxicants and other drugs is prohibited and may result in discipline, **up to and** including dismissal.
- Employees and occupants are prohibited from possessing any illegal drug including marijuana or alcohol in a Company Vehicle.
- All drivers and passengers operating or riding in company vehicles must wear seat belts.
- Report any mechanical difficulties or repair needs to **Tony Hafford, Company Mechanic and/ or the Production Manager.**
- **A Driver's Vehicle Inspection Report completed by the primary driver of each vehicle must be submitted to the Production Manager monthly.**

- Drivers are responsible for the security of Company vehicles being used by them. The vehicle engine must be shut off, ignition keys removed, and vehicle doors locked whenever the vehicle is left unattended. If the vehicle is left with a parking attendant, only the ignition key is to be left.

### **Driving Records**

Your personal driving record is a reflection of your overall driving habits, and directly affects our insurance costs. Your personal driving is your responsibility and our concern. Motor Vehicle Records will be ordered periodically to assess driving records. An unfavorable record may result in the loss of company vehicle driving privileges or employment. A standard method of evaluation for all prospective and current drivers' MVRs will be used:

- One (1) or more type 'A' Violations in the past 3 years (as defined below)
- Three (3) or more accidents (regardless) of fault in the last 3 years.
- Three (3) or more 'B' violations in the past 3 years.
- Any combination of accidents and type 'B' violations which equal four (4) or more in the last 3 years.
- Type 'A' Violations:
  - Driving While Intoxicated
  - Driving While Under the Influence of Drugs
  - Negligent Homicide Arising out of the use of a Motor Vehicle (gross negligence)
  - Operating During a period of Suspension or Revocation
  - Using a Motor Vehicle for the commission of a Felony
  - Aggravated Assault with a Motor Vehicle
  - Operating a Motor Vehicle Without the Owners Authority (grand theft)
  - Permitting an Unlicensed Person to Drive
  - Reckless Driving
  - Speed Contest (racing)
  - Hit and Run (Bodily Injury or Property Damage)
- Type 'B' Violations:
  - All Moving Violations not listed as type 'A' Violations.

### **Cell Phone Usage**

- Under all circumstances, employees shall obey all motor vehicle laws. Violations or fines incurred by employees shall be the full responsibility of the employee and may affect future driving privileges in company vehicles as outlined above.
- Maine prohibits use of the **cell phone** while driving if such use interferes with the vehicle's operation: One hand must be on the wheel at all times. Texting is prohibited. Dialing out should be done only from a safely parked position.

## EMPLOYEE AUTHORIZATION FOR MVR REVIEW

I acknowledge that the information contained in the Company's Vehicle Fleet Safety Policy has been reviewed with me, and a copy of the policy and driver rules have been furnished to me. As a driver of a company vehicle, I understand that it is my responsibility to operate the vehicle in a safe manner and to drive defensively to prevent injuries and property damage.

I also understand that my employer will periodically review my Motor Vehicle Record to determine continued eligibility to drive a company vehicle. In accordance with the Fair Credit Reporting Act, I have been informed that a Motor Vehicle Record will be periodically obtained on me for continued employment purposes.

I acknowledge the receipt of the above disclosure and authorize my employer or its designated agent to obtain a Motor Vehicle Record report. This authorization is valid as long as I am an employee or employee candidate and may only be rescinded in writing.

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PRINT - EMPLOYEE'S NAME

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DRIVER'S LICENSE NUMBER

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Signature

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Date

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Reviewer's Signature

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Date

*Retain signed original in employee's file*