MR HANDYMAN OF SOUTH CHARLOTTE, MATTHEWS, WAXHAW & MR HANDYMAN OF ROCK HILL AND FORT MILL

EMPLOYEE HANDBOOK

Mr. Handyman HOME IMPROVEMENT PROFESSIONALS™

a neighborly® company

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Welcome

Welcome to **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill**! We are delighted that you have chosen to join our organization and hope that you will enjoy a long and successful career with us. As you become familiar with our culture and mission, we hope you will take advantage of opportunities to enhance your career and further **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill's** goals.

You are joining an organization that has a reputation for outstanding leadership, innovation, and expertise. Our employees use their creativity and talent to invent new solutions, meet new demands, and offer the most effective services/products in the industry. With your active involvement, creativity, and support, **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** will continue to achieve its goals. We sincerely hope you will take pride in being an important part of **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill's** success.

Please take time to review the policies contained in this handbook. If you have questions, feel free to ask your supervisor or to contact management.

Our Mission

Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill is a locally owned bonded and insured franchise that desires to be a resource for residential and commercial customers. All our technicians are employees who are background checked and drug tested upon the hiring process, they have 10 plus years of handyman experience from all different backgrounds, wear a uniform and drive a clearly marked Mr Handyman van. Communication is key from the first call from our customer. We followed up each call with scheduling, informing our technicians of what is being requested and keep continued communication to handle any concerns or questions about the project. Developing relationships with our customers is our goal to maintain a healthy, reliable and professional experience from start to finish with each and every project that is completed by our team. We strive to go above and beyond

our customers’ expectations with excellence earning your trust and being able to provide our services to you.

Vision

To be the very best handyman service in South Charlotte, Rock Hill and Fort Mill.

Our Uniqueness

Our uniqueness is that we serve our customers with honesty, integrity and reliability with every job completed by our team.

TABLE OF CONTENTS

Employment at Will..... 7

Equal Opportunity and Commitment to Diversity..... 8

- Equal Opportunity..... 8
- Americans with Disabilities Act (ADA) and Reasonable Accommodation..... 9
- Commitment to Diversity..... 10

Harassment and Complaint Procedure..... 12

Conflicts of Interest and Confidentiality..... 14

- Conflicts of Interest..... 14
- Confidential Information..... 14

Employment Relationship..... 16

- Employee Privacy..... 16
- Mr. Handyman Privacy—Social Security Numbers..... 16
- Employment Classification..... 17
- Workweek and Hours of Work..... 17
- Meal and Rest Breaks..... 17
- Time Records..... 18
- Overtime..... 18
- Deductions from Pay/Safe Harbor Exempt Employees..... 18
- Paychecks..... 19
- Pay Advances..... 19
- Administrative Pay Corrections..... 19
- Access to Personnel Files..... 20
- Separation from Employment..... 20
- Return of Company Property..... 21

Workplace Safety..... 22

- Drug-Free and Alcohol-Free Workplace..... 22
- Smoke-Free Workplace..... 22
- Workplace Violence Prevention..... 24

Commitment to Safety....24
Emergency Closings....25
Visitors....26
Workplace Guidelines....27
Introductory Period....27
Performance Expectations of Employees....29
Attendance....29
Attitude....29
Quality....29
Performance Guidelines....30
Employee Conduct and Work Rules....30
Breakage....33
Supply Purchases and Billable time....33
Outside Employment....33
Dress and Grooming....34
Social Media Acceptable Use....35
Bulletin Boards....37
Solicitation....37
Computers, Internet, E-Mail, and Other Resources....37
Use of Vehicles and Equipment....39
Disciplinary Procedure....40
Time Off and Leaves of Absence....41
Holidays....41
Requested Time Off....41
Paid Time Off (PTO)....41
Family and Medical Leave....42
Medical Leave....46
Military Leave....47
Parental School Leave....48
Bereavement Leave....48

Jury Duty/Court Appearance....48
Time Off for Voting....49
Employee Benefits....50
Company Paid Accident insurance....50
Cancer and critical illness insurance....51
Dental insurance....51
Disability insurance....51
Hospital confinement indemnity insurance....51
Life insurance....51
Workers' Compensation....51
EMPLOYEE HANDBOOK ACKNOWLEDGMENT AND RECEIPT....53
EMPLOYEE ACKNOWLEDGMENT AND RECEIPT OF HARASSMENT POLICY....54

Employment at Will

Employment at **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** is on an at-will basis unless otherwise stated in a written individual employment agreement signed by the president of the company.

This means that either the employee or the company may terminate the employment relationship at any time, for any reason, with or without notice.

Nothing in this employee handbook creates or is intended to create an employment agreement, express or implied. Nothing contained in this, or any other document provided to the employee is intended to be, nor should it be, construed as a contract that employment or any benefit will be continued for any period of time. In addition, no company representative is authorized to modify this policy for any employee or to enter into any agreement, oral or written, that changes the at-will relationship.

Any salary figures provided to an employee in annual or monthly terms are stated for the sake of convenience or to facilitate comparisons and are not intended to and do not create an employment contract for any specific period of time.

Nothing in this statement is intended to interfere with, restrain, or prevent concerted activity as protected by the National Labor Relations Act (NLRA). Such activity includes employee communications regarding wages, hours, or other terms or conditions of employment. **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** employees have the right to engage in or refrain from such activities.

Equal Opportunity and Commitment to Diversity

Equal Opportunity

Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender (including pregnancy, childbirth, and pregnancy-related conditions), gender identity, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, Sickle cell or hemoglobin C traits, HIV/AIDS status, Lawful use of lawful products outside the workplace, or service in the military. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill expressly prohibits any form of unlawful employee harassment or discrimination based on any of the characteristics mentioned above. Improper interference with the ability of other employees to perform their expected job duties is absolutely not tolerated.

Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill will endeavor to make a reasonable accommodation of an otherwise qualified applicant or employee related to an individual's physical or mental disability, sincerely held religious beliefs and practices, and/or any other reason required by applicable law, unless doing so would impose an undue hardship upon **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill's** business operations.

Any employees with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of the Management. The company will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. Employees who feel they have been subjected to any such retaliation should bring it to the attention of the Management.

Retaliation means adverse conduct taken because an individual reported an actual or a perceived violation of this policy, opposed practices prohibited by this policy, or participated in the reporting and investigation process described below. "Adverse conduct" includes but is not limited to:

(1) Shunning and avoiding an individual who reports harassment, discrimination, or retaliation.
(2) Express or implied threats or intimidation intended to prevent an individual from reporting harassment, discrimination, or retaliation; *or*
(3) Denying employment benefits because an applicant or employee reported harassment, discrimination, or retaliation or participated in the reporting and investigation process.

Other examples of retaliation include firing, demotion, denial of promotion, unjustified negative evaluations, increased surveillance, harassment, and assault.

Complaints of discrimination should be filed according to the procedures described in the Harassment and Complaint Procedure.

Americans with Disabilities Act (ADA) and Reasonable Accommodation

Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill is committed to the fair and equal employment of individuals with disabilities under the ADA. It is **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill's** policy to provide reasonable accommodation to qualified individuals with disabilities unless the accommodation would impose an undue hardship on the company. **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** prohibits any harassment of, or discriminatory treatment of, employees based on a disability or because an employee has requested a reasonable accommodation.

In accordance with the ADA, reasonable accommodations will be provided to qualified individuals with disabilities to enable them to perform the essential functions of their jobs or to enjoy the equal benefits and privileges of employment. An employee with a disability may request an accommodation from the management and engage in an informal process to clarify what the employee needs and to identify possible accommodations. If requested, the employee is responsible for providing medical documentation regarding the disability and possible accommodations. All information obtained concerning the medical condition or history of an applicant or employee will be treated as confidential information, maintained in separate medical files, and disclosed only as permitted by law.

It is the policy of **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** to prohibit harassment or discrimination

based on disability or because an employee has requested a reasonable accommodation. **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** prohibits retaliation against employees for exercising their rights under the ADA or other applicable civil rights laws. Employees should use the procedures described in the Harassment and Complaint Procedure to report any harassment, discrimination, or retaliation they have experienced or witnessed.

Federal Pregnant Workers Fairness Act (PWFA) and Reasonable Accommodations

As required by the federal Pregnant Workers Fairness Act (PWFA), **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** will provide reasonable accommodations to employees and applicants with limitations related to pregnancy, childbirth or related medical conditions, unless the accommodation will cause undue hardship to **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill's** operations.

An employee or applicant may request an accommodation due to pregnancy, childbirth or a related medical condition by submitting the request in writing to owners. The accommodation request should include an explanation of the pregnancy-related limitations, the accommodation needed and any alternative accommodation(s) that might be reasonable. Depending on the nature of the accommodation, the individual may be requested to submit a statement from a health care provider substantiating the need for the accommodation.

Upon receipt of a request for accommodation, management will contact the employee or applicant to discuss the request and determine if an accommodation is reasonable and can be provided without significant difficulty or expense, i.e., undue hardship.

While the reasonableness of each accommodation request will be individually assessed, possible accommodations include allowing the individual to:

- Sit while working.
- Drink water during the workday.
- Receive closer-in parking.
- Have flexible hours.
- Receive appropriately sized uniforms and safety apparel.
- Receive additional break time to use the bathroom, eat and rest.
- Take time off to recover from childbirth.

- Be excused from strenuous activities and/or activities that involve exposure to compounds deemed unsafe during pregnancy.

An employee may request paid or unpaid leave as a reasonable accommodation under this policy; however, **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** will not require an employee to take time off if another reasonable accommodation can be provided that will allow the employee to continue to work.

Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill prohibits any retaliation, harassment or adverse action due to an individual's request for an accommodation under this policy or for reporting or participating in an investigation of unlawful discrimination under this policy.

As part of our family-friendly policies and benefits, **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** supports breastfeeding employees by accommodating an employee who needs to express breast milk during the workday.

Commitment to Diversity

Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill is committed to creating and maintaining a workplace in which all employees have an opportunity to participate and contribute to the success of the business and are valued for their skills, experience, and unique perspectives. This commitment is embodied in company policy and the way we do business at **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** and is an important principle of sound business management.

Harassment and Complaint Procedure

It is **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill's** policy to prohibit intentional and unintentional harassment of or against job applicants, contractors, interns, volunteers, or employees by another employee, supervisor, vendor, customer, or third party based on actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth, and pregnancy-related conditions), gender identity, sexual orientation, marital status, military service and veteran status, physical or mental disability, genetic information, or any other characteristic protected by applicable federal, state, or local laws. Such conduct will not be tolerated by **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill**.

Furthermore, any retaliation against an individual who has complained about sexual or other harassment or retaliation against individuals for cooperating with an investigation of a harassment complaint is similarly unlawful and will not be tolerated. **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** will take all reasonable steps necessary to prevent and eliminate unlawful harassment.

Definition of "unlawful harassment." "Unlawful harassment" is conduct that has the purpose or effect of creating an intimidating, a hostile, or an offensive work environment; has the purpose or effect of substantially and unreasonably interfering with an individual's work performance; or otherwise adversely affects an individual's employment opportunities because of the individual's membership in a protected class.

Unlawful harassment includes, but is not limited to, epithets; slurs; jokes; pranks; innuendo; comments; written or graphic material; stereotyping; or other threatening, hostile, or intimidating acts based on race, color, ancestry, national origin, gender, sex, sexual orientation, marital status, religion, age, disability, veteran status, or another characteristic protected by state or federal law.

Definition of "sexual harassment." While all forms of harassment are prohibited, special attention should be paid to sexual harassment. "Sexual harassment" can include all of the above actions, as well as other unwelcome conduct, and is generally defined under both state and federal law as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature whereby:

- Submission to or rejection of such conduct is made either explicitly or implicitly a term or condition of any individual's employment or as a basis for employment decisions.
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, a hostile, or an offensive work environment.

Other sexually oriented conduct, whether intended or not, that is unwelcome and has the effect of creating a work environment that is hostile, offensive, intimidating, or humiliating to workers may also constitute sexual harassment.

While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct that, if unwelcome, may constitute sexual harassment depending on the totality of the circumstances, including the severity of the conduct and its pervasiveness:

- Unwanted sexual advances, whether they involve physical touching or not.
- Sexual epithets; jokes; written or oral references to sexual conduct; gossip regarding one's sex life; comments about an individual's body; and comments about an individual's sexual activity, deficiencies, or prowess.
- Displaying sexually suggestive objects, pictures, or cartoons.
- Unwelcome leering, whistling, brushing up against the body, sexual gestures, or suggestive or insulting comments.
- Inquiries into one's sexual experiences; *and*
- Discussion of one's sexual activities.

All employees should take special note that, as stated above, retaliation against an individual who has complained about sexual or other harassment and retaliation against individuals for cooperating with an investigation of sexual or other harassment complaints violate **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill's** policy.

Complaint procedure. If you believe you have been subject to or have witnessed unlawful discrimination, including sexual or other forms of unlawful harassment, or other inappropriate conduct, you are requested and encouraged to make a complaint. You may complain directly to your immediate supervisor or department manager, or any other member of management with whom you feel comfortable bringing such a complaint. Similarly, if you observe acts of discrimination toward or harassment of another employee, you are requested and encouraged to report this to one of the individuals listed above.

All complaints will be investigated promptly, and confidentiality will be protected to the extent possible. A timely resolution of each complaint should be reached and communicated to the parties involved.

If the investigation confirms conduct that violates this policy has occurred, **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** will take immediate, appropriate, corrective action, including discipline, up to and including immediate termination.

No reprisal, retaliation, or other adverse action will be taken against an employee for making a complaint or report of discrimination or harassment or for assisting in the investigation of any such complaint or report. Any suspected retaliation or intimidation should be reported immediately to one of the persons identified above.

Conflicts of Interest and Confidentiality

Conflicts of Interest

Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill expects all employees to conduct themselves and company business in a manner that reflects the highest standards of ethical conduct and in accordance with all federal, state, and local laws and regulations. This includes avoiding real and potential conflicts of interests.

Exactly what constitutes a conflict of interest, or an unethical business practice is both a moral and a legal question. **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** recognizes and respects the individual employee's right to engage in activities outside of employment that are private in nature and do not in any way conflict with or reflect poorly on the company.

It is not possible to define all the circumstances and relationships that might create a conflict of interest. If a situation arises in which there is a potential conflict of interest, the employee should discuss this with a manager for advice and guidance on how to proceed. The list below suggests some of the types of activities that indicate improper behavior, unacceptable personal integrity, or unacceptable ethics:

1. Simultaneous employment by another firm that is a competitor of or supplier to **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill.**
2. Carrying on company business with a firm in which the employee, or a close relative of the employee, has a substantial ownership or interest.
3. Holding a substantial interest in, or participating in the management of, a firm to which the company makes sales or from which it makes purchases.
4. Borrowing money from customers or firms, other than recognized loan institutions, from which our company buys services, materials, equipment, or supplies.
5. Accepting substantial gifts or excessive entertainment from an outside organization or agency.
6. Speculating or dealing in materials, equipment, supplies, services, or property purchased by the company.
7. Using the property, vehicle, customer information, etc. to complete work for pay on your own.
8. Participating in civic or professional organization activities in a manner that divulges confidential company information.

9. Misusing privileged information or revealing confidential data to outsiders.
10. Using one's position in the company or knowledge of its affairs for personal gains; *and*
11. Engaging in practices or procedures that violate antitrust laws, commercial bribery laws, copyright laws, discrimination laws, campaign contribution laws, or other laws regulating the conduct of company business.

Confidential Information

The protection of confidential business information and trade secrets is vital to the interests and success of **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill**. Confidential information is any, and all information disclosed to or known by you because of employment with the company that is not generally known to people outside the company about its business.

An employee who improperly uses or discloses trade secrets or confidential business information will be subject to disciplinary action up to and including termination of employment and legal action, even if the employee does not actually benefit from the disclosed information.

All inquiries from the media must be referred to the owners. This provision is not intended to, and should not be interpreted to, prohibit employees from discussing wages and other terms and conditions of employment if they so choose.

Employment Relationship

Employee Privacy

It is **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill's** goal to respect the individual privacy of its employees and at the same time maintain a safe and secure workplace. When issues of safety and security arise, you may be requested to cooperate with an investigation. The investigation may include the following procedures to safeguard the company and its employees: searches of personal belongings, searches of work areas, searches of private vehicles on company premises, medical examinations, and the like. Failure to cooperate with an investigation is grounds for termination. Providing false information during any investigation may lead to discipline, including termination.

Employees are expected to make use of company facilities only for the business purposes of the company. Accordingly, materials that appear on company hardware or networks are presumed to be for business purposes, and all such materials are subject to review by the company at any time without notice to the employees. Employees do not have to have any expectation of privacy with respect to any material on company property. **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** regularly monitors its communications systems and networks as allowed by law. Monitored activity may include voice, e-mail, and text communications, as well as Internet search and browsing history. Employees who make excessive use of the communications system for personal matters are subject to discipline. Employees are expected to keep personal communication to a minimum and to emergency situations.

Mr. Handyman Privacy—Social Security Numbers

Policy and Procedure Regarding Use and Disclosure of Social Security Numbers

Purpose. This policy and procedure explain **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill's** general standards and practices for how Social Security numbers are gathered, stored, disclosed, and ultimately disposed of.

Policy. It is **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill's** policy that Social Security numbers obtained from employees, vendors, contractors, customers, or others are confidential information.

Social Security numbers will be obtained, retained, used, and disposed of only for legitimate business reasons and in accordance with the law and this policy.

Procedure. Documents or other records containing employee Social Security numbers generally will be requested, obtained, or created only for legitimate business reasons consistent with this policy. For example, Social Security numbers may be requested from employees for tax reporting purposes (i.e., Internal Revenue Service (IRS) Form W-4), for new hire reporting, or for purposes of enrollment in the company's employee benefit plans.

Retention and access to Social Security numbers. All records containing Social Security numbers (whether partial or complete) will be maintained in secure, confidential files with limited access.

Unauthorized use/disclosure of Social Security numbers. Any employee who obtains, uses, or discloses Social Security numbers for unauthorized purposes or contrary to the requirements of this policy and procedure may be disciplined, up to and including discharge. The company will cooperate with government investigations of any person alleged to have obtained, used, or disclosed Social Security numbers for unlawful purposes.

Employment Classification

In order to determine eligibility for benefits and overtime status and to ensure compliance with federal and state laws and regulations, **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** classifies its employees as shown below. **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** may review or change employee classifications at any time.

Exempt. Exempt employees are typically paid on a salary basis and are not eligible to receive overtime pay.

Nonexempt. Nonexempt employees are paid on an hourly basis and are eligible to receive overtime pay for overtime hours worked.

Regular, full time. Employees who are not in a temporary status and work a minimum of 30 hours weekly and maintain continuous employment status. Generally, these employees are eligible for the full-time benefits package and are subject to the terms, conditions, and limitations of each benefits program.

Regular, part time. Employees who are not in a temporary status and who are regularly scheduled to work less than 30 hours weekly but at least 20 hours weekly

and who maintain continuous employment status. Part-time employees are eligible for some of the benefits offered by the company and are subject to the terms, conditions, and limitations of each benefits program.

Workweek and Hours of Work

The standard workweek is from Monday 12:01 to Sunday 11:59 p.m. and generally consists of 40 work hours. Office hours are 8:00 a.m. to 5:00 p.m. or later if necessary, to satisfy customer requirements on a particular day, with a 30 or 60 minute lunch break. Individual work schedules may vary depending on the needs of each department and clients. Supervisors will advise employees of their individual work schedules. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

Meal and Rest Breaks

Employees are entitled to a 30-minute or 60-minute unpaid meal break each day. A meal break of at least 30 minutes must be taken each day. We encourage everyone to take a lunch break to refresh and relax. Please punch in and out. Any nonexempt employee who is required to work through a meal break will be paid for that period. Meal and rest breaks will be scheduled by the department supervisor or manager.

Time Records

All nonexempt employees are required to complete accurate weekly time reports showing all time actually worked. Office personnel clock in.

Service technicians' hours are generated on the Service Titan program through the tablet when they start first job and when the finish. Technicians are paid on the hourly paid model:

1. All time worked will be paid as billable time
2. An electronic system must be utilized to Punch In/ Punch Out
3. Commute time to your first job and home following the last remains unpaid
4. Shopping time should still be billed to a customer as appropriate
5. Expectation for billable hours remains at least 32 hours a week

Timekeeping records are required by governmental regulations and are used to calculate regular, and overtime pay. At the end of each week, management reviews before forwarding it to payroll.

Any needed corrections should be brought to the attention of your supervisor as soon as the error or omission is discovered. Any corrections or modifications that are made to the time record/schedule must be initialed by both the employee and Supervisor to verify the accuracy of the changes.

Any altering, falsifying, tampering with time records/schedules, or recording time on another employee's time record/schedule may result in disciplinary action, up to and including termination of employment.

Overtime

When required due to the needs of the business, you may be asked to work overtime. Overtime is actual hours worked in excess of 40 in a single workweek. Nonexempt employees will be paid overtime compensation at the rate of one and one-half their regular rate of pay for all hours over 40 actually worked in a single workweek. Paid leave, such as holiday, paid time off (PTO), bereavement time, and jury duty, does not apply toward work time just hours worked. All overtime work must be approved in advance by a supervisor or manager.

Deductions from Pay/Safe Harbor Exempt Employees

Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill does not make improper deductions from the salaries of exempt employees and complies with the salary basis requirements of the Fair Labor Standards Act (FLSA). Employees classified as exempt from the overtime pay requirements of the FLSA will be notified of this classification at the time of hire or change in position.

Permitted deductions. The FLSA limits the types of deductions that may be made from the pay of an exempt employee. Deductions that are permitted include:

- Deductions that are required by law, e.g., income taxes.
- Deductions for employee benefits when authorized by the employee.
- Absence from work for 1 or more full days for personal reasons other than sickness or disability.
- Absence from work for 1 or more full days due to sickness or disability if the deduction is made in accordance with a bona fide plan, policy, or practice of providing compensation for salary lost due to illness.
- Offset for amounts received as witness or jury fees or for military pay.
- Unpaid disciplinary suspensions of 1 or more full days imposed in good faith for workplace conduct rule infractions; *and*
- Any full workweek in which the employee does not perform any work.

During the week, an exempt employee begins work for the company or during the last week of employment, the employee will only be paid for actual hours worked. In addition, an employee may be paid only for hours worked during a period when the employee is using unpaid leave under the Family and Medical Leave Act (FMLA).

Improper deductions. If an employee classified as exempt believes that an improper deduction has been taken from the employee's pay, the employee should immediately report the deduction to the management. The report will be promptly investigated, and if it is found that an improper deduction has been made, the company will reimburse the employee for the improper deduction.

Paychecks

Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill's pay periods for all employees are biweekly on Friday. If payday falls on a federal holiday, employees will receive their paycheck on the preceding workday. Paychecks are directly deposited into your checking and/or savings accounts. Each deposit will include earnings for all work performed through the end of the previous payroll period.

In the event of any instance, the employee's check will not be released to any third party.

The company reserves the right to establish pay programs which can provide bonus income to the employees.

Pay Advances

Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill does not provide pay advances on unearned wages to employees.

Administrative Pay Corrections

Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill takes great care to ensure that employees receive the correct amount of pay in each paycheck and that the employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of the management so that corrections can be made as quickly as possible.

Access to Personnel Files

Employee files are maintained by management and are considered confidential. Managers and supervisors may only have access to personnel file information on a

need-to-know basis. Employees may inspect their own personnel files and may copy them but may not remove documents from their file. Inspections by employees must be requested in writing to the HR department and will be scheduled at a mutually convenient time or as required under state law. Personnel files are to be reviewed in the presence of management. Representatives of government or law enforcement agencies, in the course of their duties, may be allowed access to file information.

Employment of Relatives and Domestic Partners

Relatives and domestic partners may be hired by the company if (1) the persons concerned will not work in a direct supervisory relationship, and (2) the employment will not pose difficulties for supervision, security, safety, or morale. For the purposes of this policy, "relatives" are defined as spouses, children, siblings, parents, or grandparents. A "domestic partnership" is generally defined as a committed relationship between two individuals who are sharing a home or living arrangements.

Current employees who marry each other or become involved in a domestic partnership will be permitted to continue employment with the company provided they don't work in a direct supervisory relationship with each other or otherwise pose difficulties as mentioned above. If employees who marry or live together do work in a direct supervisory relationship with each other, the company will attempt to reassign one of the employees to another position for which he or she is qualified if such a position is available. If no such position is available, the employees will be permitted to determine which one of them will resign from the company.

Separation from Employment

In all cases of voluntary resignation (one initiated by the employee); employees are asked to provide a written notice to their supervisors at least 10 working days in advance of the last day of work. The 10 days must be actual working days. Holidays and PTO will not be counted toward the 10-day notice. Employees who provide the requested amount of notice will be considered to have resigned in good standing and generally will be eligible for rehire.

We expect all our team members to finish out their time with the company with integrity, high standards, and best practices. Should management find that your workmanship and customer service during your last days were not up to standards, **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** reserves the right to deduct any loss due to substandard work from your final paycheck and if insufficient to pursue collection of those losses.

If **Mr Handyman of South Charlotte** finds that you have made any purchases that were personal use or unrelated to the job, it will be deducted from your final check and if insufficient to pursue collection of those losses.

In most cases, management will conduct an exit meeting on or before the last day of employment to collect all company property and to discuss final pay. If applicable, information regarding benefits continuation through the Consolidated Omnibus Budget Reconciliation Act (COBRA) will be sent to the employee's home address. Any elected benefits that you wish to continue will be handled directly with Colonial Life representative.

Should it become necessary because of business conditions to reduce the number of employees or work hours, this will be done at the discretion of the company.

Because of the expense and labor involved in finding customers, employees including office workers, cannot compete unfairly inside the territory of **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** with or without the aid of any **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** property including customer lists, **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** manuals, trade secrets, company vehicles, or equipment.

Employees (office workers included), who solicit **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** customers for any purpose whatsoever, or who give customers' name to other parties, or who service former customers' houses within six (6) months of leaving **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** agree to pay **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** $500.00 for each customer. This amount represents a partial reimbursement of the cost of finding the customer and of the potential revenue earned by **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** employees and the Employer.

Return of Company Property

Employees are responsible for all company property in their possession or control. This includes Confidential Information, Client Lists, Employee Handbooks, Uniforms, Vehicles, Keys, Tools, Equipment, Manuals, company vehicles and any other proprietary information received.

Employees must return all **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** property immediately upon

request or upon termination of employment. Where permitted by applicable laws, **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** may also take all action deemed appropriate to recover or protect its property. Company vehicles should be returned clean and in good working order. Should a technician return a company vehicle that is not clean, they may be subject up to $200 vehicle cleaning fee.

Workplace Safety

Drug-Free and Alcohol-Free Workplace

It is the policy of **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** to maintain a drug- and alcohol-free work environment that is safe and productive for employees and others having business with the company.

The unlawful use, possession, purchase, sale, or distribution of or being under the influence of any illegal drug or controlled substance (including medical marijuana) while on company or client premises or while performing services for the company is strictly prohibited. **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** also prohibits reporting to work or performing services under the influence of alcohol or consuming alcohol while on duty or during work hours. In addition, **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** prohibits off-premises abuse of alcohol and controlled substances (including medical marijuana), as well as the possession, use, or sale of illegal drugs, when these activities adversely affect job performance, job safety, or the company's reputation in the community.

To ensure compliance with this policy, substance abuse screening may be conducted in the following situations:

Preemployment: as required by the company for all prospective employees who receive a conditional offer of employment.

For cause: upon reasonable suspicion that the employee is under the influence of alcohol or drugs that could affect or have adversely affected the employee's job performance.

Compliance with this policy is a condition of employment. Employees who test positive or who refuse to submit to substance abuse screening will be subject to termination. Notwithstanding any provision herein, this policy will be enforced at all times in accordance with applicable state and local law.

Any employee violating this policy is subject to discipline, up to and including termination, for the first offense.

Smoke-Free Workplace

Smoking is not allowed in company buildings or work areas at any time as our company is a smoke free environment. "Smoking" includes the use of any tobacco products (including chewing tobacco), electronic smoking devices, and e-cigarettes.

Accordingly, smoking is prohibited in the following places:

- In and around customer's homes.
- In the **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** office.
- In any company owned and/ or provided vehicle.
- Smoking in company provided vehicles will result in a $150 cleaning charge for each occurrence.

Workplace Violence Prevention

Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill is committed to providing a safe, violence-free workplace for our employees. Due to this commitment, we discourage employees from engaging in any physical confrontation with a violent or potentially violent individual or from behaving in a threatening or violent manner. Threats, threatening language, or any other acts of aggression or violence made toward or by any employee will not be tolerated. A threat may include any verbal or physical harassment or abuse; attempts to intimidate others; menacing gestures; stalking; or any other hostile, aggressive, and/or destructive actions taken for the purposes of intimidation. This policy covers any violent or potentially violent behavior that occurs in the workplace or at company-sponsored functions.

All **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** employees bear the responsibility of keeping our work environment free from violence or potential violence. Any employee who witnesses or is the recipient of violent behavior should promptly inform their supervisor, manager, or owners. All threats will be promptly investigated. No employee will be subject to retaliation, intimidation, or discipline as a result of reporting a threat in good faith under this guideline.

Any individual engaging in violence against the company, its employees, or its property will be prosecuted to the full extent of the law. All acts will be investigated, and the appropriate action will be taken. Any such act or threatening behavior may result in disciplinary action up to and including termination.

Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill prohibits employee's possession of weapons when in the course of working for the company. Furthermore, under no circumstances may employees carry a weapon of any type into customer homes. Weapons include, but are not limited to, handguns, rifles, automatic weapons, knives that can be used as weapons (excluding pocketknives, utility knives, and other instruments that are used to open packages or cut string and for other miscellaneous tasks), martial arts paraphernalia, stun guns, and tear gas. Any employee violating this policy is subject to discipline up to and including dismissal for the first offense.

The company reserves the right to inspect all belongings of employees on its premises, including packages, briefcases, purses and handbags, gym bags, and personal vehicles on company property. In addition, **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** may inspect the contents of lockers, storage areas, file cabinets, desks, and workstations

at any time and may remove all company property and other items that are in violation of company rules and policies.

Commitment to Safety

Protecting the safety of our employees and visitors is the most important aspect of running our business.

All employees have the opportunity and responsibility to contribute to a safe work environment by using commonsense rules and safe practices and by notifying management when any health or safety issues are present. All employees are encouraged to partner with management to ensure maximum safety for all.

In the event of an emergency, notify the appropriate emergency personnel by 911 to activate the medical emergency services.

It is the intent of **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** to provide a safe and healthy work environment. To assist in establishing such an environment, **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** has established a safety program. By remaining safety conscious, employees can protect their own interests as well as those of their co-workers and customers. Accordingly, the company emphasizes “safety first” and expects all employees to abide by all rules and regulations of the safety program as stated in the **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** Safety Manual.

The company will provide safety information to employees through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written communications. All employees must read and understand the **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** Safety Manual and all the practices and procedures.

Employees and Supervisors receive periodic workplace safety training. The training covers potential safety and health hazards and safe work practices and procedures to eliminate or minimize hazards.

It is therefore expected that each employee will obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the Supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or where possible, remedy

such situations, may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees must immediately notify the supervisor to obtain medical attention if so directed.

Emergency Closings

Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill will always make every attempt to be open for business. In situations in which some employees are concerned about their safety, management may advise supervisors to notify their departments that the office is not officially closed, but employees may choose to leave the office if they feel uncomfortable. If employees are uncomfortable, they must notify their supervisor before 7 a.m.

If the office is officially closed during the course of the day to permit employees to leave early, nonexempt employees who are working on-site at of the time of the closing will be paid for time worked. If you leave earlier than the official closing time, you will be paid only for actual hours worked, or you can take PTO time. Exempt employees will be paid for a normal full day but are expected to complete their work at another time or work from home.

At times, inclement weather or some other unforeseen circumstances may cause the cancellation of all work for any given day. When work is canceled due to emergency conditions, the time off from scheduled work will be unpaid.

When emergency closings are necessary, employees will be contacted by the employer by 7:00 a.m. each day it is necessary to close via text and phone.

Generally, in those situations, nonexempt office staff would be expected to work from home or take PTO.

Visitors

In an effort to provide for the safety and security of employees and the facilities at **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** only authorized visitors are allowed in the workplace (the office and in the field). Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

Because of safety and security reasons, family and friends of employees are not permitted to visit at the work site. Due to the nature of employee scheduling, in cases of emergency, employees will be called to meet any visitor outside their customer homes or the company facility.

Workplace Guidelines

Introductory Period

All new and re-hired employees work on an introductory basis for the first 90 calendar days after their date of hire. This introductory period gives new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

As part of the introductory period, employees must go through a paid training period that is typically three (3) to five (5) working days. The training period will be determined by the performance of the Employee. Employees who fail to complete the training period will not be considered for further employment. Attendance is key to successful performance in any role in the organization but even more so as new employes are learning the organization and thier new role. Repeated tardiness and absences during your first 90 days of employment may result in discipline up to termination.

Employees who are promoted or transferred within **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** must complete a secondary introductory period of the same length with each reassignment to a new position. Any significant absence will automatically extend an introductory period by the length of the absence. If **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended one or more times.

An employee who is promoted or transferred within **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** and is not successful in the new position, in the sole judgment of management, can be removed from that position at any time during the secondary introductory period. If this occurs, the employee may be allowed to return to his former job or to a comparable job for which the employee is qualified, depending on the availability of such positions and **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** needs.

Upon satisfactory completion of the initial introductory period, employees enter the “regular” employment classification.

During the initial introductory period, new employees are eligible for those benefits that are required by law, such as workers’ compensation insurance and Social Security. After becoming regular employees, they may also be eligible for other **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** benefits, subject to the terms and conditions of each benefits program. Employees should read the information for each specific benefits program for the details on eligibility requirements.

Employment status and benefits eligibility do not change during the secondary introductory period that results from a promotion or transfer within **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill**.

It should be remembered that the employment relationship is terminable at will. Accordingly, either the employer or the employee can terminate the employment relationship at will, with or without cause or advance notice.

Performance Expectations of Employees

Attendance

All employees are expected to arrive on time, ready to work, every day they are scheduled to work.

Attendance and punctuality are vital to the efficient operation of our business. Good attendance and punctuality are essential components of solid employee performance and are measured by objective standards. Poor attendance and tardiness disrupt productivity and penalize fellow workers and impact our customers and our reputation. Each employee is responsible for being present at the correct time each day. Occasional availability on nights and weekends will be required.

All Employees must be available to work Monday through Friday from 8 a.m. until approximately 5:00 p.m. or later if necessary. Weekend work available for those who are looking for hours.

Any employee who will be absent from work must contact the employer or supervisor the evening before a scheduled workday or no later than 6:30 a.m. of a scheduled workday. Employees must indicate the reason and probable duration of their absence. If an emergency occurs and the employee has to leave a message, the employee MUST call back and talk personally with the supervisor or employer to confirm the absence. Inappropriately reported or excessive absences will result in disciplinary action and possible termination.

Employees who are involved in a vehicle accident with a company vehicle should call 911 as needed, attend to injured, have a police report completed, and notify supervisor as soon as safe to do so. See further details in the safety manual.

Excessive absenteeism or tardiness will result in discipline up to and including termination. Failure to show up or call in for a scheduled shift without prior approval also may result in discipline up to and including termination. If an employee fails to report to work or call in to inform the supervisor of the absence for 3 consecutive days or more, the employee will be considered to have voluntarily resigned employment.

Attitude

A good attitude is vital to your success as a member of the **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** team. Individual performance or behavior that detracts from the effectiveness of other

team members or team performance does not belong in our company. We ask that you leave any personal difficulties at home as much as is possible.

If you have a problem that cannot be resolved easily, please share it with your supervisor who will assist you to the best of his/her ability.

Quality

Professional customer service is one of the key factors that sets **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** apart from other companies. We are committed to a standard of excellence in the service we provide to our customers and in the quality of work expected of our employees. Ultimately, quality is measured by customer loyalty. Each and every employee is responsible for the quality of his work activities at all times. Poor quality, customer service, or attitudes are not acceptable conditions for continued employment. Courtesy, proactive communication, extra care with our customer's property, and cleanliness on the job are expected by all technicians.

Performance Guidelines

The Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill reputation is built on the customer's perception of high quality and value. When learning something new, mistakes are a natural part of the learning process. If they are not acknowledged, reported, and corrected they will hurt our reputation. A mistake offers each employee a chance to learn and show improvement. Poor quality is the result of mistakes that are not corrected or prevented. This is not acceptable within our business.

Each employee is responsible for noting mistakes and areas of improvement, whether his own or someone else's, and reporting them to the supervisor or employer. By doing so, we have the opportunity to correct that mistake to uphold our level of high quality and customer service.

Communication between employees and supervisors or managers is very important. Discussions regarding job performance are ongoing and often informal. Employees should initiate conversations with their supervisors if they feel additional ongoing feedback is needed.

Generally, formal performance reviews are conducted annually. These reviews include a written performance appraisal and discussion between the employee and the supervisor about job performance and expectations for the coming year.

Employee Conduct and Work Rules

Like other organizations, the company requires order and discipline to succeed and to promote efficiency, productivity, and cooperation among employees. For this reason, it may be helpful to identify some examples of conduct that are not permissible and that may lead to disciplinary action including possible immediate termination. Although it is not possible to provide an exhaustive list of all types of impermissible conduct and performance, the following are some examples:

- Insubordination, including improper conduct toward a supervisor or refusal to perform tasks as assigned by a supervisor or as outlined in employee documentation in the appropriate manner.
- Unauthorized use, theft, removal, or possession of property of the company, fellow employees, or customers.
- Altering or falsifying any time keeping, mileage, payroll, or billing records.
- Falsifying or making a material omission on an employment application or making erroneous entries or material omissions on the company records.
- Absence without calling either the employer or the supervisor the evening before a scheduled workday or no later than 6:30 a.m. of the scheduled workday.
- Absence more than one (1) working day without personal and direct notification to employer and a written doctor's excuse if due to illness.
- Excessive tardiness. All employees must report to work at their scheduled day and time.
- Misusing, destroying or damaging property of the company, a fellow employee, or a customer.
- Use of foul or profane language in the presence of customers, supervisors, fellow workers, owners, or while wearing a **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** uniform or while using a **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** vehicle.
- Fighting or threatening violence in the workplace.
- Working under the influence of alcohol or illegal drugs.
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment.
- Gossiping or carrying tales between employees that could possibly be perceived as detrimental to **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** or its employees. Any employee not able to resolve a problem with another employee or supervisor, should go immediately to the employer.

- Unsatisfactory performance.
- Bringing persons who are not employed by **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** to the workplace, which includes the office and customers' homes.
- Failure to be properly uniformed and/or follow the **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** dress code.
- Wearing the **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** uniform for other than work reasons or in places where the **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** image could be jeopardized.
- Smoking while on the job in a customer's home or on the premises.
- Use of customers' appliances, telephones, or other property except as specifically authorized by **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** or the customer themselves.
- Violation of safety or health rules.
- Failure to report any damage to customer's property in an accurate and timely manner.
- Failure to bill the customer for appropriate amount of time, materials, or service charges needed to complete the job.
- Failure to clean up the work area at a customer's home or work premises prior to competing the assigned task (s).
- Conduct considered by the employer or supervisor to be detrimental to the reputation of **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** or the interests of its customers.
- Release of confidential information about the company or its customers.
- Reckless, irresponsible, or unsafe driving or use of a company vehicle.
- Failure to obey traffic laws when driving the company vehicle.
- Failure to properly maintain the company vehicle or allowing the use of the vehicle by any unauthorized persons.
- Failure to wear seat belts whenever in a company vehicle.
- Any conflict of interest or any attempt to in any way interfere with or disrupt an existing or potential customer relationship with the company.
- Use or possession of any weapon, including firearms, while on duty, in a customer's home.

It should be remembered that employment with the company is terminable at will. Accordingly, either the employer or the employee may terminate the employment relationship at will with or without cause or advance notice.

Breakage

If an item is broken by an employee of **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** in a customer's home, the employee must immediately call the office. Standard procedure is to place the broken item in plain sight on the kitchen counter with a note of apology and a request that the customer call the office to arrange for repair or replacement of the item.

If the customer is home, the customer is to be immediately notified of any breakage.

Employees may be liable for breakage up to the amount as stipulated in the Employment Agreement if the employee acts in a dishonest or grossly negligent fashion.

Supply Purchases and Billable time

Our clients entrust us to provide professional service, good workmanship, and a good value. In order to do this, we must track our costs and control them without sacrificing quality. Our ability to compete in the marketplace and competitively pay our staff is dependent on this.

Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill entrusts our service technicians to perform their work with honesty, integrity, with the best of their skill and ability, and with efficiency to fairly quote on the service requested and treat their property with the utmost care of their property. Service Technicians billable time will be evaluated against industry standards. Significant differences may be subject to discipline and corrective action.

Service Technicians are authorized to purchase supplies for our client projects through the following approved vendors for our clients' projects through legitimate, trustworthy suppliers. Each purchase will be reviewed and authorized via phone through the contractor desk through our Purchase Order process. **Under no circumstance are Technicians to purchase tools or supplies for personnel use. Such purchases are considered falsifying documentation and theft.** Collection of such unauthorized purchases will be pursued via payroll deduction and other collection methods and may lead to disciplinary action up to dismissal.

Outside Employment

Employees generally are permitted to work a second job as long as it does not interfere with their job performance or create a conflict of interest with **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill**. All employees, including part-time employees, must obtain prior approval from the management before undertaking any outside employment or

other work activity. Furthermore, solicitation or doing work for our clients in prohibited.

Employees with a second job are expected to work their assigned schedules. A second job will not be considered an excuse for poor job performance, absenteeism, tardiness, leaving early, refusal to travel, or refusal to work overtime or different hours. In addition, employees who have accepted outside employment may not use PTO to work on the outside job. However, an employee on a leave of absence may continue to work in the outside job if this employment has been approved by the company under this policy and the employee's reason for leave does not preclude the outside employment.

If outside work activity causes or contributes to job-related problems, it must be discontinued, or the employee may be subject to disciplinary action up to and including termination. Employees may not receive any income or material gain from individuals outside **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** for materials produced or services rendered while performing their jobs.

Dress and Grooming

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the professional business image of **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** presents to customers and visitors. Any tattoos that could be construed as offensive should be covered.

During business hours, employees are required to present a clean and neat appearance and to dress according to the requirements of their positions.
Employees who appear for work inappropriately dressed will be sent home and directed to return to work in proper attire.
Under such circumstances, employees will not be compensated for the time away from work.

At **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** certain employees may be required to meet special dress and grooming, such as wearing uniforms or safety equipment/clothing, depending on the nature of their job. Any questions or complaints regarding the appropriateness of attire should be directed to the management.

Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill provides uniforms to all employees who are required to wear uniforms as a condition of their employment. Employees are required to wear a clean and complete **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** uniform each working day. Employees are responsible for safekeeping and proper laundering of their uniforms.

While in the employment of **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** employees must adhere to the following dress code:

Service Technicians and Helpers
All pieces of the uniform must be the approved **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** apparel and worn at all times:

Kaki (tan) or Black slacks (no jeans)

Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill provided shirt

Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill cap (optional)

Closed toe shoes

Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill Office Workers
Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill attire or professional attire similar to that of the business owner.

When an employee's employment terminates voluntarily or involuntarily, they must immediately return all uniforms or other items of equipment or company property they have received before picking up their final paycheck. Employees must sign an agreement which acknowledges their responsibility for all uniforms and other equipment which they are furnished. The agreement authorizes a wage deduction for the cost of uniforms or other items of equipment that are not returned clean and in proper condition upon separation from the company.

Social Media Acceptable Use

Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill encourages employees to share information with coworkers and with those outside the company for the purposes of gathering information, generating new ideas, and learning from the work of others. Social media provides inexpensive, informal, and timely ways to participate in an exchange of ideas and information. However, information posted on a website is available to the public, and therefore, the company has established the following guidelines for employee participation in social media.

Note: As used in this policy, "social media" refers to blogs, forums, and social networking sites, such as Twitter, Facebook, LinkedIn, YouTube, Instagram, and Snapchat, among others.

Off-duty use of social media. Employees may maintain personal websites or weblogs on their own time using their own facilities. Employees must ensure that social media activity does not interfere with their work. In general, the company considers social media activities to be personal endeavors, and employees may use them to express their thoughts or promote their ideas. In addition, employees may not post on a personal blog or webpage or participate on a social networking platform for personal purposes during work time or at any time with **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** equipment or property.

On-duty use of social media. Employees may engage in social media activity during work time provided it is directly related to their work and approved by their manager and does not identify or reference company clients, customers, or vendors without express permission. The company monitors employee use of company computers and the Internet, including employee blogging and social networking activity.

Respect. Demonstrate respect for the dignity of the company, its owners, its customers, its vendors, and its employees. A social media site is a public place, and employees should avoid inappropriate comments. For example, employees should not divulge **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** confidential information such as trade secrets, client lists, or information restricted from disclosure by law on social media sites. Similarly, employees should not engage in harassing or discriminatory behavior that targets other employees or individuals because of their protected class status or make defamatory comments or engage in other behavior that violates the company's policies.

Post disclaimers. Employees who identify themselves as company employees or discuss matters related to the company on a social media site must include a disclaimer on the front page stating that it does not express the views of the company and that the employees are expressing only personal views—for example: "The views expressed on this website/Weblog are mine alone and do not necessarily reflect the views of my employer." Place the disclaimer in a prominent position and repeat it for each posting expressing an opinion related to the company or the company's business. Employees must keep in mind that if they post information on a social media site that is in violation of company policy and/or federal, state, or local law, the disclaimer will not shield them from disciplinary action.

Competition. Employees should not use social media to criticize the company's competition and should not use it to compete with the company.

Confidentiality. Do not identify or reference company clients, customers, or vendors without express permission. Employees may write about their jobs in general but may not disclose any confidential or proprietary information. For examples of confidential information, please refer to the confidentiality policy. When in doubt, ask before publishing.

New ideas. Please remember that new ideas related to work, or the company's business belong to the company. Do not post them on a social media site without the company's permission.

Trademarks and copyrights. Do not use the company's or others' trademarks on a social media site or reproduce the company's or others' material without first obtaining permission.

Avoid statements about the company's future. Writing about projected growth, sales and profits, future products or services, marketing plans is prohibited.

Legal. Employees are expected to comply with all applicable laws.

Company restrictions. We may require that employees temporarily confine social media commentary to topics unrelated to the company or that employees temporarily suspend such activity to ensure compliance with laws. The company may also require employees to delete references to it on a website or Web log and to stop identifying themselves as employees of the company.

Discipline. Violations of this policy may result in discipline up to and including immediate termination of employment.

Nothing in this policy is meant to, nor should it be interpreted to, in any way limit your rights under any applicable federal, state, or local laws, including your rights under the NLRA to engage in protected concerted activities with other employees to improve or discuss terms and conditions of employment, such as wages, working conditions, and benefits. Employees have the right to engage in or refrain from such activities.

Bulletin Boards

All required governmental postings are posted on the wall by the printer. These boards may also contain general announcements.

Nothing in this policy is meant to, nor should it be interpreted to, in any way limit your rights under any applicable federal, state, or local laws, including your rights under the NLRA to engage in protected concerted activities with other employees to improve or discuss terms and conditions of employment, such as wages, working conditions, and benefits. Employees have the right to engage in or refrain from such activities.

Solicitation

Employees should be able to work in an environment that is free from unnecessary annoyances and interference with their work. In order to protect our employees and visitors, solicitation by employees is strictly prohibited while either the employee being solicited or the employee doing the soliciting is on “working time.” “Working time” is defined as time during which an employee is not at a meal, on break, or on the premises immediately before or after a shift.

Employees are also prohibited from distributing written materials, handbills, or any other type of literature on working time and, at all times, in “working areas,” which include all office areas. “Working areas” do not include break rooms, parking lots, or common areas shared by employees during nonworking time.

Nonemployees may not trespass or solicit or distribute materials anywhere on company property at any time.

Nothing in this policy is meant to, nor should it be interpreted to, in any way limit your rights under any applicable federal, state, or local laws, including your rights under the NLRA to engage in protected concerted activities with other employees to improve or discuss terms and conditions of employment, such as wages, working conditions, and benefits. Employees have the right to engage in or refrain from such activities.

Computers, Internet, E-Mail, and Other Resources

The company provides a wide variety of communication tools and resources to employees for use in running day-to-day business activities. Whether it is the telephone, voicemail, scanner, Internet, intranet, e-mail, text messaging, portable electronic devices, or any other company-provided technology, use should be reserved for business-related matters during working hours. All communication using these tools should be handled in a professional and respectful manner.

Employees should not have any expectation of privacy in their use of company computer, phone, portable electronic devices, or other communication tools. All communications made using company-provided equipment or services, including e-mail and Internet activity, are subject to inspection by the company. Employees should keep in mind that even if they delete an e-mail, a voicemail, or another communication, a copy may be archived on the company's systems.

Employee use of company-provided communication systems, including personal e-mail and Internet use, that is not job-related has the potential to drain, rather than enhance, productivity and system performance. You should also be aware that information transmitted through e-email and the Internet is not completely secure or may contain viruses or malware, and information you transmit and receive could damage the company's systems, as well as the reputation and/or competitiveness of the company. To protect against possible problems, delete any e-mail messages before opening that are received from unknown senders and advertisers. It also is against company policy to turn off antivirus protection software or make unauthorized changes to system configurations installed on company computers. Violations of this policy may result in termination for a first offense.

The company encourages employees to use e-mail only to communicate with fellow employees, suppliers, customers, or potential customers regarding company business. Internal and external e-mails are considered business records and may be subject to federal and state recordkeeping requirements, as well as to discovery in the event of litigation. Be aware of this possibility when sending e-mails within and outside the company.

All use of company-provided communications systems, including e-mail and Internet use, should conform to our company guidelines/policies, including but not limited to the Equal Opportunity, Harassment, Confidential Information, and Conflicts of Interest. So, for example, employees should not engage in harassing or discriminatory behavior that targets other employees or individuals because of their protected class status or make defamatory comments. Similarly, employees should

not divulge confidential information such as trade secrets, client lists, or information restricted from disclosure by law on social media sites.

Because e-mail, telephone and voicemail, and Internet communication equipment are provided for company business purposes and are critical to the company's success, your communications may be accessed without further notice by company management to ensure compliance with this guideline.

The electronic communication systems are not secure and may allow inadvertent disclosure, accidental transmission to third parties, etc. Sensitive information should not be sent via unsecured electronic means.

Employees should pay particular care to the use and security of portable electronic devices when used for business-related purposes, such as laptops, tablets, smartphones, and other data storage media, whether provided by the employer or the employee. Lost or stolen portable electronic devices containing company information may cause breaches of security that result in the loss of company confidential commercial data, the loss of vital research data, the unauthorized disclosure of sensitive employee data, lawsuits against the individual, and lawsuits against the company. Employees should use appropriate password protections for such devices and physically secure them as recommended by management.

Office telephones are for business purposes. While the company recognizes that some personal calls are necessary, these should be kept as brief as possible and to a minimum. Personal use of the company's cell phones, long-distance account, or toll-free numbers is strictly prohibited. Abuse of these privileges is subject to corrective action up to and including termination.

The company reserves the right to monitor customer calls to ensure employees abide by company quality guidelines and provide appropriate levels of customer service. Should the subject matter of any telephone conversation become personal while monitoring is taking place, monitoring of the call will immediately be discontinued.

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Use of Vehicles and Equipment

Employees are furnished with the equipment and vehicles necessary to accomplish their job duties. When using company equipment and vehicles, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Employees are required to notify the supervisor if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects. or need of repairs could prevent deterioration of equipment and possible injury to employees or others.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, can result in disciplinary action, up to and including termination of employment.

Employees should always lock company vehicles. After arriving at a customer's home and unloading the equipment, all doors should be locked. Any personal belongings should be left in the locked vehicle and tucked out of sight. When leaving the vehicle unattended for lunch breaks or in the office parking lot, all doors should again be locked.

If an employee accidentally locks his or her keys in the vehicle, they are to call the office immediately. NEVER USE A COAT HANGER TO OPEN A DOOR. THE VEHICLE WILL BE DAMAGED AND YOU WILL BE RESPONSIBLE FOR REPAIRS.

When calling the office, arrangements should be made to contact any scheduled customers who may be home waiting to let them know the service technician has been temporarily delayed and will be there as soon as possible.

In addition, service technicians are issued company gas cards for their convenience. Personal use of the vehicle and the gas card for personal use is prohibited and will be subject to collections via payroll deduction and other collection methods.

Disciplinary Procedure

The company expects employees to comply with the company's standards of behavior and performance and to correct any noncompliance with these standards.

Under normal circumstances, the company endorses a policy of progressive discipline in which it attempts to provide employees with notice of deficiencies and an opportunity to improve. It does, however, retain the right to administer discipline

in any manner it sees fit. This policy does not modify the status of employees as employees at will or in any way restrict the company's right to bypass the disciplinary procedures suggested.

The following steps are suggested in the discipline procedure. All steps should be documented in the employee's personnel file.

Step 1: Informal Discussion. When a performance problem is first identified, the nature of the problem and the action necessary to correct it should be thoroughly discussed with the employee.

Step 2: Counseling. If a private informal discussion with the employee has not resulted in corrective action, following a thorough investigation, the supervisor should meet with the employee and (a) review the problem, (b) permit the employee to present information regarding the problem, (c) advise the employee that the problem must be corrected, (d) inform the employee that failure to correct the problem will result in further disciplinary action that may include discharge, and (e) issue a counseling notice to the employee.

Step 3: Reprimand. If satisfactory performance and corrective action are not achieved under Steps 1 and 2, the supervisor should meet with the employee in private and proceed via (a) through (d) above and issue a reprimand notice to the employee.

Step 4: Failure to improve. Failure to improve performance or behavior after the written warning or suspension can result in termination.

The progressive disciplinary procedures described above also may be applied to an employee who is experiencing a series of unrelated problems involving job performance or behavior.

In cases involving serious misconduct, or any time the supervisor determines it is necessary, such as a major breach of policy or violation of law, the procedures contained above may be disregarded. Typically, the supervisor should suspend the employee immediately (with or without pay), and an investigation of the incidents leading up to the suspension should be conducted to determine if any further action, such as termination, should be taken.

Time Off and Leaves of Absence

Holidays

The company observes and allows time off with pay for the following holidays:

- New Year's Day
- Independence Day
- Thanksgiving Day
- Christmas Day
- 1 floater day to schedule at your discretion.
- Any additional holidays will be designated by the company at the start of each calendar year.

New hires are eligible upon completion of the 90 days of employment.

Religious observances. Employees who need time off to observe religious practices or holidays not already scheduled by the company should speak with their supervisor. Depending upon business needs, the employee may be able to work on a day that is normally observed as a holiday and then take time off for another religious day. Employees may also be able to switch a scheduled day with another employee, take PTO time, or take off unpaid days. The company will seek to reasonably accommodate individuals' religious observances.

Requested Time Off

Time off for scheduled appointments, dentist, doctors, and conferences should be arranged on a short workday. If this is not possible, the employee must request, in writing, the scheduled day off fourteen (14) days prior to the appointment or the time off will not be granted. We will make every effort to accommodate appointments or needed time off during the workday. The more notice that is given for these appointments the greater likelihood they will be able to be honored.

Paid Time Off (PTO)

Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill provides time off with pay to eligible employees in order to provide an opportunity for recreation and relaxation, personal appointments, and sickness. Employees in the following employment classification(s) are eligible to earn and use PTO time as described in this policy:

Regular full-time employees are eligible as listed in the chart below. Any part-time employees will be eligible on prorated based on their regular schedule.

The amount of PTO employees is dependent on the hours you work and increases with the length of their employment as indicated below.

PTO EARNING SCHEDULE

YEARS OF ELIGIBLE SERVICE TIME	PTO DAYS
1st year	1 week (40 hours)/ year accrues at .78 hours/ week or .0195/ hour worked.
2nd year	2 weeks (80 hours)/ year accrues at 1.56 hours/ week or .039/ hour worked.
5th year	3 weeks (120 hours)/ year accrues at 2.34 hours/ week or .0585/ hour worked.
10th year	4 weeks (160 hours)/ year accrues at 3.12 hours/ week or .078/ hour worked Accrue on hours work PTO options, allow deficit or not maybe week, no carryover.

Earned PTO is available following 90 days employment and as earned.

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Earned PTO is available following 90 days employment and as earned.

PTO must be scheduled at least fourteen (14) days in advance and must be approved by the employer. PTO will be granted on a first come first-serve basis. For scheduling purposes, **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** may require that earned PTO be taken within a stated time frame. Employees may **not** take PTO:

During a **Mr Handyman** Convention that must be attended by the Owner.

During the Owner's or Supervisor's vacations.

During periods of exceptionally high customer demand for services

PTO is paid at the employee's base pay rate during the time off. It does not include overtime or any special forms of compensation such as incentives or bonuses.

Employees will receive payment of their PTO benefits with their normal paycheck that is issued following the date their time off begins.

Employees are encouraged to use available PTO. In the event that available PTO is not used by the end of the year or by the anniversary date, the company will roll over 8 hours and employees will forfeit the rest of the unused time.

Upon resignation of employment or termination, employees will not be paid for unused PTO that has been earned through the last day of work.

Family and Medical Leave

Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill complies with the federal FMLA, which requires employers to grant unpaid leaves of absence to qualified workers for certain medical and family-related reasons. The company also abides by any state and local leave laws. The more generous of the laws will apply to the employee if the employee is eligible under both federal and state laws.

Please note there are many requirements, qualifications, and exceptions under these laws, and each employee's situation is different. Contact the HR department to discuss options for leave.

The FMLA requires private employers with 50 or more employees and all public agencies, including state, local, and federal employers, and local education agencies (schools) to provide eligible employees up to 12 weeks of unpaid, job-protected leave in any 12-month period for certain family and medical reasons. The 12-month period is a rolling period measured backward from the date an employee uses any FMLA leave, except for leaves to care for a covered servicemember with a serious illness or injury. For those leaves, the leave entitlement is 26 weeks in a single 12-month period measured forward from the date an employee first takes that type of leave.

Due to the current size of the Company, this law doesn't apply to the organization. Requests for unpaid personal leave will be handled on case by case basis and balanced against the needs of the business. Should you elect disability insurance, that benefit will run concurrently with any unpaid leave of absence.

Basic leave entitlement. The FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons: (1) for incapacity due to pregnancy, prenatal medical care, or childbirth; (2) to care for the employee's child after birth or placement for adoption or foster care; (3) to care for the employee's spouse, child, or parent who has a serious health condition; or (4) for a serious health condition that makes the employee unable to work.

Military family leave entitlements. Eligible employees with a spouse, child, or parent on active duty or called to active-duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include addressing issues that arise from (1) short notice of deployment (limited to up to 7 days of leave); (2) attending certain military events and related activity; (3) arranging child care and school activities; (4) addressing certain financial and legal arrangements; (5) attending certain counseling sessions; (6) spending time with covered military family members on short-term temporary rest and recuperation leave (limited to up to 5 days of leave); (7) attending post deployment reintegration briefings; (8) arranging care for or providing care to a parent who is incapable of self-care; and (9) any additional activities agreed upon by the employer and employee that arise out of the military member's active duty or call to active duty.

The FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered servicemember during a single 12-month period. A covered servicemember is a current member of the armed forces, including a member of the National Guard or reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the servicemember medically unfit to perform the duties of the servicemember's office, grade, rank, or rating and for which the servicemember is undergoing medical treatment, recuperation, or therapy; is in outpatient status; or is on the temporary disability retired list.

Benefits and protections during FMLA leave. During FMLA leave, the company will maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees will be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms. However, an employee on FMLA leave does not have any greater right to reinstatement or to other benefits and conditions of employment than if the employee had been continuously employed during the FMLA leave period.

Certain highly compensated key employees also may be denied reinstatement when necessary to prevent "substantial and grievous economic injury" to the company's operations. A "key" employee is an eligible salaried employee who is among the highest-paid 10 percent of the company's employees within 75 miles of the worksite.

Employees will be notified of their status as key employees, when applicable, after they request FMLA leave.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued before the start of an employee's leave.

Employee eligibility. The FMLA defines eligible employees as employees who (1) have worked for the company for at least 12 months; (2) have worked for the company for at least 1,250 hours in the previous 12 months; and (3) work at or report to a worksite that has 50 or more employees or is within 75 miles of company worksites that, taken together, have a total of 50 or more employees.

Definition of "serious health condition." A serious health condition is an illness, an injury, an impairment, or a physical or mental condition that involves either an overnight stay in a medical care facility or continuing treatment by a healthcare provider for a condition that either prevents the employee from performing the functions of the employee's job or prevents the qualified family member from participating in school, work, or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least 2 visits to a healthcare provider or 1 visit and a regimen of continuing treatment, incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of "continuing treatment."

Use of leave. An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced work schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations. Leave due to qualifying exigencies also may be taken on an intermittent or a reduced work schedule basis.

Substitution of paid leave for unpaid leave. Employees may choose or employers may require the use of accrued paid leave while taking FMLA leave. Accordingly, the company requires employees to use any accrued PTO during an unpaid FMLA leave taken because of the employees' own serious health condition or the serious health condition of a family member or to care for a seriously ill or injured family member in the military. In addition, employees must use any accrued PTO during FMLA leave taken to care for a newborn or newly placed child or for a qualifying exigency arising out of a family member's active duty or call to active-duty status in support of a

contingency operation. In order to use paid leave for FMLA leave, employees must comply with the company's normal paid leave procedures found in its PTO and Sick Leave policies.

Employee responsibilities. Employees must provide 30 days' advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days' notice is not possible, employees must provide notice as soon as practicable and generally must comply with the company's normal call-in procedures. The company may delay leave to employees who do not provide proper advance notice of the foreseeable need for leave, absent unusual circumstances preventing the notice.

Employees must provide sufficient information for the company to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a healthcare provider, or circumstances supporting the need for military family leave. Employees also must inform the company if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also are required to provide a certification and periodic recertification supporting the need for leave. The company also may require a second and, if necessary, a third opinion (at the company's expense) and, when the leave is a result of the employee's own serious health condition, a fitness-for-duty report to return to work. The company also may delay or deny approval of leave for lack of proper medical certification.

Company responsibilities. The company will inform employees requesting leave whether they are eligible under the FMLA. If they are, the notice will specify any additional information required, as well as the employees' rights and responsibilities. If employees are not eligible, the company will provide a reason for the ineligibility.

The company will inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employees' FMLA leave entitlement. If the company determines that the leave is not FMLA-protected, the company will notify the employees.

Other provisions. Under an exception to the FLSA in the FMLA regulations, hourly amounts may be deducted for unpaid leave from the salary of executive, administrative, and professional employees; outside sales representatives; certain

highly skilled computer professionals; and certain highly compensated employees who are exempt from the minimum wage and overtime requirements of the FLSA, without affecting the employees' exempt status. This special exception to the "salary basis" requirements for the FLSA's exemptions extends only to eligible employees' use of FMLA leave.

Employees may not perform work for self-employment or for any other employer during an approved leave of absence, except when the leave is for military or public service or when the company has approved the employment under its Outside Employment policy and the employees' reason for FMLA leave does not preclude the outside employment.

Unlawful acts by employers. The FMLA makes it unlawful for any employer (1) to interfere with, restrain, or deny the exercise of any right provided under the FMLA or (2) to discharge or discriminate against any person for opposing any practice made unlawful by the FMLA or for involvement in any proceeding under or relating to the FMLA.

Enforcement. An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer.

The FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement that provides greater family or medical leave rights.

Medical Leave

Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill provides medical leaves of absence without pay to eligible employees who are temporarily unable to work due to a serious health condition or disability. For those who elect short term disability benefit, this leave may be paid according to the terms of the benefit provider. Please contact Debbie Wilson at Colonial Life to plan your disability leave and discuss coverage. For purposes of this policy, serious health conditions or disabilities include inpatient care in a hospital, hospice, or residential medical care provider; continuing treatment by a health care provider; and temporary disabilities associated with pregnancy, childbirth, and related medical conditions.

Employees who are in the employment classification of "Regular full-time employees" are eligible to request medical leave as described in this policy.

Eligible employees may request medical leave only after having completed 90 calendar days of service. Exceptions to this requirement will be considered to accommodate disabilities and for pregnancy related disabilities.

Eligible employees should make requests for medical leave to their supervisor at least 30 days in advance of foreseeable events and as soon as possible for unforeseen events.

A request for medical leave must be accompanied by a physician's statement that verifies the existence of the medical condition, the anticipated duration of disability, and the dates the leave is expected to begin and end. Any changes in this information must be promptly reported to the employer. Employees returning from medical leave must submit a physician's verification of their fitness to return to work.

Eligible employees are normally granted leave for the period of disability, up to a maximum of 8 weeks within any 12-month period. If the initial period of approved absence proves insufficient, consideration will be given to a request for an extension.

Employees who sustain work-related injuries are eligible for a medical leave of absence for the period of disability in accordance with all applicable laws covering occupational disabilities.

Employees who sustain a work-related injury may perform 'Light Duty' work as approved by a physician as long as such work is within the limitations of the disability.

Benefit accruals such as PTO or holiday benefits will be suspended during the leave and will resume upon return to active employment.

Any elected benefits ordinarily provided by the company, and for which the employee is otherwise eligible, will be continued during the period of disability only if the employee elects to pay the full costs of the coverage. The cost of dependent coverage normally borne by the employee will also remain the sole responsibility of the employee. The employee must make arrangements with the employer to pay for the costs of such coverage before the leave begins.

An employee on medical leave is requested to provide **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** with a two-week advance notice of the date the employee intends to return to work. The employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified if such position is available.

If an employee fails to report to work promptly at the end of the medical leave without notification, **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** will assume that the employee has resigned.

Military Leave

Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill supports the military obligations of all employees and grants leaves for uniformed service in accordance with applicable federal and state laws. Any employee who needs time off for uniformed service should immediately notify the owner and the employee's supervisor, who will provide details regarding the leave. If an employee is unable to provide notice before leaving for uniformed service, a family member should notify the supervisor as soon as possible.

Upon return from military leave, employees will be granted the same seniority, pay, and benefits as if they had worked continuously should a position be available. Failure to report for work within the prescribed time after completion of military service will be considered a voluntary termination.

All employees who enter military service may accumulate a total absence of 5 years and still retain employment rights.

Parental School Leave

Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill shall grant four hours per year unpaid leave to any employee who is a parent, guardian, or person standing in loco parentis of a school-aged child so that the employee may attend or otherwise be involved at that child's school, per North Carolina law.

Bereavement Leave

Employees with more than 3 months' service may take up to 3 days of unpaid bereavement leave upon the death of a member of their immediate family. "Immediate family members" are defined as an employee's spouse, domestic partner, parents, stepparents, siblings, children, stepchildren, grandparent, parent-in-law, brother-in-law, sister-in-law, son-in-law, daughter-in-law, or grandchild. Time off in excess of three (3) days is available only upon the prior written approval of the Employer. In the event of the death of someone other than an immediate family member, employees will be allowed up to one (1) day off without pay to attend the funeral. Time off in excess of one (1) day is available only upon the prior written approval of the Employer. The company will require verification of the need for the leave. Management will consider this time off on a case-by-case basis.

Employees may elect to use PTO and are not subject to normal advance notice requirements for PTO. Time off granted in accordance with this policy shall not be credited as time worked for the purpose of computing overtime.

Jury Duty/Court Appearance

The company supports employees in their civic duty to serve on a jury. Employees must present any summons to jury duty to their supervisor as soon as possible after receiving the notice to allow advance planning for an employee's absence. Employees may request unpaid jury duty leave for the length of absence. Employees are expected to report for work whenever the court schedule permits. The employee is obligated to keep the Supervisor informed of the court schedule and any schedule changes as they occur.

Either **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** or the employee may request an excuse from jury duty if in the employer's judgment, the employee's absence would create serious operational difficulties. If an employee is released from jury duty after 4 hours or less of service, the employee must report to work for the remainder of that workday.

Time for appearance in court for personal business will be the individual employee's responsibility. Normally, PTO days will be used for this purpose. If employees have been subpoenaed or otherwise requested to testify as witnesses by **Mr Handyman**

of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill they will grant time off for the period of witness duty.

The subpoena should be shown to the employer immediately so that operating requirements can be adjusted where necessary to accommodate the employee's absence. The employee is expected to report for work whenever the court schedule permits.

Time Off for Voting

Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill recognizes that voting is a right and privilege of being a citizen of the United States and encourages employees to exercise their right to vote. In almost all cases, you will have sufficient time outside working hours to vote. If for any reason you think this will not be the case, contact your supervisor to discuss scheduling accommodations. When employees' return from voting, they must submit a voter's receipt to their supervisor when requesting an accommodation.

Safe Time

An employee with more than 3 months' service may be granted up to 3 days of unpaid leave in any 12-month period if the employee or a family or household member of the employee is the victim of domestic violence, sexual assault, or stalking. Such leave may be used to seek an injunction; obtain counseling or services from a victim-services organization; make the home secure or seek new housing; or seek legal assistance arising from the domestic violence, sexual assault, or stalking

Employee Benefits

Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill recognizes the value of benefits to employees and their families. The company supports employees by offering a comprehensive and competitive benefits program. For more information regarding benefit programs, please refer to the company Summary Plan Descriptions (SPDs) or contact management. To the extent the information provided here conflicts with the SPD or full plan document, the full plan document will control.

Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill has established a number of benefit programs for its eligible employees. Such programs as Social Security, workers' compensation, and state disability and unemployment insurance cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. Your supervisor can identify the programs for which you are eligible. For purposes of brevity and simplicity, this handbook does not restate all terms, conditions, or limitations of official plan documents. In the case of an actual or apparent conflict between the benefit summaries set forth in this handbook and the terms of the official plan document, the provisions of the official plan document shall control.

In addition, while it is **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** present intention to continue these benefits, **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** reserves the right, whether in an individual case or more generally, to modify, curtail, reduce, or eliminate any benefit, in whole or in part, either with or without notice.

Neither the benefit programs nor their descriptions are intended to create any guarantees regarding employment or continued employment. As noted elsewhere in this handbook, employment relationships are for an indefinite term and are terminable at will, either at the option of the employee or the employer.

The following benefit programs may be available to eligible employees:

Auto, Use of Company-Owned

Paid Time Off
Holidays Paid
Uniforms

Company Paid Accident insurance
Helps cover out-of-pocket expenses in the event of a covered accident.

Cancer and critical illness insurance
Helps with the high cost of cancer or critical illness diagnosis and treatment.

Dental insurance
Helps pay for dental procedures, like routine cleanings, crowns, and root canals.

Disability insurance
Replaces part of your regular income if you are unable to work because of a covered injury or illness.

Hospital confinement indemnity insurance
Helps pay for covered hospital-related expenses, such as outpatient surgery and diagnostic procedures.

Life insurance
Protects the people who depend on you by helping cover final expenses and loss of income.

Some benefit programs require contributions from employees, other may be fully paid by **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill**. The benefit package for regular full-time employees represents an additional cost to **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** of approximately 20% of wages.

Workers' Compensation
Workers' compensation is a "no-fault" system that provides compensation for medical expenses.

and wage losses to employees who are injured or who become ill because of employment.
Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill pays the entire cost of workers' compensation insurance. The insurance provides coverage for related medical and rehabilitation expenses and a portion of lost wages to employees who sustain an injury on the job.

The company abides by all applicable state workers' compensation laws and regulations.
If an employee sustains a job-related injury or illness, it is important to notify the supervisor **immediately**. No matter how minor an on-the-job injury may appear, it must be reported IMMEDIATELY for your own protection. If the Supervisor feels it is necessary, the Supervisor may direct the employee to seek medical attention at a selected medical facility. This will be done at the expense of the company and at no cost to the employee.

The supervisor will complete an injury report with input from the employee and return the form to the owner and file the claim with the insurance company. In cases of true medical emergencies, report to the nearest emergency room.

Workers' compensation benefits (paid or unpaid) will run concurrently with FMLA leave (if applicable), if applicable, where permitted by state and federal law. In addition, employees will not be paid PTO or sick leave for approved absences covered by the company's workers' compensation program, except to supplement the workers' compensation benefits such as when the plan only covers a portion of the employees' salary as allowed by state law.

Neither **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill** nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill.**

EMPLOYEE HANDBOOK ACKNOWLEDGMENT AND RECEIPT

I hereby acknowledge receipt of the employee handbook of **Mr Handyman of South Charlotte, Matthews, Waxhaw & Mr Handyman of Rock Hill and Fort Mill.** I understand and agree that it is my responsibility to read and comply with the policies in the handbook.

I understand that the handbook and all other written and oral materials provided to me are intended for informational purposes only. The handbook, company practices, and other communications do not create an employment contract or term. I understand that the policies and benefits, both in the handbook and those communicated to me in any other fashion, are subject to interpretation, review, removal, and change by management at any time without notice.

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

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

_____

Employee's Name in Print

_____

Signature of Employee

_____

Date Signed by Employee

TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE

EMPLOYEE ACKNOWLEDGMENT AND RECEIPT OF HARASSMENT POLICY

I have read and understand the company's Harassment Policy. My signature below confirms my knowledge, acceptance, and agreement to comply with the policy.

_____
Employee's Name in Print

_____
Signature of Employee

_____
Date Signed by Employee

TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE