

JOYCE VAN LINES, INC

Employee Acknowledgment

I hereby acknowledge the reading and/or receipt of the personnel policy manual. I understand that the contents are for information and guidance and does not constitute a contract as I am an employee at will. I further understand that all the contents are subject to change at any time. I further acknowledge that this manual consists of twenty-nine (29) pages including this acknowledgment page.

I have read **Joyce Van Lines, Inc Handbook** DATED _____, 2001. I understand this HANDBOOK, and all questions I had, have been answered.

Signed: _____

Date: _____

* This Employee Handbook is confidential information and is not to be copied or shared outside the company organization. It will remain the property of The Company. and will be required to be turned in to your supervisor should your employment terminate.

* This acknowledgment is to be signed by each employee

* Original signed acknowledgment is to be filed in the employee's personnel file.

Joyce Van Lines, Inc

EMPLOYEE HANDBOOK

February 15, 2001

Joyce Van Lines, Inc

FORWARD

This EMPLOYEE HANDBOOK is intended to answer questions and give definition to specific areas regarding the day-to-day operations of **Joyce Van Lines, Inc**, hereafter called "The Company". It is designed to be a positive tool and to aid you in your work with **Joyce Van Lines, Inc**.

The policies and procedures presented in this manual shall be in effect until changed by the President of **Joyce Van Lines, Inc**. If it is necessary to make changes, employees will be notified, in writing, of those changes and their effective date.

Any policy, procedure or question not covered in this manual will be considered and a decision rendered by the President.

William H. Joyce

President

JOYCE VAN LINES, INC

EQUAL OPPORTUNITY STATEMENT

Applicants will be hired on the basis of experience, training, personal background, and the potential for growth to accomplish the best possible staff for the continued success of the Company. There shall be no discrimination based on religion, age, sex, race, color national origin or areas covered by the Americans with Disabilities Act. It is the intent of the management that equal opportunity will be provided in all promotions, wages, benefits, and other privileges, terms, and conditions of employment.

MISSION STATEMENT

The Company has built a great reputation in our community by providing the customers with quality Service. We will continue to respond quickly to the demands of providing the best price, the fastest Service, and the most accurate information in our growing community. We proudly serve our customers with quality and integrity. The talent and teamwork of our staff in earning teamwork relationships with our customers are vital elements for the success of our mission. We commit ourselves to fulfilling the promise to YOU, our staff and customers, your right to be satisfied without question.

Joyce Van Lines, Inc strives to create and provide a positive work environment where management and employees can work together, as a team, for our mutual long-term benefit as we serve the needs of our customers.

YOUR RELATIONSHIP WITH CUSTOMERS AND CO-WORKERS

Customers are the reason we are in business. It is imperative that we do everything that is reasonably within our power to satisfy our customers. **Joyce Van Lines, Inc** operates on the basis that every individual deserves to be treated with respect, courtesy, tact and consideration. Therefore, we expect you to treat customers and fellow employees accordingly. You should be aware of and sensitive to any behaviors that are offensive to others. If you observe, or are the object of such conduct, you are responsible to report it to your supervisor and the personnel department.

**** OUR CUSTOMER IS ALWAYS NUMBER ONE ****

JOYCE VAN LINES, INC

DEFINITION OF EMPLOYMENT

The company will maintain definitions of employment consistent with the **Indiana Department of Labor**, and will classify employees according to the following definitions:

- A. Full Time: Employment involving at least 30 hours per week, 52 weeks per year, after a 90 day introductory period.
- B. Part Time: Employment less than 30 hours per week, or as designated by management.
- C. Temporary: Includes all employees during introductory period, or in a position or job established for a specific period of time, such as student employment, etc.

Part time and temporary employees are not eligible for any Company benefits not dictated by law.

PRE-EMPLOYMENT POLICIES

All persons seeking employment must first fill out an application. This will be reviewed with previous references and employment dates may be checked. A background check will be made as well as a review of the employees driving record. The Company reserves the right to test new prospective employees to verify statements concerning proficiency in a stated area, or to test for basic skills that are critical for the successful performance of their job. The Company reserves the right to test employees for substance abuse.

Prior to placement on payroll, the employee must complete a W-4 Federal IRS Form. The employee must also complete a proof of citizen form (I-9) and provide **Joyce Van Lines, Inc** with proper documentation of employment eligibility.

INTRODUCTORY PERIOD

Your employment with the company is at will. However, the introductory period is intended to give 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. During this period the Company decides whether or not a permanent employment relationship should be established with the new employee. In addition:

1. The new hire decides whether he or she is ready and able to make the necessary commitment to our organization.

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2. The supervisor decides whether the employee's skills, productivity, quality of work, attendance, and personal conduct meet the requirements of the Company.
3. The management of Joyce Van Lines, Inc reserves the right to dismiss any employee during the introductory period, which lasts up to ninety (90) days from the starting date of employment at the discretion of management.

A provisional evaluation of the employee will occur at the end of the first thirty (30) days of employment. At the end of thirty (30) days, but no longer than ninety (90) days, a final evaluation of performance will occur ending the introductory period.

If the Company determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for a specified period.

During the introductory period, new employees are eligible for those benefits that are required by law, such as workers' compensation insurance and Social Security.

COMPENSATION

Every employee can expect fair treatment and compensation consistent with their job performance and job responsibilities. The basis for your pay is determined by the skill and experience requirements of your position and the evaluation of how you are performing in that position. Wage increases will be determined by your job performance and the financial ability of the Company.

PERFORMANCE REVIEW AND WAGE INCREASES

All of us like to know how we are doing on the job. Day-to-day comments from supervisors and managers help. But now and then, there is need to review all phases of your work performance. This is accomplished through a "performance review". This procedure requires each supervisor to evaluate the performance of every person under their supervision. During the introductory period, this will be done every thirty days. For full time permanent employees, this will be done on a semi- annual or annual basis and may or may not result in an increase in hourly wage or salary, annually.

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full time permanent employees, this will be done on a semi- annual or annual basis and may or may not result in an increase in hourly wage or salary, annually.

The purpose of these reviews is to provide the employee with an overall evaluation of how they are performing and to also provide the employee with guidance on how they can improve their performance. The evaluation also provides the employee with the opportunity to discuss their personal goals, their performance and any concerns they may have regarding their job with the Company.

Your performance review will cover the following:

1. The amount of work you accomplish.
2. The accuracy and thoroughness of your work.
3. Your dependability and performance on the job.
4. Your knowledge of your job duties.
5. Your ability to organize and plan your work.
6. The enthusiasm and initiative you demonstrate.
7. Your courtesy and cooperation with employees/customers.
8. Your personal appearance.
9. Your ideas and suggestions.

COST OF LIVING INCREASES

The Company reviews annual increases in the cost of living and wherever possible will adjust employee wages and salaries accordingly.

WORK SCHEDULE

Work schedules change according to the time of year and work load. Work schedules are established in order to ensure that the Company will have the proper number of employees in each necessary job classification to handle the anticipated work load at any given time. Schedules are carefully worked out by Management and must be adhered to by all employees. Tardiness causes serious problems in maintaining schedules. Frequent tardiness is grounds for dismissal, and is covered under "Disciplinary Procedures". Normal office hours are from 7:00 A.M. to 5:00 P.M.

GROUP INSURANCE

All regular full time employees who have successfully completed three full calendar months of continuous service can choose to be covered with our Insurance Plan which includes medical, surgical, major medical coverage and dental. The company pays sixty percent (60%) of the cost of the insurance for the full time employees, and the employee will pay, by payroll deduction, forty percent (40%), subject to the insurance company's eligibility requirements. Payroll deductions will be in equal amounts deducted each pay period.

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GROUP INSURANCE CONTINUATION (COBRA)

The Federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under The Company's plan when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of an employee, separation, and a dependent child no longer meeting eligibility requirements.

REST AND MEAL BREAKS

Each workday, full-time non-exempt employees are provided with two rest periods of fifteen (15) minutes in length. To the extent possible, rest periods will be provided in the middle of work periods. Since this time is counted and paid as time worked, employees must not be absent from their work area beyond the allotted rest period time. Employees who are late to work, or leave early, forfeit the paid break period(s).

All full-time employees are provided with one (1) meal period of one hour in length each workday. Supervisors will schedule meal periods to accommodate operating requirements. Employees will not be compensated for the meal break.

EMERGENCY CLOSING

At times, emergencies such as severe weather, fires, power failures, etc. can disrupt the Company operations. In extreme cases, these circumstances may require the closing of the facility. In the event that such an emergency occurs local radio and/or television stations may be asked to broadcast notification of the closing. If in question the employee is required to call in to the office.

When operations are officially closed due to an emergency, the time off from scheduled work will not be paid.

PAY PERIODS

The Company employees are paid every two weeks. Employees are paid normally on Monday at the close of the work-day. The pay period for hourly employees is the 2 week period ending on the previous Tuesday. All time sheets documenting the pay period MUST be submitted in a completed state NO LATER THAN close of business on Tuesday. (Incomplete submittal may result in a MISSED PAYDAY which will be paid on a later day, only after all completed timecards and job sheets are submitted). The pay period for salaried employees is the 2 week period ending on the Friday prior to the Monday payday.

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PAYROLL

Each paycheck will include your wages for the indicated pay period less the following deductions:

1. Federal/State/City Income Tax: Deducted at specified rates determined by your salary level and the exemptions to which you are entitled.
2. FICA (Social Security Tax): Deductions are made each pay period in order to provide an allowance for you when you reach retirement.
3. Other deductions that are authorized by you and accepted by the Company, childcare payments, donations, etc.

TIME SHEETS/CARDS

All employees are expected to be present and ready to begin work at their scheduled working time. Hourly employees will be clocked in by this time.

Your supervisor is responsible for ensuring that your time cards/sheets are correct and accurately completed. Any time cards found to have errors may be held until the correction is made. Any alteration of your time card or another employee's time card or falsification of time sheets is grounds for immediate dismissal.

OVERTIME POLICY

Overtime payment policies are determined by the Federal Wage and Hour and State Law for the Company employees. However, any overtime hours worked must have the prior approval of your supervisor. In addition management will, in most cases, give employees twenty four (24) hours notice if overtime is necessary to be worked.

401 (K)

Full time employees are eligible to participate in the company 401 (K) plan after one-year anniversary of their start date. Contributions by the company to the employee's 401 (K) accounts are discretionary on the part of the company.

LOANS AND ADVANCES ON PAY

Company loans to employees and advances on employee's wages are not allowed.

ABSENCES

The Company relies very much on you to report to work as scheduled on a dependable and consistent basis. Among other conditions of employment, The Company requires you to continuously fulfill the specified number of hours for your position.

On occasion, unforeseen circumstances may arise during which you are unable to report for work at your regularly scheduled starting time. Should this occur:

1. You are to personally notify your supervisor by telephone of your inability to report for work within the first half (1/2) hour before normal reporting time. The supervisor is to notify the personnel department of all absences.
2. If you are absent for a period of more than one day without calling in to discuss your circumstances, it may be assumed that you do not intend to return to work. A new employee may be hired to fill your position.

LEAVE OF ABSENCE

A leave of absence (LOA) is defined as leave from your job without pay. A leave of absence may only be granted by the executive management and will only be considered in special circumstances. The following will apply:

1. In situations not covered by law, Management reserves the right to determine if it will grant leave to the employee.
2. Employee must have completed a minimum of one (1) year of continuous full time employment.
3. Leave will only be granted for a period of up to sixty (60) calendar days. Employee must re-apply for a leave requiring longer than sixty (60) days.
4. Seniority will not be affected during approved leaves.

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5. Employee may apply for reinstatement at any time during the sixty (60) day period. Failure to apply for reinstatement prior to the end of the sixty-day period will be treated as voluntary termination. Unless unusual circumstances, the employee must give at least 30 days notice.
6. An employee who accepts employment from another company, or is self-employed during the leave of absence, will be treated as a voluntary termination.
7. The company makes no guarantee that there will be a job available to an employee who desires to return from a leave of absence.
8. For a medical leave of absence, a doctor's certificate indicating the employee is physically able to work, will be required when the employee returns to work.

FAMILY LEAVE

(See appendix)

JURY DUTY

The Company believes it is the duty of all eligible citizens to serve jury duty when called. Employees called for jury duty, will not be paid for the hours out on jury duty. Notify your supervisor and personnel immediately upon being called for jury duty and provide him/her with a copy of the summons. During recesses in the trial, and when there is time to work half of your normal workday, employees are expected to return to work.

HOLIDAY

Holiday pay will not be accumulated and computed. The following are holidays that are observed with pay.

New Years
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Day

Holiday hours will not be considered in over time pay.

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VACATION DAYS

Full time employees, who have completed the following years of service, will receive a paid vacation per the following schedule. (see appendix)

Six (6) Months of continuous service	Five (5) days
One (1) year of continuous service	Ten (10) days
Five (5) year of continuous service	Fifteen (15) days

- A. The employee becomes eligible for the vacation days on their anniversary date.
- B. No vacation days should be taken within the period of May 15 through September 30 of each year, following the anniversary date. Vacation days may not be carried over into the next fiscal year.
- C. Vacation pay will be calculated based on the employee's regular or average pay rate (most recent pay period) times the number of hours of accrued vacation.
- D. Employee must request prior approval for vacation dates before vacation days are authorized by management.

ABSENCE FROM WORK (Personal Days – Death in Family)

After the first 120 days of the first fiscal year of employment, each employee is allowed a total of four (4) personal days during any full calendar year of employment. The personal days allotment will otherwise be prorated for any portion of a calendar year.

Personal days may only be taken for reasons of personal illness or injury, serious family illness, required court appearances, or observance of religious holidays

Personal days are not to be used as vacation time. If you come to work ill we will ask you to leave and assess your personal allotment.

Up to an additional three (3) personal days upon the death of an immediate family member (mother, father, spouse, child). Up to one (1) day for all other family members.

IN-SERVICE MEETINGS/TRAINING

All employees are required to attend all orientation and/or in-service meetings conducted by their supervisor, human resources or management. Supervisors are responsible for instruction and training of all employees reporting to them. Training needs of individual employees will depend on their background, education, experience and level of skill. Hourly employees will be paid for training meetings held after the normal workday. Training hours will not be included and calculated in overtime.

HIRING OF RELATIVES

The employment of relatives under the same supervision and in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried into day-to-day working relationships.

Although the Company has no prohibition against hiring relatives of existing employees, we are committed to monitoring situations in which relatives work in the same area. In case of actual or potential problems, the Company will take prompt action. This can include reassignment or, if necessary, termination of employment for one or both of the individuals involved.

For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

SUGGESTIONS

The Company welcomes suggestions from the employees on ways to improve the operations of the company. These should be given, in writing, to your supervisor who will forward them to the President. Each employee will be given written notification of action taken relative to his/her recommendation.

HOUSEKEEPING

The Company is proud of the facilities that it has provided for the employees and our valued customers. Each employee is responsible for the cleanliness and appearance of his work area/warehouse/yard, and vehicle. All employees are expected to maintain the cleanliness of those areas visited by our customers.

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DRESS AND APPEARANCE

Dress, grooming and personal cleanliness standards contribute to the morale of all employees and affects the business image the Company presents to customers and visitors. Uniforms are required by all service personnel.

During business hours, employees are expected 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. Consult your supervisor or department head if you have any questions as to what constitutes appropriate attire. The following are provided as guidelines for appropriate dress:

1. Shoes are to be worn at all times on the Company property. Leather shoes are preferred. The shoes should be a closed type shoe: no sandals, slippers or other open type shoe. Under no circumstance will bare feet be allowed. Employees whose job requires standing or walking are encouraged to wear a comfortable, support type shoe with a non-slip sole.
2. Uniforms are required for all employees except office personnel. Uniforms are not optional and any employee that reports to work without a uniform will be sent home to change. Reporting to work after three (3) warnings without a uniform will be grounds for dismissal. Uniforms are provided for the service personnel and warehouse employees of the Company. The need of additional uniforms will be the responsibility of the employee. While you are in uniform, you are a representative of the Company.

SMOKING

In keeping with the Company's intent to provide a safe and healthful work environment, smoking is strictly prohibited, except in designated areas. This policy applies equally to all employees, customers and visitors.

CONFLICT RESOLUTION

To provide you with a prompt and fair means of resolving personal complaints regarding work or working relationships, a formal complaint procedure will be followed. This procedure guarantees courteous and fair treatment, and there shall be no reprisals against you for voicing your concerns.

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Conflict Resolution starts with your supervisor. Normally, complaints are resolved by discussions with your immediate supervisor. If satisfaction is not received, you follow the Organizational Chain of Authority through human resources. The final authority is the President and corporate counsel. The Organizational Chain of Authority **MUST BE FOLLOWED**.

NO reprisals against you for voicing your concerns will be permitted by Management. The President reserves the right for final decisions in these matters.

Negative and derogatory comments and discussions of the Company policies and procedures produces disruption, loss of productivity and unnecessary job stress. Failure to follow the prescribed complaint procedure is a violation of the Company policy.

DISCIPLINARY PROCEDURES

In order to maintain effective working relationships with others, you are expected to follow rules of acceptable social behavior, as well as the established policies of this manual. Good working relationships are normally maintained by mutual cooperation and self-disciplinary action to correct problem behavior or performance.

The on-the-job conduct of employees is a major factor affecting the health and growth of any organization. **SAFETY, PRODUCTIVITY, QUALITY, AND HUMAN RELATIONSHIPS ARE AT STAKE**. Poor disciplinary procedures can undermine the morale of the entire work force of **Joyce Van Lines**. As a strict general policy:

1. Fighting, threatening or intimidating other employees will not be tolerated.
2. Harassment in any form is against the law, and will not be tolerated.
3. All employees will be held responsible for the misuse or willful destruction of any Company property.
4. All employees (regardless of job title) are expected to begin work promptly at the designated starting time.
5. Leaving the department or premises during working hours without justifiable reason or permission is not permitted.
6. **NO DRUGS, ALCOHOL OR FIREARMS ARE EVER PERMITTED ON PREMISES BY ANY EMPLOYEE.**

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7. Reporting for work in a state affected by Alcohol, Drugs or inhalants is not permitted.
8. Smoking in areas where it is not permitted.
9. Falsifying time card or punching another employee in or out.
10. Falsification of records and employment application.
11. Theft of Company property.
12. Violation of the Company safety rules & procedures.
13. Interfering with other employees in performing their job.
14. Disorderly conduct on the Company premises.
15. Horseplay and throwing things around.
16. Sleeping on the job.
17. Gambling while on the Company premises.
18. Being absent without proper notification or being excessively tardy or absent.
19. Spreading malicious gossip and rumors.
20. Refusing to obey legitimate orders of supervisor pertaining to work.
21. Indecent conduct on Company property or while on Company business.
22. Failure to report damage done to Company equipment or Company property.
23. Divulging confidential or proprietary information regarding the Company or its customers.

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24. Allowing unauthorized entry to premises.
25. Consumption of snacks, soft drinks, coffee, etc. except in designated areas during break time.

The above list is provided as a guide and is not necessarily the only actions that can lead to disciplinary action.

If discipline becomes necessary, the following sequence of corrective actions will normally be followed: (However, acceleration or variations may occur depending on the nature and/or frequency of the problem.)

1. Verbal warning.
2. Written warning.
3. Disciplinary probation
4. Suspension. (3) days off without pay and reinstatement of probationary status.
5. Discharge.

SEVERANCE ALLOWANCE

The Company does not pay a severance allowance.

GARNISHMENTS

The Company keeps its finances in good order and expects all of its employees to do likewise. Through a misunderstanding, an employee may receive a garnishment against his/her wages. Continuous or numerous garnishments are not acceptable due to additional paperwork.

CONFLICT OF INTEREST

As a full time employee of the Company your primary responsibility is to this Company. Since we serve the public and other professional organizations, it is essential that

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employees treat information about clients, customers, suppliers, or internal operations, and internal records, with absolute confidentiality. Additionally, employee's personal relationships should in no way compete with, or compromise, the Company's interests. The following guidelines, when strictly adhered to, will help you avoid situations where a conflict of interest could occur:

1. Do not accept gifts or other favors of value, which are offered as a result of carrying out your duties for the Company.
2. Do not divulge internal information, statistics, records, or operating methods to anyone outside of your supervisor or management.
3. Cooperate with management in resolving any possible conflict situation involving yourself or your family.
4. Cooperate with the company to prosecute or defend claims involving the company.

PERSONAL BUSINESS

Personal business will not be conducted on Company time. If, due to unusual circumstances, personal business must be conducted during your regular hours, you may request time off, without pay, from your supervisor. Normally one-week notice is required for such items as doctors appointments, dentist appointment, or any other similar absence that requires an appointment.

PERSONAL PHONE CALLS

The Company's telephones are for business purposes only. Sales may be lost if lines are tied up with personal calls. The Company requests that personal incoming or outgoing calls be limited to break or lunch times only. Employees must receive prior approval to make phone calls, even local. The only exception to this rule are calls that are of an emergency nature. Use of the Company's telephones to make personal long-distance calls is not permitted.

The only exception to this rule are calls that are of an emergency nature and must be approved in advance by your supervisor and/or Company management. If approved, a written detail must be supplied to the Company management indicating: number called, time of day, date and length of call.

COMMUNICATION SYSTEMS

All systems including but not limited to computers, faxes, voice mail, Internet and e-mail must be use for business purposes and authorized use only. There shall be no expectations of privacy with response to their use. Such systems may be reviewed for compliance within this policy.

HARASSMENT

Harassment is defined as the act of troubling, worrying or tormenting others. Illegal harassment is present when an employee, supervisor or co-worker troubles, worries, or torments a person because of that individual's race, sex, creed, marital status, color, age, handicap, ancestry, sexual orientation, arrest or conviction record. All are protected classes under federal law.

Harassment includes any type of communication written, email, verbal, offensive, elicit or physical contact that has the purpose of creating an intimidating, hostile, or offensive working environment, or in any way interferes with the individual's work performance.

Harassment is defined generally as unwelcome, unsolicited, repeated physical advances, communication written, email, verbal, offensive, elicit or physical contact or gestures (even in a humorous context). Sexual harassment is present when:

1. Submission to, or rejection of such conduct by an individual is used as the basis for decisions affecting the individual's employment; or
2. Such conduct has the purpose or effect of substantially interfering with an individual's work performance, or creating intimidating, coercive, hostile, or an offensive working environment.

The Company will not tolerate any acts of harassment by its employees. Any employee engaging in such prohibited behavior will be subject to immediate disciplinary action.

Any EMPLOYEE who feels that he/she is being subjected to a form of harassment prohibited by this policy should notify his/her supervisor and human resources immediately.

CHANGE OF ADDRESS AND CHANGE OF STATUS

At the time of your employment you are required to provide the Company with key personnel data such as:

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Name
Address
Phone Number
Marital Status
Number of Dependents-Tax purposes & Insurance
Person to notify in case of accident

It is vital that the Company maintain accurate records on each of these items. If there are any changes in the above you are to notify the personnel department in writing of the change.

THE COMPANY PROPERTY

Every employee will be working with Company equipment, using supplies, and handling Company property. The best rule to follow is to use and care for Company property with the same respect you show for your own personal property. Here are a few guidelines to follow:

EQUIPMENT is costly and is designed for a certain purpose. It should not be used for a job it is not designed to handle or perform. All equipment should be restored to good clean operating condition when you have finished using it. Return movable equipment to the proper storage areas. It is the Company's policy not to loan out tools or other equipment to employees. (Any deviation from this policy must be by prior approval by management.)

SUPPLIES used in the office and maintenance spaces, such as cleaning supplies, paper, pen, etc. are certainly necessary. However, they add to the cost of doing business. Therefore, they should be used wisely and not wasted. Supplies, when needed, may be reordered by your supervisor with approval of management. Office supplies and equipment is for company use only. Employees using supplies and equipment for personal use, without management approval and reimbursing the company, are subject to disciplinary procedures.

EQUIPMENT ASSIGNED TO EMPLOYEES, such as computers, vehicles, tools, etc., are company property, and must be taken care of. In

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the event of discharge, all Company equipment assigned to you must be returned in good condition, or you will be charged for it.

NOTICE POLICY

It is the intention of the company to keep its employees informed as to general company policies, procedures, and other pertinent information by posting notices in specified areas. Non-business notices may be posted or distributed only with prior approval of the management.

MOONLIGHTING

Moonlighting is a term used when an employee has another job in addition to their job with the company. Moonlighting is not permitted.

The company insurance does not permit employees to perform non-company work in our facility. Should an employee perform personal tasks on premises, they are required to have prior management approval.

LAYOFF AND RECALL

If economic or business conditions create an unusual situation which makes it necessary to cut back our work force, then each job will be carefully checked along with the employees record. Qualifications, past performance and length of service of each employee will be the guidelines upon which such decisions are made.

PROMOTIONS

Economic and/or changes in the business may provide an opening in the company. The company will review the suitability of current employees to be promoted to any open positions. Qualifications, past performance and length of service of each employee will be guidelines upon which such decisions are made.

RESIGNATIONS

Employees are expected to give two (2) weeks notice of resignation. This courtesy of advance notice will allow your supervisor time to adjust working schedules and attempt to secure a replacement.

RE-EMPLOYMENT

Employees who have voluntarily resigned for personal reasons and were in good standing when they resigned will be eligible for re-hire. An employee seeking to be re-hired is subject to the same review and procedures as a new employee.

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EMPLOYEE RECORDS

The Company respects the employees' rights to privacy. The following guidelines will apply.

1. All information in your personnel file is confidential.
2. Review of your personnel file is on a need to know basis.
3. No personnel information will be released outside the company without your written authorization.
4. Employees have the right to review their personnel file.
5. Company employees who do not comply with these privacy guidelines are subject to disciplinary action.

EXIT INTERVIEWS

When an employee leaves the company, they will be requested to have an exit interview with a member of the management of the company. The purpose of the exit interview to provide the employee with an opportunity to discuss his reasons for leaving the company with a manager other than his/her immediate supervisor.

COMPENSATION

Every employee can expect fair treatment and compensation consistent with their job performance and job responsibilities. The basis for your pay is determined by the skill and experience requirements of your position and the evaluation of how you are performing in that position. Wage increases will be determined by your job performance and the financial ability of the Company.

INCENTIVE COMPENSATION

In addition to the employee's regular compensation management may, at its sole discretion and as business conditions permit, implement performance bonus

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compensation plans that will provide employees with the opportunity to earn additional compensation. You will be provided specific details of the plan(s) that you are eligible to participate in when they are announced.

BENEFITS-STATUTORY

As your employer, the Company is required by law to make contributions on your behalf to Federal and State insurance programs.

SOCIAL SECURITY (FICA) INSURANCE

- Retirement Allowance Benefits
- Disability Benefits
- Survivor Benefits
- Medical (Medicare) Benefits

UNEMPLOYMENT INSURANCE (SUTA and FUTA)

- Weekly income protection provided by the State(SUTA).
- Weekly income protection provided by the Federal Government (FUTA).

WORKER'S COMPENSATION INSURANCE

These are benefits paid to you for injuries that occur while at work. Premiums are paid for by the company. Accidents must be properly reported immediately or the accident may not be considered as industrial, and benefits will not be paid.

If you get injured on the job you must report to the office at once to fill out a first report claim unless the injury requires immediate medical attention. We are required by law to send in this report right away. We have had problems with this process in the past so we need your help to correct this issue.

SAFETY REGULATIONS

Employee's safety on and off the job is vitally important to your family and the company. The company expects its employees to conduct themselves in a safe manner. Please

use good judgment and common sense in matters of safety, and observe any safety rules posted in various areas.

The company takes the health and safety of its employees very serious. Your failure to follow company safety guidelines will lead to disciplinary action up to and including discharge

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The following general rules are written and enforced to help protect everyone in or on company property. They may not cover every situation, but outline most of the precautions you should follow:

REMEMBER, IF YOU ARE NOT SURE, STOP - ASK AND BE SURE - BE SAFE

1. Practical jokes, horseplay, running, jumping and fighting are forbidden.
2. All personnel shall wear protective equipment when the work requires such equipment such as lifting (back braces, safety glasses, face masks, hard hats, etc.)
3. Report to your supervisor any known dangerous practice, faulty equipment, machines, etc.
4. Observe speed and traffic regulations on and off company property. This pertains to ALL employees.
5. Never distract, interrupt or annoy another worker unnecessarily as it may cause an accident.
6. Material shall be stacked safely using proper procedures and never to exceed a safe height.

FIRE PREVENTION - -911

1. Stacking or placing material or equipment in front of, against, or on top of fire extinguishers, fire doors, exits, electrical equipment, etc. is forbidden.
2. Keep aisle, exits, stairways, etc. clear of obstructions.
3. Know the locations of fire exits, alarm boxes and the use and type of fire fighting equipment in your workspace.
4. In case of fire, notify the nearest supervisor.

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EMERGENCIES - - 911

In most emergencies, common sense usually dictates the course of action to be taken in accident situations (especially those involving personal injury).

Inaccurate comments could cause a potential lawsuit. In any emergency, it is your duty to stick with the problem until it is solved or until you are relieved by competent personnel.

MEDICAL EMERGENCIES - - 911

1. Summon necessary medical assistance.
2. Locate someone qualified to administer first aid if needed.
3. Wait for help to arrive.
4. Report injuries to management even though medical attention may not be required.

EMERGENCY TELEPHONE NUMBERS

AMBULANCE SERVICE -	911
AMBULANCE	
DOCTORS - CLINIC	
ELECTRICAL -	
EMERGENCY	911
FIRE	911
FIRE - ALL OTHER CALLS	
HOSPITAL	
INDIANA STATE HIGHWAY PATROL	

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CITY POLICE DEPARTMENT(S)	
COUNTY SHERIFF – Emergency	
COUNTY SHERIFF –Other	
COUNTY POLICE	
POISON CONTROL CENTER – CITY	911
POLICE – EMERGENCY	911
POLICE – OTHER CALLS	
TOXIC CHEMICAL AND OIL SPILLS	
PLUMBING	
SPRINKLER	
ELECTRICAL	

ON-THE-JOB INJURIES

An employee injured on the job during the performance of his/her regular duties and unable to return to work, (in the opinion of a doctor) will be paid through the time the employee leaves.

Other compensation is available through Worker's Compensation if said employee is still unable to return to work. You should contact the office if you are unable to return to work and they will review with you the compensation available to you and the procedures required to secure this compensation.

(Note: Employees are required to immediately notify their supervisor of any injuries. Supervisors are responsible for all written reports of injuries.)

IN CASE OF FIRE - - 911

1. Give the department location, building, and type of fire (oil, gas, paper, etc.).
2. Learn the appropriate evacuation routes and use these routes in case of a fire.
3. Warn all employees in the building and immediate surrounding area.
4. Assist in any way you can with calm orderly evacuation of the building - avoid panic and confusion.

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5. Notify the Fire Department. The Emergency coordinator will activate the warning signal.
6. Employees should:
 - a. Shut off all power machines
 - b. Exit by the appropriate evacuation route
 - c. Remain out front at the designated location until return to work instructions are given. When "ALL CLEAR" has been received by the Emergency Coordinator, instructions will be coordinated to you.

SEVERE WEATHER

In the event severe weather threatens the area, the Emergency Coordinator will monitor the weather service.

In the event a weather "WARNING" is issued, the Emergency Coordinator will activate the emergency warning signal to take immediate shelter.

The warning notice for severe weather will be communicated over the PA system at the office and radio communication to outside crews. Immediately upon hearing the warning notice, shut down computers and electrical equipment. Promptly and calmly move to your designated shelter or safe area and stay in the area until the "ALL CLEAR" is communicated by the emergency coordinator.

TRAFFIC ACCIDENTS

It is the responsibility of all employees to report any accidents involving company vehicles to their supervisor and the personnel department. The employee will be expected to provide written documentation concerning the accident to the company. The employee is responsible for obtaining a copy of the police report, insurance documents, and the other vehicle driver's license

USE OF THE COMPANY VEHICLES

Violation of speed laws, smoking, eating or drinking in vehicles, failure to use seat belts or failure to comply with any traffic laws is not permitted and is subject to disciplinary action.

PARKING

The first priority for parking is for our customers. Employees are only permitted to park in specified areas which are marked for employee parking. **Care must be taken to park in a manner not to block any traffic flow.**

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KEYS

Any company keys taken must be signed in and out by the Manager or Supervisor..

BUILDING SECURITY

Any employee with access to the building or facilities must log with their Supervisor or Manager any entry or exit of the building or facility other than the normal open and close of business.

VISITORS

Visitors are not allowed except at break period, lunch or in an emergency. Visitors are never permitted in the warehouse areas unattended.

SUBSTANCE ABUSE

The company does not permit the manufacture, distribution, dispensing, possession, or use of a controlled substance in the company facilities, on the company grounds or in the company vehicles. No employee is permitted to use any alcoholic beverage while on duty or to report to work under the influence of alcohol. Any employee who violates this policy will be subject to immediate termination.

Any employee who has a substance abuse problem is encouraged to immediately join an approved substance abuse program. Employees who voluntarily join a substance abuse program will be granted a leave of absence to take part in the program. The employee will be eligible for reinstatement following the successful completion of the program and verification that they are free of substance abuse.

The Company reserves the right to implement a random drug screening of all employees at any time. Failure of employee to take the drug test will result in the immediate termination of the employee.

Employee Acknowledgment

I hereby acknowledge the reading and/or receipt of the personnel policy manual. I understand that the contents are for information and guidance and does not constitute a contract as I am an employee at will. I further understand that all the contents are subject to change at any time. I further acknowledge that this manual consists of twenty-nine (29) pages including this acknowledgment page.

I have read **Joyce Van Lines, Inc Handbook** DATED _____, **2001**. I understand this HANDBOOK, and all questions I had, have been answered.

Signed: _____

Date: _____

* This Employee Handbook is confidential information and is not to be copied or shared outside the company organization. It will remain the property of The Company. and will be required to be turned in to your supervisor should your employment terminate.

* This acknowledgment is to be signed by each employee

* Original signed acknowledgment is to be filed in the employee's personnel file.

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