



Coastal North Carolina | Central & Tidewater Virginia

Fire • Water • Mold

Contents Restoration & Manipulation

EMPLOYEE MANUAL

UPDATED: 2/3/2026

SECTION 1 INTRODUCTION

This Manual is designed to acquaint you with Pressly's Laundry & Dry Cleaners, Inc. ("PLDC") & Certified Restoration Dry Cleaning Network of Coastal North Carolina | Central Virginia | Tidewater Virginia ("CRDN"), hereinafter "The Company", and provide you with information about working conditions, benefits, and policies affecting your employment.

The information contained in this Manual applies to all employees of the Company. Following the policies described in this Employee Manual is considered a condition of continued employment. The contents of this Manual shall not constitute nor be construed as a promise of employment or as a contract between the Company and any of its employees. The Manual is a summary of our policies, which are presented here only as a matter of information.

You are responsible for reading, understanding, and complying with the provisions of this Manual. Our objective is to provide you with a work environment that is constructive to both personal and professional growth.

1.1 CHANGES IN POLICY

This Manual supersedes all previous employee manuals and memos that may have been issued from time to time on subjects covered in this Manual.

However, since our business and our organization are subject to change, we reserve the right to interpret, change, suspend, cancel, or dispute with or without notice all or any part of our policies, procedures, and benefits at any time. We will notify all employees of these changes. Changes will be effective on the dates determined by the CEO/President of the Company, after the effective date(s) all superseded policies will be null.

No individual supervisor or manager has the authority to change policies at any time. Any employee directed by a supervisor or manager to defy the detailed policy of instructions given by the President of the Company should immediately notify the Director of Operations. If you are uncertain about any policy or procedure, speak with your direct supervisor.

1.2 EMPLOYMENT APPLICATIONS

We rely upon the accuracy of information contained in the employment application and the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

1.3 EMPLOYMENT RELATIONSHIP

Unless otherwise stated, all employees are employees "at-will", and you are free to resign at any time for any reason or no reason. Similarly, the Company is free to conclude its relationship with any employee at any time for any reason or no reason. Following the probationary period, employees are required to follow the Employment Termination Policy (See Section 3.14).

SECTION 2

WORKING HOURS – SCHEDULING – EMPLOYMENT STATUS

The Company's standard work week by department is not limited to or promised as follows:

- Production Employees – Tuesday through Friday from 7:30 AM – 4:30 PM
- Field Service Technicians – Monday through Friday – Determined daily (on call 24/7)
- Office/Managers/Supervisors – Monday through Friday from 7:30 AM – 4:30 PM

2.1 GENERAL WORKING POLICY

The Company's weekly work hours are determined by the workload requirements and the efficiency of Management and the Employees. Although the working hours described in the Introduction of Section 2 are the standard working hours, the Company will only schedule working hours based on the amount of work required for any given work week.

2.2 SCHEDULING

All Production employees work hours will be set by their direct manager. All Field Service Technician employees work hours will be set by the Scheduler. Each employee is expected to fulfill the assigned working hours. Any employee who cannot fulfill the hours assigned to them should notify their direct manager immediately. Employees who do not fulfill the hours assigned to them will be subject to disciplinary action based on the chart below. Field Service Technician Employees will have a day-to-day schedule.

Each employee is expected to be at their designated work area and/or vehicle at their designated scheduled start time.

Occurrence	Discipline Step and Action
1st Occurrence	Notified and Documented
2nd Occurrence	Notified and Documented
3rd Occurrence	Written Notification
4th Occurrence	Final Verbal Warning and Written Notification
5th Occurrence	Termination

2.3 EMPLOYMENT STATUS

An "employee" of the Company is a person who regularly works on a wage or salary basis. "Employees" may include exempt, non-exempt, regular full-time, regular part-time, and temporary persons, and others employed with the Company who are subject to the control and direction of the Company in the performance of their duties.

EXEMPT

Employees whose positions meet specific criteria established by the Fair Labor Standards Act (FLSA) and who are exempt from overtime pay requirements.

NON-EXEMPT

Employees whose positions do not meet FLSA criteria and who are paid one and one-half their regular rate of pay for hours worked more than 40 hours per week.

REGULAR FULL-TIME

Regular Full-Time Employees are employees who have completed the 90-day probationary period and who regularly work 35 or more hours per week. Generally, they are eligible for the Company's benefit package, subject to the terms, conditions, and limitations of each benefit program.

REGULAR PART-TIME

Regular Part-Time Employees are employees who have completed the 90-day probationary period and who regularly work less than 35 hours per week. Part-time employees are not eligible for any Company benefits.

TEMPORARY (FULL-TIME or PART-TIME)

Those whose performance is being evaluated to determine whether further employment in a specific position or with the Company is appropriate or individuals who are hired as interim replacements to assist in the completion of a specific project or for vacation relief. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status until they are notified of a change. They are not eligible for any of the Company's benefit programs.

SECTION 3 EMPLOYMENT POLICIES

3.1 NON-DISCRIMINATION

To provide equal employment and advancement opportunities to all individuals, employment decisions will be based on merit, qualifications, and abilities. This Company does not discriminate in employment opportunities or practices because of race, color, religion, sex, national origin, age or disability.

The Company will provide reasonable accommodation for qualified individuals with known disabilities unless doing so will result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Employees with questions or concerns about discrimination in the workplace are encouraged to bring these issues to the attention of their manager. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in unlawful discrimination will be subject to disciplinary action, including termination of employment.

3.2 NON-DISCLOSURE/CONFIDENTIALITY

The protection of confidential business information and trade secrets is vital to the interests and success of the Company, such confidential information includes, but is not limited to, the following examples:

- Compensation data,
- Financial information,
- Marketing strategies,
- Pending projects and proposals,
- Proprietary production processes,
- Personnel/Payroll records, and
- Conversations between any persons associated with the company.

Employees with access to company files, Restornet and other confidential information are required to sign a non-disclosure agreement.

Employees who improperly use or disclose trade secrets or confidential business information such as the items listed above, payroll, pay rate, or any other confidential information will be subject to disciplinary action, including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

3.3 NEW EMPLOYEE ORIENTATION

Orientation is a formal welcoming process that is designed to make the new employee feel comfortable, informed about the company, and prepared for their position. New employee orientation is conducted by your direct Manager, and includes an overview of the company history, an explanation of the company core values, vision, and mission; and company goals and objectives. In addition, the new employee will be given an overview of benefits, tax, and legal issues, and complete any necessary paperwork.

Employees are presented with all codes, keys, passwords and procedures needed to navigate within the workplace. The new employee's Manager then introduces the new hire to staff throughout the company, reviews their job description and scope of position, explains the company's evaluation procedures, and helps the new employee get started on specific functions.

3.4 PROBATIONARY PERIOD FOR NEW EMPLOYEES

The probationary period for regular full-time and regular part-time employees lasts 90 days from date of hire. During this time, employees can evaluate our Company as a place to work, and management has its first opportunity to evaluate the employee. During this introductory period, both the employee and the Company have the right to terminate employment without advance notice.

Upon satisfactory completion of the probationary period, a 90-day review will be given. All employees, regardless of classification or length of service, are expected to meet and maintain Company standards for job performance and behavior (See Section 4, Standards of Conduct). If management is not in complete agreement with the performance of an employee, the probationary period will be extended for an additional 90 days.

3.5 OFFICE HOURS & WORK WEEK HOURS

All Management and Field Services Technician employees are on call 24/7. Business hours are subject to change. The standard workweek is 40 hours of work (see Section 5.3, Overtime). In the computation of various employee benefits, the employee workweek is considered to begin on Monday starting at 12:00 a.m. through Sunday ending at 11:59 p.m. Payroll is distributed by direct deposit bi-weekly.

3.6 LUNCH PERIODS

Meal and Rest Break Policy – Production and Field Service Technicians

Production and Field Service Technicians are required to take a forty-five (45) minute unpaid meal break after each four (4) hours of being clocked in, unless otherwise directed by management due to operational needs.

Employees are not permitted to take more than forty-five (45) minutes for any single meal and rest break period for any reason. Extended or additional break periods must receive prior approval from the employee's direct manager.

Failure to comply with this required meal and break policy may result in progressive disciplinary action based on the chart below.

This is a physically demanding and safety-sensitive work environment. Adherence to required meal and break periods is a non-negotiable safety requirement intended to protect the health and safety of drivers, passengers, field service personnel, production staff, customers, and the public.

Occurrence	Discipline Step and Action
1st Occurrence	Notified and Documented
2nd Occurrence	Notified and Documented
3rd Occurrence	Written Notification
4th Occurrence	Final Verbal Warning and Written Notification
5th Occurrence	Termination

Meal and Rest Break Policy – Office & Managers

Office employees and management personnel are required to take a one (1) hour unpaid meal break when scheduled to work a full shift, unless otherwise directed by management due to operational needs.

Office employees and management are not permitted to exceed one (1) hour total for any single meal or break period for any reason. Extended or additional break periods must receive prior approval from the Director of Operations.

Failure to comply with this meal and break policy may result in progressive disciplinary action based on the chart below.

While office and management roles may not be physically demanding in the same manner as field operations, adherence to required meal and break periods is a workplace expectation intended to promote productivity, compliance, and operational consistency across the organization.

Occurrence	Discipline Step and Action
1st Occurrence	Notified and Documented
2nd Occurrence	Notified and Documented
3rd Occurrence	Written Notification
4th Occurrence	Final Verbal Warning and Written Notification
5th Occurrence	Termination

3.7 BREAK PERIODS

Production and Field Service Technicians are approved to take a ten (10) minute paid rest break after every two (2) consecutive hours of work, unless otherwise directed by management due to operational needs.

Employees are not permitted to take more than one (1) rest break for every two (2) consecutive hours of work for any reason. Extended, delayed, or additional break periods must receive prior approval from the employee's direct manager.

Failure to comply with this break policy may result in progressive disciplinary action based on the chart below.

Occurrence	Discipline Step and Action
1st Occurrence	Notified and Documented
2nd Occurrence	Notified and Documented
3rd Occurrence	Written Notification
4th Occurrence	Final Verbal Warning and Written Notification
5th Occurrence	Termination

Smoking & Vaping:

Field Service Technicians: **Smoking while at insured's home or commercial property is strictly prohibited.** Any employee found, photo'd or proven guilty of smoking on an insured's property will be immediately terminated.

Production: Smoking is only allowed on the back loading dock or off property during lunch/ break time. Anyone who is found smoking in front of the building will receive a written warning of this policy and terminated if found in violation a second time.

3.8 PERSONNEL FILES

Personnel files are the property of the Company, and access to the information is restricted. Employees who have a legitimate reason to review the file are allowed to do so with direct supervision of Management.

Employees who wish to review their file should contact their manager. With reasonable advance notice, the employee may review his/her personnel file in the presence of their manager.

3.9 PERSONNEL DATA CHANGES

It is the responsibility of each employee to promptly update any changes in personnel data via their Workforce app:

- Mailing address,
- Telephone numbers,
- Number of dependents, and
- Individuals to be contacted in the event of an emergency.

Employee personnel data should be accurate and current at all times.

3.10 INCLEMENT WEATHER/EMERGENCY CLOSINGS

At times, emergencies such as severe weather or power outages may disrupt Company operations. The decision to close the office or delay operations will be made by the President of the Company. Employees will be notified by their direct manager regarding any closures or delays.

Each employee's Closing and Delay Contact Information must be kept current at all times. Employees are responsible for updating their contact information on the Workforce app.

Employees who fail to report to work at their scheduled start time will be considered absent and subject to disciplinary action in accordance with their employment status, including the Probationary Period and Section 4.1 of this Manual for full-time and part-time employees.

Time off resulting from emergency closures or delays will be unpaid for all employees.

3.11 EMPLOYEE PERFORMANCE REVIEW AND PLANNING SESSIONS

Managers will conduct performance reviews and planning sessions with all regular full-time employees after six months of service. Managers may conduct informal performance reviews and planning sessions more often if they choose. Performance reviews and planning sessions are designed for the manager and the employee to discuss his/her current job tasks, encourage and recognize attributes, and discuss positive, purposeful approaches for meeting work-related goals. Together, employees and managers discuss ways in which the employee can accomplish goals or learn new skills. The planning sessions are designed for the employee and his/her manager to make and agree on new goals, skills, and areas for improvement.

The Company directly links wage and salary increases with performance. Your performance review and planning sessions will have a direct effect on any changes in your compensation. For this reason, among others, it is important to prepare for these reviews carefully, and participate in them fully.

New employees will be reviewed at the end of their probationary periods (see Section 3.4, Probationary Period for

New Employees). After the initial review, the employee will be reviewed according to the regular semi-annual schedule.

3.12 OUTSIDE EMPLOYMENT

Employees may hold outside jobs in non-related businesses or professions if the employee meets the performance standards of their job description with the Company. Unless an alternative work schedule has been approved by the Company, employees will be subject to the company's scheduling demands, regardless of any existing outside work assignments.

Company office space, equipment, and materials are not to be used for outside employment or personal reasons.

3.13 CORRECTIVE ACTION

The Company holds each of its employees to certain work rules and standards of conduct (see Section 4). When an employee deviates from these rules and standards, the President of the Company expects the employees' manager to take corrective action immediately.

Corrective action is progressive. That is, the action taken in response to a rule infraction or violation of standards typically follows a pattern increasing in seriousness until the infraction or violation is corrected.

The usual sequence of corrective actions includes an oral warning, a written warning, and finally termination of employment. In deciding which initial corrective action would be appropriate, a manager will consider the seriousness of the infraction, the circumstances surrounding the matter, and the employee's previous record. Though committed to a progressive approach to corrective action, the Company considers certain rule infractions and violations of standards as grounds for immediate termination of employment. These include but are not limited to: theft in any form, insubordinate behavior, vandalism or destruction of company property, destruction of customer property, being on company property during non-business hours, the use of company equipment and/or company vehicles without prior authorization by Management, untruthfulness about personal work history, skills, or training, divulging Company business practices, and misrepresentations of the Company to a customer, a prospective customer, the general public, or an employee.

3.14 EMPLOYMENT TERMINATION

Termination of employment is a normal and expected part of personnel activity. Employment with the Company is **at will**, meaning either the employee or the Company may terminate the employment relationship at any time, with or without cause or notice, consistent with applicable law.

Upon separation from employment, whether voluntary or involuntary, employees are required to return **all Company property**, including but not limited to files, records, documents, equipment, uniforms, keys, access devices, electronic data, and any other materials belonging to the Company, no later than the employee's final day of employment unless otherwise directed by management.

The Company will issue the employee's **final paycheck** in accordance with North Carolina wage and hour laws. Final wages will not be unlawfully withheld due to failure to return Company property.

Any deductions from an employee's final paycheck for **unreturned Company property or outstanding financial obligations** (including, but not limited to, employee loans) will be made **only if**:

- The deduction is permitted by law, **and**
- The employee has provided **prior written authorization** that specifically allows such deductions and complies with North Carolina wage deduction requirements.

If Company property is not returned, the Company may pursue recovery through lawful means, including invoicing or civil remedies, but **no automatic payroll deduction will occur** without proper written authorization.

Nothing in this policy alters the at-will nature of employment or limits the Company's rights under applicable law.

3.15 SAFETY

The Company will provide information to employees about workplace safety and health issues through regular internal communication such as:

- Training sessions Team meetings Bulletin board postings Memorandums
- Each employee is expected to obey safety rules and exercise caution and common sense in all work activities
- Employees must immediately report any unsafe conditions to their manager.
- Employees who violate safety standards, cause hazardous or dangerous situations, or fail to report, or where appropriate, remedy such situations, may be subject to disciplinary action including termination of employment.

In the case of an accident that results in injury, regardless of how insignificant the injury may appear, employees should notify their manager immediately (See Section 3.16, Employee Requiring Medical Attention).

3.16 HEALTH-RELATED ISSUES

Employees, who become aware of any health-related issue, including pregnancy, should notify their manager of health status. This policy has been instituted strictly to protect the employee.

A written "permission to work" from the employee's doctor is required at the time or within 3 working days of any health-related issue. The doctor's order should specify whether the employee is able to perform regular duties as outlined in the individual job description. Any changes in the employee job duties must be in a written statement on the physicians' letterhead specifying which job duties should be eliminated and the general reason for the elimination of the job duty.

The Company will take reasonable steps to provide continued work suitable for the employee.

A leave of absence may be granted on a case-by-case basis. If the need arises for a leave of absence, employees should notify their manager to schedule a meeting with the President of the Company to determine if a leave of absence would be appropriate.

3.17 EMPLOYEE REQUIRING MEDICAL ATTENTION

In the event an employee requires medical attention, whether injured or becoming ill while at work, the employees' emergency contact must be notified immediately. If it is necessary for the employee to be seen by the doctor or go to the hospital, a family member will be called to transport the employee to the appropriate facility. If an emergency arises requiring Emergency Medical Services to evaluate the injury/illness, the employees' manager will call 911. The employee will be responsible for any transportation charges. Furthermore, no other employee of the Company is authorized to transport the employee due to liabilities that may occur. For any injuries while on company property will require an immediate drug test.

A physician's "return to work" notice will be required for the employee to return.

3.18 BUILDING SECURITY

All employees who are issued keys to the office/building are responsible for their safekeeping. These employees will sign a Building Key Disbursement form upon receiving the key. The last employee to leave the building at the end of the business day assumes the responsibility to ensure that all doors are securely locked, the alarm system is armed, thermostats are set on appropriate evening and/or weekend setting, and all appliances and lights are turned off with exception of the lights normally left on for security purposes. Employees are not allowed on Company property after hours without prior authorization from the President or Director of Operations.

3.19 INSURANCE ON PERSONAL EFFECTS

All employees should be sure that their own personal insurance policies cover the loss of anything occasionally left at the office. The Company assumes no risk for any loss or damage to personal property.

3.20 SUPPLIES; EXPENDITURES; OBLIGATING THE COMPANY

Only authorized persons may purchase supplies in the name of the Company. No employee whose regular duties do not include purchasing shall incur any expense on behalf of the Company or bind the Company by any promise or representation without written approval from the President of the Company.

3.21 EXPENSE REIMBURSEMENT

Expenses incurred by an employee must have prior approval by a manager. Receipts must be provided to your direct manager; reimbursements will be provided as quickly as possible.

3.22 PARKING

Employees must park their cars in areas indicated and provided by the Company. The Company cannot be held responsible for any theft or damage incurred while on Company property.

3.23 VISITORS IN THE WORKPLACE

To provide for the safety and security of employees, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps ensure security, decreases insurance liability, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

3.24 IMMIGRATION LAW COMPLIANCE

This Company employs only United States citizens and those non-U.S. citizens authorized to work in the United States in compliance with the Immigration Reform and Control Act of 1986. Each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with the Company within the past three years or if their previous I-9 is no longer retained or valid.

3.25 EMPLOYEE BACKGROUND CHECK

Prior to employment and, where permitted by law, at any time during employment, the Company may require background checks relevant to an employee's position. Such checks may include verification of prior employment, reference checks, criminal history records, driving record history, and credit history where job-related and consistent with business necessity. Any medical or health-related examinations or inquiries will be conducted only after a conditional offer of employment and in compliance with applicable federal and state law.

All background checks will be conducted in accordance with applicable law, including the Fair Credit Reporting Act (FCRA) and any required authorizations or disclosures.

Failure to authorize a required background check, or information revealed through a lawful background check that is determined by the Company to be job-related and inconsistent with business necessity, may result in withdrawal of a conditional offer of employment or disciplinary action, up to and including termination of employment, consistent with applicable law.

Employment remains at-will at all times.

3.26 CONTROLLED SUBSTANCE AND ALCOHOL TESTING

The Company maintains a drug-free workplace. Employees are prohibited from the unlawful manufacture, distribution, dispensation, possession, use, or being under the influence of illegal drugs, controlled substances, or alcohol while on Company premises, while operating Company vehicles or equipment, or while performing Company business.

Drug and Alcohol Testing

The Company may require drug and/or alcohol testing under the following circumstances, consistent with applicable federal and North Carolina law:

1. Pre-Employment Testing

Applicants for designated positions may be required to pass a drug test as a condition of employment.

2. Reasonable Suspicion Testing

An employee may be required to submit to testing when the Company has a reasonable, good-faith belief, based on specific, contemporaneous, and articulable observations, that the employee may be under the influence of drugs or alcohol while at work.

3. Post-Accident Testing

Any employee involved in a work-related accident, injury, or safety incident may be required to submit to drug and/or alcohol testing as soon as practicable following the incident, including testing conducted at a medical facility when necessary.

4. Random Testing

Employees in designated safety-sensitive or high-risk positions may be subject to random drug testing.

5. Voluntary Disclosure / Return-to-Work Testing

An employee who voluntarily discloses a substance abuse problem and is permitted to continue employment under an applicable Company policy or program may be subject to random or follow-up testing as a condition of continued employment.

Consent Requirement

As a condition of employment, employees must sign a written drug and alcohol testing consent and authorization form. Refusal to sign the consent form, refusal to submit to required testing, tampering with a test, or failure to cooperate with the testing process may result in disciplinary action, up to and including termination of employment.

Test Results and Confidentiality

All testing will be conducted by a qualified testing provider in accordance with applicable laws and regulations. Test results will be treated as confidential and disclosed only to those with a legitimate business or legal need to know.

Disciplinary Action

A confirmed positive test result, refusal to test, or violation of this policy may result in disciplinary action, up to and including termination of employment, subject to applicable law.

Compliance With Law

This policy is intended to comply with all applicable federal and North Carolina laws and regulations. The Company reserves the right to modify or apply this policy as required by law.

SECTION 4 STANDARDS OF CONDUCT

The Company's work rules and standards of conduct are mandatory and are enforced strictly. These standards exist to protect the safety, integrity, efficiency, and reputation of the Company, its employees, its customers, and the public. All employees are required to know, understand, and comply with these rules at all times while performing Company work or representing the Company.

Failure to follow Company rules, policies, or standards of conduct will not be tolerated. Any deviation may result in immediate corrective action, up to and including termination of employment, consistent with Section 3.12, Corrective Action. Disciplinary action may be imposed regardless of whether the conduct occurs on Company premises, in Company vehicles, at customer locations, or while otherwise performing Company business.

The following list is not exhaustive. It represents examples of misconduct that may result in disciplinary action, up to and including immediate termination:

- Theft, misuse, inappropriate removal, or unauthorized possession of Company, employee, or customer property
- Falsification, alteration, or misrepresentation of timekeeping or payroll records (see Section 5.2, Timekeeping)
- Reporting to work or performing work under the influence of alcohol or illegal drugs (see Section 4.6, Substance Abuse)
- Possession, use, distribution, sale, transfer, or storage of alcohol or illegal drugs on Company property, in Company vehicles, or while performing Company business (see Section 4.6, Substance Abuse)
- Fighting, threatening violence, intimidating behavior, or any act of aggression in the workplace
- Disorderly, disruptive, or unprofessional conduct that interferes with operations or workplace safety
- Negligence, carelessness, or improper conduct resulting in damage to Company-owned or customer-owned property
- Insubordination, refusal to follow lawful management instructions, or disrespectful conduct toward supervisors, coworkers, customers, or vendors
- Violation of safety, health, or operational rules, procedures, or protocols
- Smoking or vaping in prohibited areas or in violation of Company policy
- Possession or consumption of food or beverages at workstations, except water, where prohibited
- Sexual harassment or any other unlawful, unwelcome, or inappropriate conduct (see Section 4.3, Harassment, Including Sexual Harassment)
- Excessive absenteeism, habitual tardiness, or any absence without proper notice (see Sections 4.1 Attendance/Punctuality and 4.2 Absence Without Notice)
- Unauthorized use, misuse, or abuse of Company telephones, vehicles, tools, computers, or other Company-owned equipment (see Section 4.4, Telephone Use)
- Use of Company equipment, systems, or time for non-business purposes, including personal internet use or gaming
- Unauthorized disclosure, misuse, or removal of confidential, proprietary, or business information
- Violation of any Company policy, procedure, or directive

- Unsatisfactory job performance, misconduct, or failure to meet established job standards
- Reporting to work without proper, required, or approved attire

Compliance with these standards is a condition of employment. Employees who fail to meet these expectations place their continued employment at risk.

4.1 ATTENDANCE/PUNCTUALITY

POLICY

Timely and regular attendance is a **mandatory condition of employment** and a core performance expectation for all employees. The Company requires employees to be present, on time, and prepared to work for all scheduled shifts. Failure to meet attendance and punctuality standards disrupts operations, impacts safety, lowers productivity, and places an unfair burden on other employees.

Employees are **strictly accountable** for adhering to their assigned work schedules. Any deviation from a scheduled shift—including absences, late arrivals, early departures, or schedule changes—**must be approved in advance by management**. This requirement applies to all requests to use accrued leave, as well as requests to arrive late or leave early.

Approval is **not automatic** and is granted at management's discretion. Managers may evaluate extraordinary circumstances related to tardiness, absences, or failures to clock in or out and determine whether the incident will be counted as an occurrence. Repeated issues, patterns of behavior, or failure to follow procedure will result in disciplinary action, up to and including termination.

PROCEDURE

I. Absence

An employee is considered **absent** when he or she is unavailable for work as scheduled **without prior approval** in accordance with departmental notification procedures.

Unapproved absences are unacceptable and will be documented as occurrences.

II. Tardy

An employee is considered **tardy** when he or she clocks in **five (5) or more minutes after** the scheduled start time.

An employee is also deemed tardy when he or she:

- Fails to report to work at the assigned start time
- Leaves work before the end of the scheduled shift without prior manager approval
- Takes extended or unauthorized meal or break periods
- Arrives late and is **replaced for the full shift** at the discretion of management

Managers may reassign shifts as operationally necessary. Employees who arrive late may be removed from the daily schedule without pay for the missed shift.

III. Time Clocks and Failure to Clock In/Out

Employees are required to **accurately record all hours worked** using the Company's designated timekeeping system. Time records must reflect actual work time without exception.

A missed or inaccurate clock in/out is a **policy violation** and includes, but is not limited to:

- Failure to clock in or out at the beginning or end of a shift
- Failure to clock in or out for meal breaks
- Failure to accurately report time worked
- Clocking in early or clocking out late without prior approval

After an employee has been trained, notified, and documented for **five (5) inaccurate time clock entries**, any additional inaccuracies may be removed, deemed null, and treated as policy violations subject to disciplinary action.

IV. Departmental Notification Procedure

Employees are required to **strictly follow departmental notification procedures** if they will be late, absent, or requesting planned time off.

- Notification must be made directly to the employee's manager
- Requests to arrive early or leave early must be approved **in advance**
- Employees must clearly identify when an absence is related to an approved or documented leave of absence for proper tracking

Failure to notify management as required—including **No-Call/No-Show incidents**—will result in disciplinary action.

An employee who fails to report to work **and** fails to notify the Company for **two (2) consecutive scheduled workdays** will be considered to have **voluntarily abandoned their position**.

Managers are required to notify the Scheduler of any approved time-off requests **within thirty (30) minutes**. The Scheduler will enter approved time off into FieldPulse.

V. Progressive Discipline Process

Management will monitor attendance **weekly** and address violations promptly and consistently. Employees will be notified of late clock-ins or early clock-outs at the beginning of each workweek.

Patterns of unscheduled absences or misuse of accrued time will be addressed, documented, and may escalate disciplinary action.

When an employee has previously been counseled under the Progressive Discipline Policy and/or Performance Accountability and Commitment Policy, **all prior incidents will be considered** when determining further action. Managers must consult with the General Manager before issuing suspensions or terminations.

Unsatisfactory attendance that results in written or final disciplinary action **may be reflected in the employee's annual performance evaluation**.

Occurrences

An **occurrence** includes any absence, tardy, or missed time clock in/out. Consecutive absences for the same reason may be treated as a single occurrence.

The occurrence tracking grid applies to a **rolling twelve (12)-month period**, provided the absence is not protected under the Family and Medical Leave Act (FMLA) or other applicable law.

Tardy

Occurrence	Discipline Step and Action
1st Occurrence	Notified and Documented
2nd Occurrence	Notified and Documented
3rd Occurrence	Written Notification
4th Occurrence	Final Verbal Warning and Written Notification
5th Occurrence	Termination

Absent

Occurrence	Discipline Step and Action
1st Occurrence	Notified and Documented
2nd Occurrence	Written Notification
3rd Occurrence	Final Verbal Warning and Written Notification
4th Occurrence	Termination

4.2 Workplace Relationship Policy

(North Carolina – HR Best Practices Compliant)

1. Purpose

The Company is committed to maintaining a professional, respectful, and productive work environment free from conflicts of interest, favoritism, harassment, or coercion. This policy establishes clear expectations regarding workplace relationships to protect employees and the Company.

2. Scope

This policy applies to all employees, managers, supervisors, temporary employees, interns, and contractors, regardless of position or tenure.

3. Professional Standards of Conduct

Employees are expected to maintain professional behavior at all times while:

- On Company premises
- During working hours
- Using Company equipment or vehicles

- Attending Company-sponsored events or training
- Representing the Company in any capacity
- Personal relationships must not:
 - Disrupt business operations or productivity
 - Influence or appear to influence employment decisions
 - Create uncomfortable or hostile working conditions
 - Undermine supervisory authority or team morale

Public displays of affection, inappropriate conversations, favoritism, or personal disputes in the workplace are strictly prohibited.

4. **Consensual Relationships Between Employees**

Consensual romantic or intimate relationships between employees of equal position and without reporting authority are not prohibited, provided that:

- The relationship is voluntary and mutual
- Workplace professionalism is maintained at all times
- The relationship does not interfere with performance, teamwork, or business operations

If a relationship begins to impact the workplace, management may take corrective action. 5. **Supervisor–Subordinate Relationships (Strictly Prohibited)**

Romantic or intimate relationships between:

- A supervisor/manager and an employee they directly or indirectly supervise
- Any employee who can influence another employee’s pay, schedule, performance evaluation, discipline, promotion, or termination are strictly prohibited.

This prohibition exists to prevent:

- Conflicts of interest
- Perceived or actual favoritism
- Coercion or abuse of authority
- Legal risk under federal and North Carolina employment laws

6. **Mandatory Disclosure**

Employees must promptly disclose to Human Resources or senior management any relationship that:

- Involves a reporting or influence relationship
- Could reasonably create a conflict of interest
- Could impact business operations or employee morale

Disclosures will be handled discreetly and confidentially to the extent permitted by law.

Failure to disclose a prohibited or conflicted relationship may result in disciplinary action, up to and including termination.

7. **Corrective Action and Company Rights**

Upon disclosure or discovery of a relationship, the Company reserves the right to take appropriate action, which may include:

- Reassignment of duties
- Changes to reporting structure
- Schedule modifications
- Other corrective measures

The Company is not obligated to accommodate personal relationships and retains sole discretion over business decisions.

8. **Harassment, Consent, and Retaliation**

All employees must comply with the Company’s Anti-Harassment and Anti-Discrimination policies, consistent with Title VII of the Civil Rights Act and North Carolina law.

- Consent must be mutual and ongoing

- Unwelcome conduct, pressure, or advances may constitute harassment
- Retaliation against an employee for declining, ending, or reporting a relationship or concern is strictly prohibited

Violations will be investigated promptly and addressed appropriately.

9. At-Will Employment Statement

Nothing in this policy alters the at-will employment relationship. The Company reserves the right to discipline or terminate employment at any time, with or without cause or notice, in accordance with North Carolina law.

10. Disciplinary Action

Violations of this policy may result in disciplinary action, up to and including termination of employment. The level of discipline will depend on the severity and circumstances of the violation.

11. Employee Acknowledgment

All employees are required to sign an acknowledgment confirming that they have read, understand, and agree to comply with this policy as a condition of employment.

4.3 HARASSMENT, INCLUDING SEXUAL HARASSMENT

This Company is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated.

Any employee who becomes aware of possible harassment should promptly advise their supervisor who will handle the matter in a timely and confidential manner.

4.4 TELEPHONE AND PERSONAL DEVICE USE

Policy Statement

Company telephones and communication devices are provided solely for conducting Company business and serving customers. Excessive or unauthorized personal use of telephones or personal electronic devices during working hours interferes with productivity, safety, and service quality and is not permitted.

Personal Cell Phones

- Personal cell phones must be set to silent mode during working hours.
- Personal cell phone use during working hours is strictly prohibited unless expressly approved by the employee's direct supervisor.
- Employees who have a personal matter requiring them to monitor their cell phone must notify their manager in advance and obtain approval.

Personal Calls and Messaging

- Personal use of Company telephones or personal devices during working hours is prohibited except in the case of a verified emergency and with supervisory approval.
- Employees may not engage in texting, social media use, seeing social media apps, or making or receiving personal phone calls while on the clock without prior authorization.
- When approved, personal calls must be limited to no more than five (5) minutes.
- Employees must receive permission from their direct supervisor before making or accepting any personal calls during working hours.

Company Vehicles and Driving Safety

- Employees operating Company vehicles are strictly prohibited from personal telephone use while driving.
- When communication with customers or Company staff is required, employees must use hands-free or speakerphone functionality and maintain full attention on driving.
- Texting or manual phone use while driving is strictly prohibited and may result in immediate disciplinary action.

Disciplinary Action

Failure to comply with this policy may result in corrective action, up to and including termination of employment. Repeated violations or unsafe behavior involving telephone or device use will be treated as serious misconduct.

Safety and Performance

Unauthorized telephone use and external distractions contribute to workplace errors, safety risks, and reduced service quality. Employees are expected to remain focused on assigned duties during working hours.

4.5 PUBLIC IMAGE & DRESS CODE

Professional appearance is important anytime an employee meets a customer or potential customer. Employees should be well groomed and dressed appropriately for our business and for their position. Dress codes vary for each position within the Company; each employee is expected to follow their position dress code.

The following is a by position outline of the Company dress code:

➤ **Site Inspector & First Responder Dress Code Policy**

Purpose

To ensure a professional, consistent appearance that reflects the Company's standards while maintaining safety, credibility, and public trust when responding to customer sites and emergency loss situations.

Scope

This policy applies to all employees performing duties as **Site Inspectors** and **First Responders** while on duty or otherwise representing the Company.

Required Attire

Employees in these roles **must** wear the following while on duty:

- **Top:** Company-issued **logo'd black polo shirt** or **logo'd black sweatshirt**
- **Pants:** Grey or khaki pants that are properly fitted and in good condition
- **Footwear:** Closed-toe shoes suitable for field and jobsite conditions

Prohibited Attire

The following items are **strictly prohibited** while on duty:

- Hats of any kind, including but not limited to toboggans, beanies, baseball caps, or similar headwear
 - **Exception:** A plain black toboggan is permitted when outdoor temperatures are **below 45°F**
- Open-toe shoes or sandals

- Torn, excessively worn, embellished, beaded, or otherwise unprofessional clothing

General Appearance Standards

- Clothing must be clean, presentable, and appropriately sized at all times
- Employees must maintain a neat, professional appearance while representing the Company
- Shirts must be tucked in
- A belt must be worn
- Compliance with this dress code is required during inspections, emergency responses, customer interactions, and any other field activities

➤ **Field Service Representative Dress Code Policy**

Purpose

To ensure a professional, consistent appearance that promotes safety, brand representation, and customer confidence while performing field service duties.

General Appearance Standards

All Field Service Representatives must report to work **clean, well-groomed, and in proper uniform** at the start of each shift.

- **Baggy, oversized, or excessively loose pants or shirts are not permitted**
- Clothing must fit properly and allow safe movement without creating a safety hazard
- Uniforms must be clean, free of excessive wear, and professional in appearance

Required Uniform

All Field Service Representatives are required to wear the following while on duty:

Tops

- **Company-issued or company-approved logo'd top**
- Company logo must be visible at all times

Pants / Shorts / Leggings

- Pants must be **black, grey, or khaki** and fit properly
- Shorts, if permitted by role or assignment, must be **no shorter than fingertip length** and fit properly
- Leggings must be worn **only with a shirt that fully covers the hips and thighs**
- Clothing must not sag, drag, or be excessively loose
- Clothing must not restrict movement or create tripping or snagging hazards

Footwear Requirements (Role-Specific)

Loaders

- **Steel-toed safety shoes or boots are required**

- Footwear must be in good condition and provide proper traction and protection

Packers

- **Closed-toe shoes are required**
- Shoes must fully enclose the foot and be appropriate for field and warehouse environments

The following footwear is **not permitted for any role**:

- Open-toe shoes, Open-heel shoes, Slip-on sandals, Crocs, Flip-flops

Headwear

- **Headwear is not permitted unless outdoor working temperatures are below 45°F**
- When permitted, headwear must be **black and company-logo'd**
- **Caps are not allowed at any time**

Prohibited Items

The following are not permitted while on duty:

- Baggy, oversized, or excessively loose clothing
- Open-toe or open-heel footwear
- Clothing with offensive, inappropriate, or unprofessional language or graphics
- Pajama-style pants, athletic wear, or lounge clothing
- Any attire that creates a safety risk or detracts from a professional appearance

➤ **Production Employee Dress Code Policy**

Purpose

To ensure a safe, professional, and consistent appearance for Production Employees while promoting workplace safety, efficiency, and cleanliness in production and warehouse environments.

Scope

This policy applies to all Production Employees while working in the production facility, warehouse, or any area where manufacturing, processing, cleaning, or handling of materials occurs.

General Appearance Standards

All Production Employees must report to work **clean, well-groomed, and in proper attire** at the start of each shift.

- **Baggy, oversized, or excessively loose clothing is not permitted**
- Clothing must fit properly and allow safe movement without creating a safety hazard
- Clothing must be clean, free of excessive wear, and appropriate for a production environment

Required Attire

All Production Employees are required to wear the following while on duty:

Tops

- Plain or company-issued shirts, polos, or work shirts
- Shirts must fit properly and fully cover the torso
- Sleeveless shirts, tank tops, crop tops, or altered shirts are not permitted

Pants / Shorts / Leggings

- Pants must be **black, grey, khaki, or dark workwear colors** and fit properly
- Shorts, if permitted by management, must be **no shorter than fingertip length** and fit properly
- Leggings must be worn **only with a shirt that fully covers the hips and thighs**
- Clothing must not sag, drag, or be excessively loose
- Clothing must not restrict movement or create tripping, snagging, or entanglement hazards

Footwear

- **Closed-toe shoes are required at all times**
- Shoes must fully enclose the foot and provide adequate traction and support
- Safety-toe footwear may be required for certain tasks or areas as directed by management

The following footwear is **not permitted**:

- Open-toe shoes
- Open-heel shoes
- Slip-on sandals
- Crocs
- Flip-flops

Jewelry & Accessories

- Jewelry must be minimal and must not create a safety hazard
- Dangling jewelry, loose accessories, or items that could become caught in machinery are not permitted
- Gloves and required PPE must be worn as directed by management

Headwear

- **Headwear is not permitted unless required for safety, sanitation, or cold-weather conditions**
- When permitted, headwear must be **black or company-approved**
- Caps or non-approved headwear are not permitted unless specifically authorized by management

Prohibited Items

The following are not permitted while on duty:

- Baggy or excessively loose clothing
- Clothing with offensive, inappropriate, or unprofessional language or graphics
- Pajama-style pants, athletic wear, or lounge clothing

- Any attire that creates a safety risk or interferes with job performance

➤ **Office Staff Dress Code Policy**

Purpose

To ensure a neat, professional appearance that supports a respectful work environment and reflects positively on the Company when interacting with customers, vendors, and visitors.

Scope

This policy applies to all office staff while working in the office or representing the Company in a professional capacity.

General Appearance Standards

All office staff must report to work **neatly dressed, clean, and well-groomed** at all times.

- Clothing must be clean, pressed, and in good condition
- **Baggy, oversized, excessively tight, or unkempt clothing is not permitted**
- Personal grooming and hygiene must be maintained
- Attire must be appropriate for a professional office environment

Acceptable Office Attire

Employees are expected to wear **professional or business-casual clothing** suitable for an office setting.

Unacceptable Attire

The following items are not permitted while working in the office:

- Sweatpants or athletic wear
- T-shirts, tank tops, crop tops, or overly casual tops
- Flip-flops or Crocs
- Clothing with offensive, political, or unprofessional language or graphics
- Hats or headwear, unless required for religious, medical, or management-approved reasons

Compliance & Enforcement

Failure to comply with this dress code may result in:

- Being sent home to change (**time away from work will be unpaid**)
- Progressive disciplinary action, up to and including termination, in accordance with company policy

Supervisors are responsible for consistent enforcement of this policy.

Occurrence	Discipline Step and Action
1st Occurrence	Notified and Documented
2nd Occurrence	Notified and Documented
3rd Occurrence	Written Notification
4th Occurrence	Final Verbal Warning and Written Notification
5th Occurrence	Termination

Nothing in this policy alters the **at-will employment relationship**.

4.6 SUBSTANCE ABUSE

The Company is committed to maintaining a safe, healthy, and productive workplace. Substance abuse poses a serious risk to employee safety, public safety, property, and Company operations. Accordingly, the Company maintains a **zero-tolerance policy** regarding the use, possession, distribution, or influence of illegal drugs, alcohol, or other substances of abuse.

This policy applies to **all employees**, regardless of rank or position, including full-time, part-time, temporary, and probationary employees.

This policy applies **during working hours**, while on **Company premises**, while **conducting Company business**, and while **operating or riding in a Company vehicle**.

Prohibited Conduct

The following conduct is strictly prohibited and constitutes a violation of this policy:

- The **distribution, possession, sale, purchase, transfer, manufacture, or storage** of illegal drugs, controlled substances, or drug paraphernalia on Company property or while conducting Company business
- **Reporting to work or working while under the influence** of illegal drugs, alcohol, or any substance of abuse
- **Working while impaired by prescription or over-the-counter medication** that adversely affects safety, judgment, or job performance
- Being in an **impaired condition** while on Company property, operating Company equipment, or performing Company duties

Definitions

For purposes of this policy, the following definitions apply:

- **Company Property:** All Company-owned or leased locations, job sites, vehicles, equipment, and any location where Company business is conducted

- **Controlled Substance of Abuse:** Any substance listed in Schedules I-V of Section 202 of the Federal Controlled Substances Act, as amended
 - **Drug:** Any chemical substance that produces physical, mental, emotional, or behavioral changes in the user
 - **Drug Paraphernalia:** Equipment, products, or materials used or intended for use in manufacturing, concealing, or introducing an illegal drug or controlled substance into the human body
 - **Illegal Drug** includes:
 - Any drug or derivative whose possession, use, sale, transfer, manufacture, or storage is illegal or regulated under federal, state, or local law
 - Any prescription drug used in a manner inconsistent with the prescribing physician's directions
 - Illegally used inhalants
 - **Under the Influence / Impaired:** A condition in which an employee does not have the normal use of mental or physical faculties due to the voluntary introduction of alcohol, drugs, or substances of abuse into the body
-

Violations and Discipline

Consistent with the seriousness of this policy and the safety-sensitive nature of Company operations, **any violation of this Substance Abuse Policy will result in disciplinary action, up to and including immediate termination of employment.**

Any employee found to be in violation of this policy may be terminated immediately, without prior warning, subject to applicable law.

Nothing in this policy alters the Company's **at-will employment relationship.**

4.7 TOBACCO PRODUCTS

The use of tobacco products is not permitted anywhere on the Company's premises except in authorized and designated locations. The designated smoking area is located outside the back door. Employees must follow all rules posted in designated smoking areas and adhere to all policies associated with this policy (See Sections 3.7, Break Periods and 3.15, Safety). Any employee who is found smoking during regular work hours will be subject to immediate termination.

4.8 INTERNET USE

All Company employees are allowed use of the Internet and e-mail when necessary to serve our customers and conduct the Company's business.

Employees may use the Internet when appropriate to access information needed to conduct business of the Company. Employees may use e-mail when appropriate for Company business correspondence. Internet and email use is for business purposes only; personal browsing is not allowed at any time for any reason due to potential viruses and damage to company property.

Use of the Internet must not disrupt operation of the company computer network. Use of the Internet must not interfere with an employee's productivity. Employees are responsible for using the Internet in a manner that is ethical and lawful.

Internet messages are public and not private. The Company reserves the right to access and monitor all files and messages on its systems.

SECTION 5

WAGE AND SALARY POLICIES

5.1 WAGE OR SALARY

Each employee's hourly wage, production scale or annual salary will be reviewed at least once each year. The employee's review date will usually be conducted on or about the anniversary date of employment or the date of the previous compensation review. Such reviews may be conducted more frequently for a newly created position or based on a recent promotion.

Increases will be determined based on performance, adherence to company policies and procedures, and ability to meet or exceed duties per job description and achieve performance goals (See Section 3.11, Performance Review/Planning Sessions).

Although the Company's salary ranges and hourly wage schedules will be adjusted on an ongoing basis, the Company does not grant "cost of living" increases. Performance is the key to promotions. Promotions are the key to wage increases within the Company.

The Company abides by the State and Federal Tax Guidelines and will not alter the deducted amounts unless authorized by the employee. The Company uses on-line tax deduction software supplied by a State and Federal approved Accountant Company.

5.2 TIMEKEEPING

Accurate timekeeping is a condition of employment. All employees are required to accurately record all hours worked using the Company's designated timekeeping system.

The Company does not pay for extended breaks or time spent on personal matters. Employees must clock out for all unpaid breaks, including but not limited to personal leave, extended breaks exceeding twenty (20) minutes, or other unscheduled absences during the workday. Breaks of twenty (20) minutes or less are considered compensable in accordance with applicable law.

The Company does not pay for holidays, office closures, or time missed due to inclement weather unless otherwise required by law or expressly authorized in writing by management.

Employees are not permitted to clock in early or clock out late without prior approval. All time worked must be accurately recorded. Any unauthorized time worked will be compensated in accordance with applicable law; however, working outside of an approved schedule without authorization may result in corrective action, up to and including termination of employment.

All timesheets are reviewed, approved, and maintained on file by the Company. Any edits or corrections to an employee's time record must be documented, approved by management, and retained in the employee's personnel file.

The timekeeping system is a legal record. Altering, falsifying, tampering with time records, or recording time for another employee is strictly prohibited and will result in disciplinary action, up to and including immediate termination of employment.

Authorized personnel will review time records on a regular basis. Any questions regarding timekeeping procedures, time entries, or pay should be directed to the employee's immediate supervisor.

5.3 OVERTIME

Overtime compensation is paid to **non-exempt employees** in accordance with the **Fair Labor Standards Act (FLSA)** and applicable **North Carolina wage and hour laws**.

Non-exempt employees will be paid overtime compensation for **all hours worked more than forty (40) hours in a single workweek** at a rate of **one and one-half (1.5) times the employee's regular rate of pay**.

Only **hours worked** are counted when determining overtime eligibility. **Paid or unpaid time not worked**, including but not limited to **personal time, holidays, vacation, sick leave, or any other leave of absence**, is **not considered hours worked** for purposes of calculating overtime. Such time, when applicable, will be compensated at the employee's **regular rate of pay** and will not be included in overtime calculations.

All overtime work performed by a non-exempt employee **must be approved in advance by the employee's supervisor**. Non-exempt employees who work overtime **without prior authorization** may be subject to disciplinary action. **Unauthorized overtime will be paid** in accordance with applicable law.

Employees who anticipate working more than forty (40) hours in a workweek are required to **notify their supervisor as soon as practicable**.

5.4 PAYDAYS

All employees are paid bi-weekly, if a regularly scheduled payday falls on a weekend or holiday, employees will receive pay on the next day of operation.

The Company's pay period begins Monday at 12:00:00 a.m. and ends the following Sunday at 11:59 p.m. Payroll is distributed by Direct Deposit only unless approved by the HR Department.

5.5 ADVANCES AND LOANS

The Company discourages advances in pay. Each employee is encouraged to handle his/her individual finances.

SECTION 6

VACATION/SICK LEAVE

6.1 ANNUAL LEAVE (Vacation / Sick)

Eligibility

Paid Annual Leave ("Annual Leave") is available to **regular full-time and salaried employees**. Annual Leave begins accruing **only after completion of the employee's probationary period and confirmation of full-time status**.

Annual Leave is not available to part-time, temporary, or seasonal employees unless expressly authorized in writing by the Company.

Accrual Method

Annual Leave accrues based on **hours worked** and is recorded in the Company's timekeeping system.

Year 1 of Employment

Annual Leave accrues at the rate of **0.0192 hours per hour worked**.

Example:

Employee works 25 hours per week for 52 weeks

$25 \times 52 = 1,300$ hours worked

$1,300 \times 0.0192 = 25$ hours Annual Leave earned

Year 2 and Thereafter

Annual Leave accrues at the rate of **0.0384 hours per hour worked**.

Example:

Employee works 25 hours per week for 52 weeks

$25 \times 52 = 1,300$ hours worked

$1,300 \times 0.0384 = 50$ hours Annual Leave earned

Use of Annual Leave

- Annual Leave may be used **only after it has been accrued and approved**.
- Annual Leave may be taken **only in half-day (4 hours) or full-day (8 hours) increments**.
- Annual Leave **may not be taken in hourly increments**.
- One (1) day of Annual Leave equals **eight (8) accrued hours**.

Carryover and Forfeiture

- **Annual Leave does not roll over** from one calendar year to the next.
- Any unused Annual Leave remaining at the end of the calendar year is **forfeited**.
- **Unused Annual Leave is forfeited upon separation of employment**, whether voluntary or involuntary.
- The Company does **not pay out unused Annual Leave** at termination or resignation.

Cash-Out Prohibition

- **Annual Leave has no cash value**.
- Annual Leave **may not be cashed out**, converted to wages, or paid in lieu of time off for any employee, whether hourly or salaried.

Holidays

- **Salaried and hourly employees may elect to use accrued Annual Leave for Company-recognized holidays** if otherwise eligible and approved.

Approval and Scheduling

- Annual Leave requests are approved on a **first-come, first-served basis**, subject to operational needs.
- **No more than one employee per department** may be approved for Annual Leave on the same or overlapping dates unless management grants written approval.
- Requests for multiple consecutive days of Annual Leave must be submitted **at least two (2) payroll periods in advance**.
- Approval of Annual Leave is at management's discretion and may be denied or modified based on business necessity.

General Conditions

- Annual Leave is a **benefit, not earned wages**, and is governed solely by this policy.
- Abuse or misuse of Annual Leave, including falsification or failure to follow approval procedures, may result in disciplinary action up to and including termination.

6.2 RECORD KEEPING

The Companies payroll software maintains vacation days accrued and used. Each employee is responsible for verifying his/her pay stub to view the accumulated vacation/sick hours.

6.3 HOLIDAYS

The Company observes a limited number of paid holidays each calendar year. Holidays will be scheduled annually and are subject to business needs, operational demands, and workload requirements. The specific holiday schedule will be communicated to employees in advance.

The Company recognizes the following holidays:

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

Eligibility for holiday pay, if any, and whether operations remain open on a recognized holiday are determined by the Company based on business necessity. Employees may be required to work on recognized holidays. Holiday pay is not guaranteed unless expressly stated in a written policy or employment agreement.

The Company reserves the right to modify, reschedule, or eliminate holidays at its discretion, consistent with applicable law.

6.4 JURY DUTY/MILITARY LEAVE

Jury Duty Leave

The Company will provide unpaid leave to employees who are summoned for jury duty in accordance with North Carolina law.

Employees serving on jury duty will be maintained on active payroll status during the period of jury service.

Employees are required to submit a copy of the jury summons and any related documentation as soon as practicable. Such documentation will be retained in the employee's personnel file.

The Company will not discharge, discipline, or otherwise retaliate against an employee for responding to a lawful jury summons or for serving on a jury.

Military Leave (Unpaid)

The Company will provide unpaid military leave to employees who are members of the uniformed services and who are absent from work due to military service, in accordance with applicable federal and North Carolina law.

Employees on approved military leave will be maintained on active payroll status during the period of military service, unless otherwise required by law.

Employees must provide a copy of military orders or other official documentation as soon as practicable. All required documentation will be retained in the employee's personnel file.

The Company will not discriminate against or retaliate against any employee for taking protected military leave or for exercising rights under applicable military leave laws.

6.5 EDUCATIONAL ASSISTANCE

The Company recognizes that the skills and knowledge of its employees are critical to the success of the Company. The Company offers educational assistance programs to encourage personal development, improve job-related skills and enhance an employee's ability to compete for reasonably attainable jobs in the Company. Anyone interested in educational assistance should contact the President of the Company for assistance and funding.

6.6 TRAINING AND PROFESSIONAL DEVELOPMENT

The Company recognizes the value of professional development and personal growth for employees. Therefore, the Company encourages its employees who are interested in continuing education and job specific training to research these further and get approval before signing up for the seminars or courses. Funding is available for those who are interested.

SECTION 7 EMPLOYEE COMMUNICATIONS

7.1 STAFF MEETINGS

Quarterly staff meetings will be held on the first Thursday of every quarter. These informative meetings allow employees to be informed about recent company activities, changes in the workplace and employee recognition.

7.2 BULLETIN BOARDS

Bulletin boards are placed near the office area and will provide employees with access to important posted information and announcements. The employee is responsible for reading necessary information posted on the bulletin boards.

7.3 SUGGESTIONS

The Company encourages employees who have suggestions to do so. Suggestions, comments, and concerns can be submitted using the company website under the Employee Login tab.

7.4 PROCEDURE FOR HANDLING COMPLAINTS

Under normal working conditions, employees who have job-related problems, questions or complaints should first discuss it with their immediate supervisor. At this level, employees usually reach the simplest, quickest, and most satisfactory solution. If the supervisor does not resolve the issue, contact the President of the Company for immediate resolution.

THE MOST RECENT VERSION OF THE COMPANY EMPLOYEE MANUAL CAN BE FOUND ONLINE. GO TO WWW.CRDNRESTORE.COM AND USE THE EMPLOYEE LOGIN PAGE TO ACCCESS A COPY OF THIS MANUAL AND OTHER COMPANY EMPLOYEE GUIDELINES, PROCCES AND PROCEDURE DOCUMENTS. YOUR EMPLOYEE LOGIN IS Pressly1.