



Mike Scott Family of Companies



Employee Manual



Mission Statement

Building relationships that will last a lifetime through superior service, education, and innovation with trust.

Core Values

Leadership

- Present a positive attitude and professional image
- Inspire others to achieve more
- Accept responsibility and move forward
- Do not give up, focus on the finish
- Work smarter not harder

Teamwork

- Never be afraid to ask for help
- We are not a team because we work together, we are a team because we respect each other
- You are either supporting the vision or you are supporting division
- Motivate each other to be better than we are today
- Collaboration and communication is multiplication, there are no individual successes

Customer Service

- Personal commitment to make a difference for each individual customer
- Our appearance leaves a lasting impression
- Always keep a great, positive attitude
- Respond quickly and exceed expectations
- Give above excellence workmanship

Innovation

- Providing and educating for the future
- Look for new ways to create value and better serve customers and each other
- Through technology better and environmental products
- Change is not a threat, it's an opportunity
- It's not about ideas, it's about making ideas happen

Welcome to the Mike Scott Family of Companies. We are delighted to have you as part of our team.

We believe our people are the key to our success and the continued growth of our organization. All the other elements, machines, equipment, and other resources are of little significance without the people to use them effectively. As you join us, it is important to understand your most important function is to become a contributing member of our team, aiding all of us in achieving our goals.

Our goal is to provide our customers with the very best products and services available while maintaining a positive atmosphere for our employees.

Your leadership team is:

- Mike Scott, President
- Shawn Scott, Vice President
- Jason Scott, Vice President
- Tracy Hinde, Vice President
- Pat Scott, Sec Treasurer

In 1987 we started our company with the intent of providing a service that was notably needed in our community. As a fledgling company, we learned early that meeting our customers' expectations through the use of quality merchandise, reasonable prices, and on time service would be the keys to our success. Over the years, we have forged strong bonds with our customers through mutual respect and exceeding their expectations.

In 2005, we reached a significant milestone in our history by building our new facility in Wildwood and expanding our operations to serve the South East portion of Marion County in a more productive manner.

As we continue our growth into the 21st Century we do so with the knowledge and appreciation of our employees.

PURPOSE OF THE EMPLOYEE HANDBOOK

The purpose of the Employee Handbook is to help you get better acquainted with Mie Scott Plumbing. You should become familiar with the contents of the handbook since it provides you with information regarding employment,

Mike Scott Plumbing reserves the right to amend, add or change the policies, protocols, procedures, and/or employee benefits listed or offered in the handbook. If you have any questions about the handbook, please contact your supervisor. The handbook is designed so that as policies and benefits plans change or new ones are implemented, additional pages will be distributed to you.

NATURE OF EMPLOYMENT

The employee handbook provides guidelines to be followed and is not an employer contract, and none of the policies described in this manual should be constructed as being part of an employment contract.

Since employment at Mike Scott Plumbing is based on mutual consent, both the employer and the employee have the right to terminate the employment relationship at will with or without cause, at any time.

OPEN DOOR POLICY

It is the philosophy of Mike Scott Plumbing to provide open communication as an avenue by which employees can pursue answers to their questions regarding their employment and benefits. The purpose is to ensure that employees may communicate their concerns,

complaints, or suggestions to all levels of management of Mike Scott Plumbing.

Most problems will be resolved informally, between you and your immediate supervisor and co-worker(s), if applicable. However, should the problem continue to exist, you are encouraged to communicate your concerns to the next level of management. Please remember, communicate your problems to the appropriate supervisor. Mike Scott Plumbing can't help you find a solution if we don't know about it.

POLICY AGAINST HARASSMENT, DISCRIMINATION, RETALIATION

Mike Scott Plumbing is committed to providing a work environment that is free of all forms of unlawful harassment and discrimination. In keeping with this commitment we maintain a strict policy prohibiting all forms of unlawful harassment and discrimination in the workplace, including sexual harassment.

Unwelcome sexual advances, request for sexual favors, and other verbal, physical, or visual conduct of a sexual or harassing nature constitute unlawful harassment if:

- Submission to such conduct is made an explicit or implicit term or condition of employment
- Submission to or rejection of such conduct is used as the basis for employment decisions affecting an individual
- Such conduct has the purpose or effect of either unreasonably interfering with an individual's work performance or creating an intimidation, hostile, or offensive working environment

Examples of such conduct with violate this policy include, but are not limited to:

- Offensive or unwelcome sexual flirtations, advances, or propositions
- Verbal abuse of a sexual nature
- Graphic or verbal commentaries about an individual's body
- Sexually degrading words used to describe an individual
- Sexually oriented jokes or offensive literature
- Unwelcome physical touching of other

Mike Scott Plumbing will not tolerate sexual harassment of any other form of harassment or discrimination based on sex, race, color, religion, national origin, age, marital status, veteran status, handicap, or disability.

Harassment or discrimination in the workplace by any employee will result in disciplinary action up to and including termination.

PROCEDURE: if you experience, observe, or become aware of behavior that you believe to be harassing or discriminatory in nature, which is inappropriate or offensive, or which makes you or other uncomfortable, you have an obligation to report the behavior immediately to your supervisor. Providing confidential information of this type will enable Mike Scott Plumbing to take appropriate actions to ensure that employees enjoy a work environment free from harassment. All information gathered under this policy will be kept as confidential as possible to protect you while allowing Mike Scott Plumbing to fully investigate the matter and decide which action is deemed appropriate, including disciplinary action or termination

of any individual who violates this policy. In addition, any individual who engages in conduct contrary to this policy may be personally liable in legal action brought against him or her.

You will be protected from retaliation for making a report or participating in an investigation under this policy. Any person that retaliated against any individual who seeks a review under this policy will be considered a violation of this policy and will result in serious corrective action up to and including termination.

VIOLENCE IN THE WORKPLACE

Mike Scott Plumbing is committed to providing a safe and healthy work environment for employees, customers, and visitors. As a result, violence in the workplace will not be tolerated

Mike Scott Plumbing has a zero tolerance for violence. If you display any violence in the workplace or threaten violence in the workplace, you will be subject to disciplinary action up to and including termination. Talking of violence or joking about violence will not be tolerated

You are encouraged to confidentially report any potential or actual violent incident immediately to your supervisor and or the Human Resources Department.

DRUG AND ALCOHOL POLICY

Mike Scott Plumbing recognizes its responsibility in providing a safe and productive work environment for all employees. Mike Scott Plumbing has a particular concern about substance abuse, since it can affect an employee's productivity and efficiency, jeopardize the safety of other and impair the

reputation of our organization. For these reasons, we have developed this policy to deal with those whose drug or alcohol use affects the rest of us.

The possession, consumption, purchase, or sale of alcohol or an illegal drug on the premises of Mike Scott Plumbing is prohibited. Furthermore, no employee shall be under the influence of alcohol or an illegal drug while on Mike Scott Plumbing premises, while operating equipment, or while performing business off Mike Scott Plumbing premises. An "illegal drug" is a drug or controlled substance which is (1) not legally obtainable or (2) legally obtainable, but not obtained or used in a lawful manner.

A blood test, analysis or other drug/alcohol screening will be required of all applicants of any employee where there is reason to believe that he or she may be using drugs, or may be under the influence of drugs or alcohol. Reason to believe, includes, and injury, or accident at work where there is reason to believe that employee is found to have breached these policies but has been permitted to remain employed.

An employee's cooperation with such a drug or alcohol screening test is required as a condition of employment. The employee's refusal to cooperate with a request for testing and to provide a specimen may result in termination. Where there is reason to believe that the employee has violated this policy and the employee's refusal to cooperate has prevented a medical determination of his or her condition may result in termination. Any violation of this policy may result in immediate termination. However, employees who take the initiative of advising their immediate supervisor or Human Resource before any workplace problems arise in advance that they have a medical

problem with regard to alcohol or drug use, and who demonstrate a commitment to take the necessary remedial action, may be eligible for medical leave of absence for such purpose and will not be subjected to disciplinary action for taking such leave.

STANDARDS OF CONDUCT

Employees in any organization are expected to observe certain standards of job performance and acceptable conduct. While Mike Scott Plumbing cannot list every possible area of unacceptable conduct, set forth below are examples of conduct which would not be acceptable in the work environment and in the case of gross misconduct, may result in immediate termination on the first offense:

Job Performance

- Below average work quality or quantity
- Excessive absenteeism or tardiness
- Gross Misconduct
- Insubordination
- Failure to follow safety policy or procedures
- Dishonesty
- Rudeness or lack of cooperation with employees, customers, or vendors
- Theft of company property or the personal property of others
- Falsifying or altering Mike Scott Plumbing records including employment application, time sheets, or medical documents
- Altercations, fighting, threatening, or intimidating others
- Violation of Mike Scott Plumbing's policy against discriminating and harassment

- Retaliating against any employee who makes a complaint or participates in an investigation relating to Mike Scott Plumbing policy against discrimination and harassment
- Violation of the policy against violence in workplace
- Being under the influence of, using, possessing, or selling alcohol or illegal controlled substance on Mike Scott Plumbing property or while conducting business for Mike Scott Plumbing.
- Gambling on Mike Scott Plumbing property or while conducting Mike Scott Plumbing business
- Sleeping during work hours
- Possessing a firearm or other dangerous weapons on Mike Scott Plumbing property or while conducting Mike Scott Plumbing business
- Being convicted of a crime that indicates unfitness for the job or raises a threat of the safety or well being of Mike Scott Plumbing employees
- Disclosing company confidential or proprietary information to unauthorized persons
- Not following the documents policies of the company such as Mike Scott Plumbing operating instructions or procedures

The listing of possible means of unacceptable conduct does not allow the "at will" nature of employment. Either the employee or Mike Scott Plumbing may terminate the employment relationship at any time, for any reason with or without cause or prior notice.

EQUAL EMPLOYMENT OPPORTUNITY

Mike Scott Plumbing provides equal opportunity to all employees, and applicants for employment, without regard to race, color, religion, sex, national origin, age, marital status, veteran status, handicap, or disability. This includes, but is not limited to the following:

- Hiring, Promoting, upgrading, or transferring employees
- Pay and other forms of compensation
- Making reasonable accommodation under the Americans with Disabilities Act
- Work force reduction or termination

Mike Scott Plumbing is fully committed to making any reasonable accommodation that would allow an otherwise qualified person to perform the essential functions of a job. Requests for a reasonable accommodation should be made to management.

All Mike Scott Plumbing employees and applicants are protected from coercion, intimidation, discrimination, and retaliation for making a report or participating in a report and should report it immediately to his or her supervisor.

ELECTRONIC COMMUNICATIONS POLICY

Mike Scott Plumbing has established a policy regarding the use of electronic communication such as facsimiles, computers, voice mail, internet, email, and telephones in an effort to make certain that employees utilize electronic communication devices in a legal, ethical, and appropriate manner.

It may not be possible to identify every standard and rule applicable to the use of electronic communication devices. Employees are therefore encouraged to utilize sound judgment whenever using any feature of the communications system.

Mike Scott Plumbing policy against unlawful harassment, including sexual harassment and anti-discrimination extends the use of any component of the communications system.

Employees may not use any electronic communications device in a manner that violates the trademark, copyright, or license of any person, entity or organization. These also include infringement or proprietary, confidential, or trade secret information.

Employees may not use any electronic communications device for any purposes that is competitive, either directly or indirectly, with the interests of the company or for any purpose that creates an actual potential or apparent conflict of interest with Mike Scott Plumbing.

While computers and other electronic devices are made accessible to employees to assist them to perform their jobs and to promote the company's interests, employees should not maintain any expectation of privacy relating to these devices. The company retains the right to gain access to any information received by, transmitted by, or stored in any such electronic communications device, by and through its agents, employees, or representatives, at any time, either with or without an employee's or third party knowledge, consent, or approval

While Mike Scott Plumbing recognizes that its electronic communications may occasionally be used for personal use, excessive personal use or use that interferes with an employee's

job performance will be subject to disciplinary action, up to and including termination.

Employees who violate any aspect of this policy or who demonstrates poor judgment in the manner in which they use any electronic communications device will be subject to disciplinary action, up to and including immediate termination.

SOCIAL MEDIA POLICY

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

This policy applies to all associates who work for Mike Scott Plumbing.

Guidelines

In the rapidly expanding world of electronic communication, *social media* can mean many things. *Social media* includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with Mike Scott Plumbing, as well as any other form of electronic communication. The same principles and guidelines found in Mike Scott Plumbing's policies and basic beliefs apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the

performance of fellow associates or otherwise adversely affects members, customers, suppliers, people who work on behalf of Mike Scott Plumbing or Mike Scott Plumbing's legitimate business interests may result in disciplinary action up to and including termination.

Know and follow the rules

Carefully read these guidelines, the Statement of Ethics Policy, the Information Policy and the Discrimination & Harassment Prevention Policy, and ensure your postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

Be respectful

Always be fair and courteous to fellow associates, customers, members, suppliers or people who work on behalf of Mike Scott Plumbing. Also, keep in mind that you are more likely to resolve work related complaints by speaking directly with your co-workers or by utilizing our Open Door Policy than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, illegal, threatening or intimidating, that disparage customers, members, associates or suppliers, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or company policy.

Be honest and accurate

Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about Mike Scott Plumbing, fellow associates, members, customers, suppliers, people working on behalf of Mike Scott Plumbing or competitors.

Post only appropriate, legal, and respectful content

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

Respect financial disclosure laws. It is illegal to communicate or give a “tip” on inside information to others so that they may buy or sell stocks or securities. Such online conduct may also violate the Insider Trading Policy.

Do not create a link from your blog, website or other social networking site to a Mike Scott Plumbing website without permission from your supervisor.

Never represent yourself as a spokesperson for Mike Scott Plumbing. If Mike Scott Plumbing is a subject of the content you are creating, be clear and open about the fact that you are an associate and make it clear that your views do not represent those of Mike Scott Plumbing, fellow associates, members, customers, suppliers or people working on behalf of Mike Scott Plumbing. If you do publish a blog or post online related to the work you do or subjects associated with Mike Scott Plumbing, make it clear that you are not

speaking on behalf of Mike Scott Plumbing. It is best to include a disclaimer such as “The postings on this site are my own and do not necessarily reflect the views of Mike Scott Plumbing.”

Using social media at work

Refrain from using social media while on work time or on equipment we provide, unless it is work-related as authorized by your manager or consistent with the Company Equipment Policy. Do not use Mike Scott Plumbing email addresses to register on social networks, blogs or other online tools utilized for personal use.

Retaliation is prohibited

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

Media contacts

Associates should not speak to the media on Mike Scott Plumbing’s behalf. All media inquiries should be directed to the Vice President.

CONFLICT OF INTEREST AND CONFIDENTIALLY

All records and files of Mike Scott Plumbing are considered confidential. No employee is authorized to copy or disclose any file, record, or any part thereof. Confidential information includes, but is not limited to, all letters or any other information concerning transactions with customers, customers lists, payroll, or personal records of past or present

employees, financial records of Mike Scott Plumbing, all records pertaining to purchases from vendor or suppliers, engineering drawings, correspondence and agreements with manufacturers or distributors and documents concerning operating procedures of Mike Scott Plumbing. All telephone calls, letters, emails, or other request for information about current or former employees should be immediately directed to the management.

Mike Scott Plumbing at all times retains the right to access and search all diskettes, files, database, email messages, voicemail messages, and any other electronic transmissions contained in or used in conjunction with the computer, electronic and voicemail systems, and equipment with no prior notice. This right applies both during employees' employment and after separation regardless of whether the separation is voluntary or involuntary.

It is the policy of Mike Scott Plumbing to prohibit employees from engaging in any other business, which competed with Mike Scott Plumbing. Also, Mike Scott Plumbing prohibits employees from having a financial interest in an outside concern, which does business with or is a competitor of Mike Scott Plumbing (except where such interest consists of holding securities of a publicly owned corporation regularly traded in the public stock market). Rendering of, managerial or consulting services to any outside concern which does business with, or is a competitor of Mike Scott Plumbing, except with knowledge and written consent of an authorized representative of Mike Scott Plumbing is also prohibited. If you think that there is a possibility that you may have a conflict as described above, it is your

responsibility to notify your immediate supervisor and obtain approval in writing.

EMPLOYMENT OF MINORS

Due to increasingly stringent federal and state laws, employees must be 16 years of age in order to be employed by Mike Scott Plumbing. If the position for which the minor is being hired requires working with or around heavy machinery, the age requirement is 18 years of age.

EMPLOYMENT CATEGORIES

Unless otherwise specified, benefits not mandated by law, such as paid vacation, holiday, sick pay, apply only to those individuals identified as full time regular employees.

Full Time Employee

You are considered to be a full time employee if you are regularly scheduled to work 32 or more hours per week.

Part Time Employee

You are considered to be a part time employee if you are regularly scheduled to work less than 32 hours per week

Classifications and Overtime

Mike Scott Plumbing follows the guidelines as set forth by the Fair Labor Standards Act to determine who meets, or does not meet, exemption from overtime status. The classifications used at Mike Scott Plumbing are as follows:

Exempt:

Some positions are classified as "exempt". This term refers to positions that are "exempt" from being paid for any hours

worked over 40 in a normal workweek. Even though these positions are exempt from overtime, Mike Scott Plumbing does require all exempt employees to complete time sheets identifying a normal pay period or any expectations such as sick days, vacation, or holidays.

Hourly:

As an hourly employee, you will receive one and a half time your pay for all hours worked over 40 hours in a normal workweek. Mike Scott Plumbing requires all hourly employees to complete time sheets or clock in and out in the appropriate work areas.

INTRODUCTORY PERIOD

The first 90 days of your employment is an introductory period. During this time, your manager will be evaluating your skills, productivity, and teamwork. Simultaneously, you should be evaluating the position to determine whether the position meets with your expectations as well. During the introductory period, you are eligible only for those benefits required by law, such as Worker's Compensation Insurance and Social Security.

At any time during the introductory period, Mike Scott Plumbing may terminate your employment if your job performance has been unsatisfactory.

PAY PERIOD

Pay periods will begin on Wednesday A.M and end on Tuesday P.M of the following week

PAYROLL DEDUCTIONS

Mike Scott Plumbing is required to make certain deductions from your earnings. Amounts withheld may vary according to

how much you earn and your designated W-4 withholding allowances. Mandated withholdings include such things as federal and state taxes, if any, income taxes, social security, and Medicare taxes.

In addition to standard payroll deductions, Mike Scott Plumbing is required by law to comply with certain court ordered, liens, or wage assignments and to make payroll deductions pursuant to those orders. Other deductions may include voluntary contributions for benefits such as medical, dental, life insurance, flexible spending account, and 401K.

It is important for you to review your payroll deductions and if there is an error, immediately notify the Payroll Administrator.

CHANGE OF STATUS

It is your responsibility to notify your supervisor and Mike Scott Plumbing immediately if you change your name, address, phone number, marital status, or number of dependents. An employee Information Notice Form will need to be completed and forwarded to the Payroll Department. Such information will be maintained in a confidential manner.

The evaluation and feedback of an employee's performance is a daily ongoing process. The formal performance evaluation process provides an opportunity for the supervisor to discuss the overall employee performance and to communicate future expectations.

The performance evaluation session is also a time when the supervisor will formally address any areas needing improvement and provide an action plan for future performances.

WORKERS COMPENSATION

It is the intention of Mike Scott Plumbing to provide safe and healthy working conditions and to establish and insist upon safe practices at all times by all employees.

Just as your job is a full time responsibility so is your safety. You must be constantly on the alert for dangerous situations. Injuries don't always happen "to the other guy"

Be reminded, working while under the influence of drugs and/or alcohol is prohibited. You may be tested for drug and/or alcohol should you be injured on the job and sent to the designated medical facility for treatment.

What to do if you are injured on the job

Because we are very concerned about your safety we have established the following procedures:

- Notify your immediate supervisor
- Your supervisor will provide you with an authorization for medical treatment if necessary and will advise which designated medical facility you should go to

APPROPRIATE DRESS AND GROOMING

In an effort to maintain a professional environment, we ask all employees to exercise sound judgment and to dress appropriately for work. This means a neat, well-groomed appearance. Please avoid extremes in dress such as flashy, skimpy, or revealing outfits.

Anyone who report to work dressed inappropriately may be asked to leave work and return to work so that appropriate dress may be obtained. Employees who fail to observe these standards may be subject to

disciplinary action up to and including termination.

EMERGENCIES

Mike Scott Plumbing recognizes that certain emergencies may occur such as weather conditions, flood, or fire where employees work schedules may be disrupted

The most important consideration regarding emergencies is the safety of Mike Scott Plumbing employees. Employees will be updated in the particular condition and instructed to remain at the location or evacuate the premises. Should conditions warrant a closure of the facility, employees are responsible for staying in contact with their supervisor. A telephone message will be recorded on Mike Scott Plumbing's employment information telephone number (352-237-2888) which is available to employees and provides the latest information regarding the facility closure due to that particular emergency.

Employees are responsible for calling in daily for the duration of the emergency. Should the emergency be due to severe weather conditions occurring during a weekend, the employee is responsible for calling the main telephone number or contacting their immediate supervisor for instructions by 8:00 A.M Monday morning, or at the beginning of their next scheduled shift.

USE OF COMPANY PROPERTY/VEHICLES

Mike Scott Plumbing has made investments in facilities and equipment to provide employees with a productive and safe environment to perform their jobs.

It is everyone's responsibility to take care of Mike Scott Plumbing's machinery, equipment, and facilities on a daily bases. Should

company property need repair, replacement, or appear defective, please notify your supervisor immediately. Your safety is our utmost concern. You are required to wear your seatbelt at all times as a passenger or driver. Anyone who is careless or deliberately damages company property will be subject to disciplinary action up to and including termination.

The company will pay for one way driving only.

DISTRACTED DRIVING POLICY

In order to increase employee safety and eliminate unnecessary risks behind the wheel, Mike Scott Plumbing has enacted a Distracted Driving Policy. We are committed to stopping distracted driving, and have created the following rules.

Company employees may not use a cell phone or other multi-media device while operating a vehicle – whether the vehicle is in motion or stopped at a traffic light. This includes, answering or making phone calls, engaging in phone conversations, and reading or responding to emails, instant messages, tweets and text messages.

This policy applies to all employees when **any** of the following five conditions apply:

- Operating a company vehicle
- Operating a personal vehicle on company business
- Driving on company property
- Using a cell phone supplied by the company.
- Using a personal phone for company business

If company employees need to use their phones, they must pull over safely to the side of the road or another safe location.

Failure to comply with this policy may result in immediate termination.

ABSENTEEISM & TARDINESS

If you find it necessary to be absent from work, you are required to follow the following procedures:

- First, call the call center to leave to notify them of your absence. Second, personally contact your supervisor at least 30 minutes prior to your start time with a full explanation for your absence and an estimated time for your return to work.
- Unless other arrangements have been made through your supervisor, you are required to call in each day during your absence. Failure to call on any day will be considered a serious breach of this policy. You may be asked by your supervisor to submit a doctor's note to verify your medical condition.

If you find it necessary to leave work before your usual workday ends, you are required to obtain authorization from your supervisor.

Employees' who do not report for work on time, or miss all or part of a day's work, place an extra burden on their fellow employees, as well as our clients, and the customers. In order to avoid the unfair burden on others, we will follow these guidelines regarding absences and tardiness for hourly employees:

- Employees who are repeatedly tardy, and/or repeatedly absent may be subject to a verbal and/or written warning

- Failure to show immediate and significant improvement after receiving a warning could lead to additional disciplinary action up to and including termination of employment.
- A “no show, no call” for work, or any other serious attendance violations, may lead to immediate termination.

TERMINATION OF EMPLOYMENT

In the event you choose to resign your employment with us or are terminated, we ask that you follow the following procedures:

Return Your Company Property

You are required to return all company property such as keys, tools, uniforms, swipe cards, etc. this must be coordinated with your supervisor in advance of your last day of employment.

Employee Group Health Benefits

Your current Group Health Benefits will end the last day of the month you resign or are discharged. You will be notified by mail of COBRA (continuation of your benefits)

Your Final Check

In your final paycheck, you will receive pay for all hours worked up through your last day of employment in addition to any unused earned vacation. However, any outstanding loans, phone bills, Insurance premiums, uniforms, or tool, etc. will be deducted from your final check before it is issued.

EMPLOYEE BENEFITS

Mike Scott Plumbing recognizes the need for balance in an employee's work life and personal life. Paid vacation is to promote and increase productivity and a healthy morale through rest and relaxation.

All regular full time employees working 32 or more hours per week on a regular basis are eligible for paid vacation after 1 continuous year of employment with Mike Scott Plumbing.

Vacation Schedule

Earned vacation hours must be taken prior to the next anniversary date. There is no carryover of vacation hours into the following anniversary year. Your immediate supervisor must approve all vacation in advance.

Vacation hours are not paid in advance.

Vacation time may be used in full 8 hour days.

Holidays

All full time employees are eligible for holiday pay after 3 months of continuous employment. Mike Scott Plumbing recognizes the following as company paid holidays:

- New Years Day
- 4th of July
- Thanksgiving Day
- Christmas Day

Holiday pay is paid on your normal regular straight time pay. Holiday pay does not count as hours worked for purposes for calculating an employee's entitlement to overtime.

Hourly employees asked to work on a recognized holiday will receive holiday pay in addition to their normal rate of hours worked on the holiday.

Operational Processes

Below is a list of standard operational guidelines that each employee is expected to adhere to. These processes can change or be altered at the discretion of management and without notice.

Construction Plumber

- You are responsible for your own tools. Arrangements can be made through administration to order tools and have the cost deducted from your paycheck.
- No form of tobacco products will be consumed in any house in the top out or trim stage of construction.
- You are responsible for keeping your truck clean inside and out
- Report any mechanical problems with your company truck immediately
- You are responsible for keeping your truck supplied with the proper materials needed daily to complete your workday effectively
- Notify warehouse if you take an item that leaves inventory low
- You are responsible for checking, loading, and unloading all materials for daily jobs before leaving the shop
- Ask your supervisor if you need additional equipment or instruction to get job done effectively and safely
- Advise your supervisor of any hazardous conditions
- All plumbers are responsible for keeping and leaving job sites clean
- If you complete a job early, notify supervisor to see if you can be assistance to another crew

Service Plumber

- Clean uniform and booties are required
- Always wear booties when entering a customer's home

- Never use a customer's personal belongings, including paper towels to complete a job or clean up
- Service calls and follow up calls should be scheduled through the call center only, never by a service technician in the field
- Paperwork must be completed at the completion of every job and must be turned in everyday
- When you complete a job, you must communicate with your supervisor before leaving the site
- If you must make a stop between jobs, you must communicate with your supervisor
- You must load tools and material for your assigned jobs each morning
- Restock your truck daily