

**APPLIANCE & REFRIGERATION  
HOSPITAL, INC.  
&  
EMBASSY SERVICE GROUP, INC.**

**EMPLOYEE HANDBOOK**

**Revised 11/2017**

*Appliance & Refrigeration Hospital Inc.*  
*Employee Handbook*

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# ***Appliance & Refrigeration Hospital Inc.***

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Welcome to Appliance & Refrigeration Hospital Inc. & Embassy Service Group!

We believe every employee has individual talents that will help make us successful. Our challenge is to provide an environment that allows you to reach your full potential. We are proud of the service and quality we provide. We hope you also will be proud to be a member of our team.

This handbook describes many of our policies, procedures, and benefits. It will answer many questions you may have about your employment at Appliance & Refrigeration Hospital. We suggest you become familiar about the handbook as soon as possible.

We hope your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,

Steven Merriam  
President

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### INTRODUCTORY STATEMENT

This employee handbook will give you important information about working at Appliance & Refrigeration Hospital. It sets forth the Company's expectations and guidelines and sets the standards for excellent performance. It also includes various policies, procedures, and work rules that provide direction for our daily activities.

However, this handbook cannot cover every situation or answer every question about policies and benefits at Appliance Hospital. Your supervisor also will be a source of information for you. Appliance Hospital has the right to add new policies, change policies, or cancel policies at any time. The only policy we will never change or cancel is our employment-at-will policy. The employment-at-will policy allows you or Appliance Hospital to terminate your employment at any time for any reason, with or without cause or notice.

The policies in this handbook are not intended to create a contract. The policies should not be construed to constitute contractual obligations of any kind or a contract of employment between Appliance Hospital and any employee. The provisions in the handbook have been developed at the discretion of management and, except for the policy of employment-at-will, may be amended or cancelled at any time, at the sole discretion of Appliance & Refrigeration Hospital.

These provisions replace all other existing policies and practices and may not be changed or added to without the express written approval of the President of Appliance & Refrigeration Hospital.

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### **CUSTOMER RELATIONS**

Our customers are very important to us. Every employee represents Appliance & Refrigeration Hospital (ARH) to customers and the public. Our customers judge all of us by how we treat them. One of the highest priorities at ARH is to help any customer or potential customer. Nothing is more important than being courteous, friendly, prompt, and helpful to customers.

We will provide customer relations and services training to all employees who have frequent customer contact. If a customer wants to make a specific comment or a complaint, you should direct the person to the Service Manager or Company President for appropriate action. Your contacts with the public, your telephone manners, and any communications you send to customers reflect not just on you, but also on the professionalism of ARH. Good customer relations can build greater customer loyalty, increased profits and continued future employment.

### **AT-WILL EMPLOYMENT**

You are free to leave the Company at any time, with or without a reason and with or without notice. The Company also has the right to end your employment at any time, with or without a reason and with or without notice. Although the Company may choose to end your employment for a cause, cause is not required. The Company's policy is that employment is "at will." Further, the Company has the right to manage its work force and direct its employees. This includes the right to hire, transfer, promote, demote, reclassify, lay-off, terminate, or change any term or condition of employment at any time, with or without a reason and with or without notice unless otherwise required by law.

Employees that drive a company vehicle and/or enter a residence must comply with all appropriate certifications. These can include (but not limited to) drivers license, insurability, background screening, driving record, drug screening, and all stand and manufacturer certifications required by vendors we do authorized business for, and states that the employee is working in. Many certifications must be renewed on an ongoing basis and must be kept current.

No one other than the President of the Company may enter into an agreement for employment for a specific period of time or make any agreement contrary to the policy of at will employment. In addition, any such agreement must be in writing signed by the President of the Company.

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### **EQUAL EMPLOYMENT OPPORTUNITY**

Appliance & Refrigeration Hospital is an equal opportunity employer. We enthusiastically accept our responsibility to make employment decisions without regard to race, religious creed, color, age, sex, sexual orientation, gender, national origin, religion, marital status, medical condition, disability, military service, pregnancy, childbirth and related medical conditions, or any other classification protected by federal, state, and local laws and ordinances. Our management is dedicated to ensuring the fulfillment of this policy with respect to hiring, placement, promotion, transfer, demotion, layoff, termination, recruitment advertising, pay, and other forms of compensation, training, and general treatment during employment.

Any violation of this policy will not be tolerated and will result in appropriate disciplinary action, up to and including termination. If an employee believes someone has violated this policy, the employee should bring the matter to the attention of the Company President or Service Manager at 503-281-0041. The Company will promptly investigate the facts and circumstances of any claim this policy has been violated and take appropriate corrective measures.

No employee will be subject to, and the Company prohibits, any form of discipline or retaliation for reporting in good faith perceived violations of this policy, pursuing any such claim, or cooperating in any way in the investigation of such claims.

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### ANTI-HARASSMENT

Appliance & Refrigeration Hospital does not tolerate harassment of our job applicants, contractors or employees by another employee, supervisor, vendor, customer, or any third party. Any form of harassment on the basis of race, religious creed, color, age, sex, sexual orientation, gender, national origin, religion, marital status, medical condition, disability, military service, pregnancy, childbirth and related medical conditions, or any other classification protected by federal, state, and local laws and ordinances is a violation of this policy and will be treated as a disciplinary matter.

**Harassment Defined.** While it is not easy to define precisely what harassment is, it includes slurs, jokes, teasing and other uninvited verbal, graphic or physical conduct by one individual toward another. The Company has a zero tolerance for harassment and is committed to a workplace free of any harassment.

Harassment is unwelcome verbal, visual or physical conduct creating an intimidating, offensive or hostile work environment that interferes with work performance. Examples of harassment include verbal (including slurs, jokes, insults, epithets, gestures or teasing), graphic (including offensive posters, symbols, cartoons, drawings, computer displays or e-mails) or physical conduct (including physically threatening another, blocking someone's way, etc.) that denigrates or shows hostility or aversion towards an individual because of any protected characteristic. Such conduct constitutes harassment when: (1) it has the purpose or effect of creating an intimidating, hostile or offensive working environment; or (2) it has the purpose or effect of unreasonably interfering with an individual's work performance; or (3) it otherwise adversely affects an individual's employment opportunities. Because it is difficult to define unlawful harassment, employees are expected to behave at all times in a professional and respectful manner.

**Sexual Harassment Defined.** Sexual harassment can include all of the above actions, as well as other unwelcome conduct such as unwelcome or unsolicited sexual advances, requests for sexual favors, conversations regarding sexual activities and other verbal or physical conduct of a sexual nature when: (1) submission to such conduct is made, either explicitly or implicitly, a term or condition of an individual's employment; or (2) submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individual; and (3) such conduct has the purpose or effect of substantially or unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive environment.

Examples of sexual harassment include:

- Unwelcome sexual advances, flirtations, advances, leering, whistling, touching, pinching, assault, blocking normal movement
- requests for sexual favors or demands for sexual favors in exchange for favorable treatment
- obscene or vulgar gestures, posters or comments



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- sexual jokes or comments about a person's body, sexual prowess or sexual deficiencies
- propositions, suggestive or insulting comments of a sexual nature
- visual harassment such as derogatory cartoons, posters and drawings
- sexually explicit e-mails or voicemails
- uninvited touching of a sexual nature
- unwelcome sexually-related comments
- conversation about one's own or someone else's sex life
- conduct or comments consistently targeted at only one gender, even if the content is not sexual
- teasing or other conduct directed toward a person because of the person's gender

**Harassing conduct is unacceptable in the workplace and in any work-related settings such as business trips and business related social functions.** The harasser may be someone's supervisor, co-worker, client, customer, vendor or other third party.

**Reporting Procedures.** The following steps have been put into place to ensure the work environment at Appliance & Refrigeration Hospital is respectful, professional and free of lawful harassment. If an employee believes someone has violated this policy (whether or not that person is a co-worker, supervisor, or a third party), the employee should promptly bring the matter to the immediate attention of the Company President or Service Manager at 503-281-0041.

**Investigation Procedures.** The Company will promptly investigate the facts and circumstances of any claim of harassment. To the extent possible, the Company will endeavor to keep the complaining employee's concerns confidential. During the investigation the Company will generally:

- interview the complainant and the alleged harasser
- conduct further interviews as necessary
- document the Company's findings regarding the complaint
- document recommended follow-up actions and remedies, if warranted
- inform the complainant of the Company's findings and, where appropriate, of the remedial action that will be taken.

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Every supervisor who learns of any employee's concern about alleged harassment, whether in a formal complaint or informally must immediately report the issues raised to the Company President or Service Manager at 503-281-0041.

Upon completion of the investigation, the Company will take corrective measures against any person who has engaged in conduct in violation of this policy, if the Company determines such measures are necessary. These measures may include, but are not limited to, counseling, suspension, or immediate dismissal. Anyone, regardless of position or title, whom the Company determines has engaged in conduct that violates this policy will be subject to discipline, up to and including termination.

**No Retaliation.** No employee will be subject to, and the Company prohibits, any form of discipline or retaliation for reporting in good faith perceived violations of this policy, pursuing any such claim, or cooperating in any way in the investigation of such claims. If an employee believes someone has violated this policy (whether or not that person is a co-worker, a superior, or a third party), the employee should bring the matter to the immediate attention of the Company President or Service Manager at 503-281-0041. Anyone, regardless of position or title, whom the Company 503-281-0041 determines has engaged in conduct that violates this policy against retaliation, will be subject to discipline, up to and including termination.

We cannot remedy claimed harassment or retaliation unless you bring these claims to the attention of management. Failure to report claims of harassment and/or retaliation prevents us from taking steps to remedy the problem.

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### **ACKNOWLEDGMENT OF RECEIPT OF APPLIANCE & REFRIGERATION HOSPITAL ANTI-HARASSMENT POLICY**

I acknowledge I have received a copy of Appliance & Refrigeration Hospital's Anti Harassment Policy (the "Policy"). I have read the Policy, understand it and agree to follow it. I understand any employee who engages in conduct prohibited by the Policy will be subject to disciplinary action, up to and including termination.

I understand it is my obligation to refrain from engaging in conduct in violation of the Policy and also to report conduct I believe violates the policy to enable the Company to take action as appropriate.

Date: \_\_\_\_\_

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

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### **REASONABLE ACCOMMODATION**

Appliance & Refrigeration Hospital recognizes and supports its obligation to reasonably accommodate job applicants and employees with disabilities who are able to perform the essential functions of the position, with or without reasonable accommodation. Appliance Hospital will provide reasonable accommodation to otherwise qualified job applicants and employees, unless doing so would impose an undue hardship on the Company.

An applicant or employee who believes he or she needs a reasonable accommodation of a disability should discuss the need for a possible accommodation with his or her direct supervisor or the Company President.

### **EMPLOYEE CLASSIFICATIONS**

A number of different types of employees are employed by Appliance & Refrigeration Hospital.

Regular Full-Time Employees: Employees who are regularly scheduled to work at least 40 hours per week. Regular full-time employees are eligible for all Company benefits.

Regular Part-Time Employees: Employees who are regularly scheduled to work fewer than 40 hours per week. Part-time employees are not eligible for Company benefits.

Non-Exempt Employees: Employees who are covered by the overtime provisions of the federal Fair Labor Standards Act and applicable state wage/hour laws. Non-exempt employees are entitled to an overtime premium for overtime work in accordance with state and federal law.

Exempt Employees: Salaried employees whose work duties exempt them from the overtime provisions of the federal Fair Labor Standards Act and any applicable state wage/hour laws.

An employee may change classifications only upon written notification by the Company. There are no automatic conversions from one classification to another. Please speak to the Company President if you have any concerns or questions about your classification.

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### **PAYDAYS**

All employees are paid semimonthly on the 1<sup>st</sup> and the 16th of the month. Each paycheck includes pay for all work performed through the payroll period. The payroll period is defined as the 10<sup>th</sup> – 24<sup>th</sup> or 25<sup>th</sup> – 9<sup>th</sup>. If a payday falls on a weekend or holiday, you will be paid on the first work day after that payday. If you are on vacation on payday, you will get your paycheck when you return.

### **PAY ADVANCES**

Appliance & Refrigeration Hospital does not provide pay advances to employees under any circumstances.

### **BREAKS AND MEAL PERIODS**

All non-exempt employees of our Company are entitled to periodic break periods during their work day. If you are a non-exempt employee, you will be paid for all such break periods. Your supervisor will advise you of the time and duration of your breaks and you are expected to return to work promptly at the end of any meal. Generally, you will be entitled to one (1) 10 minute rest break for every four (4) hours you work. If you work more than six (6) hours in a workday, you will receive one (1) rest break during the first half of your shift and one (1) rest break during the second half of your shift.

If you work more than five (5) hours in a workday you are also entitled to an unpaid 30 minute meal period. Your supervisor will advise you of the scheduling of your meal period. You must not perform any work during your meal period, and you must take at least 30 minutes off.

You may leave the premises for your meal periods. It is important that you return to work promptly at the end of your meal period.

### **TIMEKEEPING**

Non-exempt employees are responsible for accurately recording the hours they work. The law requires Appliance & Refrigeration Hospital to keep accurate records of “time worked” to correctly calculate employee pay and benefits. “Time worked” means all the time non-exempt employees spend performing their assigned work. Technicians must document their work hours daily. The technician’s hours begin at arrival at the office, drop site or arrival at first job of the day and ends when last call is completed. Office employees must fill out their time sheets daily. We currently employ a time-clock system.

If you are a non-exempt employee, you must accurately record the time you start and stop work, when you start and end any meal periods or split shifts, and when you leave the workplace for personal reasons. Before you work any overtime, you must always get advance approval.

Falsifying time records is a serious matter. You may not change time after it is already recorded, enter a false time on purpose, tamper with time records, or record other employees’ time for them. If you do any of these actions, you may be subject to disciplinary action, up to and including termination.

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### **ATTENDANCE AND PUNCTUALITY**

The success of Appliance & Refrigeration Hospital depends upon the cooperation and commitment of each member of our team. Therefore, your attendance and punctuality are extremely important. Your fellow employees must bear the burden of your absence. Your responsibility to Appliance & Refrigeration Hospital and your fellow employees requires good attendance.

Please be at your work place and ready to work at your starting time. Give yourself enough time to make preparations to begin work prior to your starting time. However, we request you do not report to work or log in on your Attendance Record more than five (5) minutes before your starting time without your supervisor's permission. We also ask that you not stay more than five (5) minutes after the end of your work day without your supervisor's permission.

We recognize there may be times when your absence or tardiness cannot be avoided. In that event, notify your supervisor as soon as possible before your scheduled shift. Unless you have made other arrangements with your supervisor, you should call your supervisor each day of your absence.

Failure to give your supervisor notice of your absence or tardiness is serious. Failure to notify us may also result in disciplinary action. If you are absent due to the illness of yourself or a family member for three (3) or more work days, we may require you to produce a certification from your healthcare provider. If you fail to notify your supervisor of your absences for three (3) consecutive days, you may be considered to have voluntarily terminated your employment with the Company.

A pattern of excessive or unexcused absences or tardiness may result in disciplinary action, up to and including termination.

### **OVERTIME**

The nature of our business sometimes requires our employees to work overtime. Your supervisor will notify you when you are required to work overtime. We expect and appreciate your cooperation. We will try to provide you with advance notice of any overtime that will be required of you.

If you are a non-exempt employee, you will be paid overtime in accordance with state and federal overtime requirements. For all hours worked in excess of 40 hours in one (1) week, or for the first eight (8) hours on the seven (7)th day in the same workweek, you will be paid at one and one-half times (1½) your regular rate of pay. There may be exceptions to these standards where allowed by law.

Please remember you are not allowed to work overtime unless it has been authorized in advance by your supervisor.

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### **PERFORMANCE EVALUATIONS**

We endeavor to schedule periodic performance evaluations on an annual basis to give you an opportunity to discuss your work performance with your supervisor. In addition, your supervisor may give you regular input regarding your performance. During your formal performance review, your supervisor will consider the following issues, among others: attendance, initiative and effort, knowledge of your work, attitude and willingness, and the quality and quantity of work performed. The performance evaluation is designed to identify your strengths and also inform you of areas where improvement may be required. Your performance evaluation will also provide an opportunity for you to discuss performance goals and targets with your supervisor.

### **YOUR PERSONNEL RECORDS**

It is important your personnel records are accurate and up-to-date so you may continue to receive uninterrupted benefits. Certain information also is necessary to determine the amount of wage deductions for federal and state income tax. You should notify the Company of any change in your name, address, telephone number, marital status, number of dependents or emergency contact telephone number.

In addition, you may receive a copy of your payroll records within 21 days after making a request, preferably in writing, for them. You are responsible for paying the reasonable expenses incurred in copying such records for you.

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### **SUBSTANCE ABUSE POLICY**

#### **I. Statement Of Purpose**

Appliance & Refrigeration Hospital Inc. (the “Company”) has a vital interest in ensuring a safe, healthy and efficient working environment for our employees and customers. The unlawful or improper use of controlled substances or alcohol in the workplace presents a danger to everyone. For these reasons, we have established as a condition of employment the following Substance Abuse Policy (the “Policy”). Drug and/or alcohol testing is an integral part of our Policy.

This Policy applies to all applicants and employees of the Company. Questions regarding the meaning or application of this Policy should be directed to the Company’s Company President.

#### **II. Definitions**

“Illegal drugs” means any controlled substance or drug, the sale, possession or use of which is prohibited under state or federal law. It includes marijuana, cocaine, opiates, amphetamines, phencyclidine (“PCP”) and their metabolites and any other substance listed in Schedules I through V of the Controlled Substance Act, 21 U.S.C. section 821, as may be revised from time to time. The term also includes prescription drugs not being used in the manner, combination or quantity prescribed, over-the-counter medications used other than as directed by the package instructions or as directed by a physician, so-called designer, look-alike synthetic drugs, and solvents, glue, inhalants or patches used as an intoxicant, even if the possession of such substances are not specifically prohibited by state or federal law.

“Legal drugs” means prescription drugs and over-the-counter drugs that have been legally obtained and are only being used in the manner, combination or quantity for which they were prescribed or manufactured.

“Under the influence” means that the employee is affected by a drug or alcohol, or any combination of a drug or alcohol, in any detectable manner. The symptoms of influence are not confined to those consistent with misbehavior, but include impairment of physical or mental ability, such as slurred speech or difficulty in maintaining balance.

“Under the influence” of a drug includes a confirmed positive test indicating the presence of a drug or its metabolites in amounts above the cut-off level established by the laboratory pursuant to the guidelines of the U.S. Department of Health and Human Services and in accordance with applicable local or state law. Under the influence of alcohol includes a confirmed alcohol concentration of 0.04 or higher.



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### **III. Policy**

#### **A. Possession, Use or Sale of Drugs or Alcohol**

##### **1. Illegal Drugs**

Possession, use, being under the influence, sale, purchase, transfer or delivery of an illegal drug during work hours (including meal and break periods), while on Company premises or while engaged in Company business is prohibited. Reporting to work or remaining at work while under the influence of an illegal drug also is prohibited.

##### **2. Alcohol**

The unauthorized possession, use or being under the influence of alcohol during working hours (including meal and break periods), while on Company premises or while engaged in Company business is prohibited. Reporting to work or remaining at work with an alcohol concentration of 0.04 or greater also is prohibited.

##### **3. Legal Drugs**

The Company recognizes that an employee may need to use legal drugs from time to time for medical reasons. The possession or use of legal drugs during working hours, while on Company premises or while engaged in Company business is permitted, provided such use does not affect the safety of the employee, co-workers, customers or the public, or the employee's job performance or the safe or efficient operation of Company facilities, equipment and vehicles.

An employee using a legal drug has an obligation to inquire and determine whether the legal drug he or she is taking may or will affect his or her ability to safely and efficiently perform his or her job duties. If the employee is using a legal drug at the direction of a physician, dentist or other licensed practitioner, the employee is required to obtain a written statement of any work related restrictions. Any such restrictions must be reported to the Company President prior to commencing work while using any legal drug. An employee may continue to work while using a legal drug if the Company President determines that the employee does not pose a threat to his or her own safety or the safety of co-workers, customers, or the public or that the employee's job performance will not be significantly affected by the legal drug. Otherwise, the employee may be required to take a leave of absence or comply with other appropriate action determined by the Company President, such as a reassignment of duties.

#### **B. Off-duty Possession or Use of Drugs and/or Alcohol**

Off-duty possession or use of illegal drugs and/or alcohol also is prohibited to the extent such possession or use may adversely affect the Company's legitimate interests or the ability of the employee to safely or efficiently perform his or her job duties.

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### C. Co-Worker Obligations

Any employee who observes or has personal knowledge that another employee is under the influence, using or possessing drugs or alcohol in violation of this Policy shall promptly report such information to his or her immediate supervisor.

## **IV. Drug And Alcohol Testing**

### A. Drug Testing of Applicants

All applicants who have been extended a conditional offer of employment are required to submit to a pre-employment drug test and must receive a negative test result as a condition of employment. Such tests will be conducted prior to the first time the individual performs any of his or her job duties, and will be conducted as part of a pre-employment medical examination that includes a urinalysis.

Failure to receive a negative test result will result in the revocation of any job offer that has been extended to the applicant. Such applicants may re-apply for employment after they are no longer currently engaging in the use of illegal drugs. Any job applicant testing positive for a legal prescription drug must provide proof to the Company's medical review officer that the prescription drug was legally obtained (e.g., a prescription), and, where appropriate, a doctor's statement of any potential work related restrictions caused by the medication.

### B. Drug and/or Alcohol Testing of Current Employees

The Company may require a fitness-for-duty examination and/or urinalysis, breathalyzer test or other drug/alcohol tests:

1. When there is reasonable suspicion that the employee is using or is under the influence of drugs or alcohol in violation of this Policy.
2. Whenever there is reasonable suspicion that the employee is using or is under the influence of drugs or alcohol in violation of this Policy, and the employee causes or contributes to a work-related accident which results in one or more of the following: (i) a fatality; (ii) bodily injury to any individual who, as a result of the accident, requires immediate medical treatment (excluding first aid) at or away from the scene of the accident; (iii) damage to Company property or to the property of a customer; or (iv) in the case of a vehicle accident, one or more vehicles involved in the accident incurs disabling damage as a result of the accident, requiring the vehicle(s) to be transported away from the scene by another vehicle.

### C. Drug and Alcohol Testing Procedures

Except as may be otherwise required by applicable state or local law and to the extent practical, the Company will utilize the Federal Procedures For Transportation Workplace

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Drug and Alcohol Testing Programs, 49 C.F.R. Part 40, as amended, as a guideline for all drug and alcohol tests. These procedures insure the integrity, confidentiality and reliability of the testing processes, safeguard the validity of the test results and ensure that these results are attributed to the correct individual. Further, these procedures minimize the impact on the privacy and dignity of persons undergoing such tests to every extent feasible.

### **V. Consequences Of Refusal To Submit To Testing And Policy Violations**

#### **A. Positive Test Results**

Any applicant who receives a confirmed positive drug test result will be ineligible for employment with the Company at that time.

Any employee who receives a verified positive drug test or a confirmed positive alcohol test will be subject to discipline, up to and including termination.

#### **B. Refusal to Submit**

An applicant or employee who engages in any of the following conduct will be considered to have refused to submit to a test: (1) refusing or failing to appear for any substance abuse test within a specified time, as determined by the Company, after being directed to do so by the Company; (2) failing to remain at the testing site until the testing process is complete; (3) refusing or failing to provide a urine specimen, or breath or saliva specimen for testing; (4) failing to provide a sufficient amount of urine or breath for testing when directed, without an adequate medical explanation; (5) failing to undergo a medical examination or evaluation as directed; (6) adulterating or substituting a urine sample, or attempting to adulterate or substitute a urine sample; (7) in the case of a directly observed or monitored collection in a drug test, failing to permit the observation or monitoring of the provision of a urine specimen; (8) refusing or failing to notify the Company promptly that the employee was involved in a work-related accident (as defined in Section IV.B.2 of this Policy), without a valid excuse; (9) failure to consent to the release of a drug or alcohol test result taken by a third party such as the police or a hospital; or, (10) failing to cooperate with any part of the testing process such as by delaying the collection, testing or verification process or otherwise engaging in conduct that clearly obstructs or manipulates, or attempts to obstruct or manipulate, the testing process.

Any applicant who refuses to submit to testing will be ineligible for employment at that time.

Any employee who refuses to submit to testing will be subject to discipline, up to and including termination.

#### **C. Other Violations**

Violations of other provisions of this Policy also may result in discipline, up to and including termination.

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### **VI. Self-Identification Of Substance Abuse Problem**

The Company encourages employees who have or are developing a substance abuse problem to contact the Company President for referral to an assistance program. No employee who requests assistance for his or her substance abuse problem will be disciplined as a result of making a request, provided that the investigation/disciplinary process has not already been set in motion at the time of the employee's request. Nor may any employee use this self-identification opportunity to avoid or refuse taking a test required under this Policy.

The cost of any evaluation, counseling, treatment or rehabilitation program is the employee's responsibility to the extent not covered under the employee's medical insurance. (For further details, contact the Company President.)

# *Appliance & Refrigeration Hospital, Inc.*

## *Employee Handbook*

### **CONFLICTS OF INTEREST**

Appliance & Refrigeration Hospital expects its employees to devote their full work time, energies, abilities, and attention to our business. Employees are expected to avoid situations that create an actual or potential conflict between the employee's personal interests and the interests of the Company. Employees who, because of other work or activities, cannot make this commitment may be asked to end their employment with the Company.

A conflict of interest exists when an employee's loyalties or actions are divided between the Company and a competitor, supplier, or customer. Employees who are unsure whether a certain transaction, activity, or relationship constitutes a conflict of interest should discuss the situation with their supervisor or a member of management for clarification. Any exceptions to this policy must be approved in writing by the Company President.

Some examples of the more common conflicts that should be avoided by all employees include, but are not limited to:

1. accepting personal gifts or entertainment from competitors, customers, suppliers, or potential suppliers;
2. working for a competitor, supplier, or customer while employed by the Company;
3. engaging in self-employment in competition with the Company;
4. using proprietary or confidential Company information for personal gain or to the Company's detriment;
5. having a direct or indirect financial interest in or relationship with a competitor, customer, or supplier;
6. acquiring any interest in property or assets of any kind for the purpose of selling or leasing it to the Company; and
7. committing the Company to give its financial or other support to any outside activity or organization without appropriate written authorization.

Failure to adhere to this policy, including failure to disclose any conflict or seek an exception to this policy, may result in disciplinary action, up to and including termination.

# *Appliance & Refrigeration Hospital, Inc.*

## *Employee Handbook*

### **BUSINESS ETHICS AND CONDUCT**

We expect Appliance & Refrigeration Hospital employees to be ethical in their conduct. It affects our reputation and success. Appliance & Refrigeration Hospital requires employees to carefully follow all policies, laws and regulations, and exhibit the highest standards of conduct and personal integrity.

Our continued success depends on our customers' trust. Employees owe a duty to Appliance & Refrigeration Hospital, our customers, and shareholders to act in ways that will earn the continued trust and confidence of the public.

As an organization, Appliance & Refrigeration Hospital will comply with all applicable laws and regulations. We expect all directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to not do anything that is illegal, dishonest, or unethical.

If you use good judgment and follow high ethical principles, you will make the right decisions. However, if you are not sure if an action is ethical or proper, you should discuss the matter openly with your supervisor. You may also contact the Service Manager or Company President for advice and consultation.

It is the responsibility of every Appliance & Refrigeration Hospital employee to comply with our policy of business ethics and conduct. Employees who ignore or do not comply with this standard of business ethics and conduct may be subject to disciplinary action, up to and including termination of employment.

# ***Appliance & Refrigeration Hospital, Inc.***

## ***Employee Handbook***

### **OUTSIDE EMPLOYMENT**

You may hold an outside job as long as you can satisfactorily perform your position with the Company and it does not interfere with our scheduling demands.

We hold all employees to the same performance standards and scheduling expectations regardless if they hold jobs outside of their working hours with the Company. To remain employed at Appliance & Refrigeration Hospital, we may ask you to terminate an outside job if we determine that it is negatively impacting your performance.

# ***Appliance & Refrigeration Hospital, Inc.***

## ***Employee Handbook***

### **PERSONAL RELATIONSHIPS IN THE WORKPLACE**

When relatives or persons involved in a dating relationship work in the same area of an organization, it may cause problems at work. In addition to claims of favoritism and morale issues, personal conflicts from outside can sometimes carry over to work.

No relatives of current employees will be hired by Appliance & Refrigeration Hospital if such hiring would create a supervisory relationship between a current employee and that relative. For purposes of this policy, “relative” means spouse, domestic partner, mother, father, children, sisters, brothers, mother and father-in-law, sons and daughters-in-law, cousins, aunts and uncles.

Current employees who become related, for example, by virtue of marriage, to another current employee will be permitted to continue employment. However, Appliance & Refrigeration Hospital may transfer one of the employees if a supervisory relationship exists between the employees to avoid an actual or potential conflict of interest.



# *Appliance & Refrigeration Hospital, Inc.*

## *Employee Handbook*

### **EMPLOYEE BENEFITS**

Appliance & Refrigeration Hospital offers a number of benefits to its employees. Most benefits will be described for you in a benefits orientation meeting when you commence employment. This Handbook briefly describes some of those benefits. Appliance & Refrigeration Hospital may modify or rescind any benefits provided. Full time employees will be eligible for benefits the first of the month after the 90 day probationary period. Health care eligibility is the first of the month after 60 days. If you have any questions about your benefits, please consult the Company President.

### **HOLIDAYS**

Appliance & Refrigeration Hospital provides time off to all eligible employees on the following holidays:

- New Year's Day (January 1)
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Thanksgiving Day (fourth Thursday in November)
- Christmas Day (December 25)

Eligible employees will be paid for holiday time off. Your holiday pay will be calculated at your straight-time pay rate as of that holiday multiplied by the number of hours you would normally have worked that day. If nonexempt employees work on a recognized holiday, they will receive holiday pay plus their wages at one and one-half times their straight-time rate for the hours they worked on the holiday.

To be eligible for paid holidays, you also must work both the last scheduled work day immediately before the holiday and the first scheduled day immediately after the holiday, unless they are on a scheduled PTO. In that case, they must work the day before and the day after the assigned PTO days.

# *Appliance & Refrigeration Hospital, Inc.*

## *Employee Handbook*

### **Paid Time Off Benefit**

All regular fulltime employees are eligible for a Paid Time Off (PTO) benefit based on the employee's anniversary date. PTO is to provide employees with flexible paid time off from work that can be used for such needs as vacation, personal or family illness, or other activities of the employee's choice. The preference for using PTO is to preplan use and to have supervisory oversight. Earned PTO time will be calculated based on date of hire and length of service:

With the exception of PTO earned after 90 days, all other PTO will be accrued each year on your anniversary date. The amount earned will be based on your length of service.

Amount of PTO earned each year will be as follows:

<b><u>Time of Service</u></b>	<b><u>Total PTO Time</u></b>
90 Days	5 Days (40 hours)
After 1 Year	10 Days/80 Hours
After 10 Years	15 Days/120 Hours

PTO can be used in 4 hour increments, and will be automatically paid any day an employee works 4 hours or less.

We prefer PTO be preplanned by requesting time off, and may request at times to rescheduled PTO if possible, BUT PTO can be used any way (or time) an employee desires. Requested dates for PTO must/should be submitted to management by January 31<sup>st</sup> or at minimal 45 days prior to the request. Priority for PTO days is based on seniority and full week requests. Requests submitted after January 31<sup>st</sup> lose priority status. PTO days must be used prior to unpaid time off.

The number of employees allowed on PTO at one time will be at the discretion of management. During peak business periods, multiple employees on PTO at one time will be limited.

All accrued unused PTO days will expire after 1 year, and will be paid out at that time.

# *Appliance & Refrigeration Hospital, Inc.*

## *Employee Handbook*

### SAFETY

Your safety, and that of those who work with you, is one of our greatest concerns. With an alert safety attitude, you can help eliminate painful and costly accidents. You can help by:

- keeping work areas clean and clear
- reporting hazards or unsafe conditions to your supervisor
- smoking ONLY in designated areas
- reporting all injuries, however minor, to your supervisor immediately
- walking and not running in all buildings
- keeping aisles clear
- never performing a job that you feel is unsafe. Report such situations to your supervisor immediately.
- protect customer property at all times. Inspect work area prior to performing service, always use floor protection, report unsafe installations to consumer, limit any disturbance of water or gas supply lines during the service process and insure strain relief is installed.

Your supervisor will inform you of any additional safety rules that apply to your particular job or work location.

# *Appliance & Refrigeration Hospital, Inc.*

## *Employee Handbook*

### **WORK RELATED INJURIES OR ILLNESSES**

Any accident that occurs on Company premises, be it that of a guest or of an employee, should be reported immediately to your supervisor. For your own safety and the safety of our guests, please do not attempt to give medical aid to an injured guest or fellow employee unless you have been trained to do so. Seek the assistance of a supervisor and call 911 if warranted. In addition, please remember that only the supervisor can answer questions about the Company's liability to injured guests. Please direct those asking questions to a supervisor.

**Workers' Compensation.** If an employee is injured on the job, he or she will usually be entitled to worker's compensation benefits. The Company carries workers' compensation insurance and will assist employees in obtaining all benefits to which they are legally entitled.

If you are injured while working, please report it immediately to your supervisor, no matter how minor the injury may be.

You may be treated by your own doctor for any job-related injury if you notify the Company in writing of the name of your personal physician before you are treated. Forms are available for this purpose. Your "personal physician" means a licensed physician or surgeon who has treated you in the past and who keeps your medical records. Otherwise, the Company will refer you to a local doctor if you need medical care. After 30 days from the date your injury is reported, you may see a doctor of your choice. At any time, you may request a one time change of physicians and the Company will honor that request 5 work days after receiving it.

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### **LEAVE OF ABSENCE**

Appliance & Refrigeration Hospital may provide you with an unpaid medical leave of absence due to illness or injury as required by law.

If you are disabled due to illness or injury, you should give written notice of disability to your supervisor as soon as possible. Requests for leaves for elective surgery should be submitted at least 30 days in advance. Leave requests must include a certification from your healthcare provider stating the date on which the condition began, the probable duration of the leave, a statement you are unable to work at all or are unable to perform one or more of the essential functions of your position with or without reasonable accommodation, and the expected date of return to work. You also must submit a certification from your healthcare provider to the Company President every 30 days during your leave.

You must use any accrued paid time off, including vacation and sick time, during a leave under this policy. The substitution of paid leave for unpaid leave will not extend the maximum duration of your leave.

Under the law, eligibility for employer paid health and dental insurance benefits cease during a leave under this policy. Accordingly, you must pay your portion of the medical and dental premiums during a leave of absence granted under this policy if you choose to receive such benefits during the leave.

A leave of absence under this policy will be for a period of up to 30 days, unless otherwise required by law.

When you are able to return to work, you must give the Company at least one (1) week's notice of your intent to return by mailing the Company President a certification from your healthcare provider stating you are physically able to return to your duties with or without accommodation. This notice is important so your return to work is properly scheduled.

Unless otherwise required by law, we will make reasonable efforts to return you to the same or similar job and at the same rate of pay held prior to your leave of absence, subject to operational requirements that may exist. If you do not return from work on the originally-scheduled return date or request in advance an extension of the agreed upon leave with appropriate medical documentation, you may be deemed to have voluntarily terminated your employment with Appliance & Refrigeration Hospital.

In addition, failure to notify Appliance & Refrigeration Hospital of your availability for work when it occurs, failure to return to work when called by Appliance & Refrigeration Hospital or your continued absence from work because your leave must extend beyond the maximum time allowed, may be deemed a voluntary termination of your employment with Appliance & Refrigeration Hospital.

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### **PREGNANCY DISABILITY LEAVE OF ABSENCE**

If you are disabled by pregnancy, childbirth or related medical conditions, you are eligible to take a pregnancy disability leave (“PDL”). If you are affected by pregnancy or a related medical condition, you are also eligible to transfer to a less strenuous or hazardous position or to less strenuous or hazardous duties, if such a transfer is medically advisable and can be reasonably accommodated. In addition, if it is medically advisable for you to take intermittent leave or work a reduced leave schedule, the Company may require you to transfer temporarily to an alternative position with equivalent pay and benefits that can better accommodate recurring periods of leave.

**Duration of Leave.** The PDL is for any period(s) of actual disability caused by your pregnancy, childbirth, or related medical condition up to four (4) months (or 88 work days for a full-time employee) per pregnancy. The PDL does not need to be taken in one continuous period of time, but can be taken on an as-needed basis. Time off needed for prenatal care, severe morning sickness, doctor-ordered bed rest, childbirth, and recovery from childbirth is covered by your PDL. Generally, we treat your pregnancy disability the same as we treat other disabilities of similarly-situated employees.

**Medical Certification.** You are required to obtain a certification from your health care provider of your pregnancy disability or the medical advisability of a transfer. The certification should include: (1) the date on which you became disabled due to pregnancy or the date of the medical advisability of a transfer; (2) the probable duration of the period(s) of disability or the period(s) for the advisability of a transfer; and, (3) a statement that, due to the disability, you are either unable to work at all or to perform any one or more of the essential functions of your position without undue risk to yourself or to other persons, or a statement that, due to your pregnancy, a transfer to a less strenuous or hazardous position or duties is medically advisable.

As a condition of your return from pregnancy disability leave, or transfer, the Company requires you to obtain a release to return to work from your health care provider stating you are able to resume your original job duties.

**Leave is Unpaid.** PDL leave is unpaid by the Company. However, at your option, you may use any accrued vacation time or other accrued paid time off as part of your PDL before taking the remainder of your leave on an unpaid basis. We require, however, that you use any available sick leave during your PDL. The substitution of any paid leave will not extend the duration of your PDL.

We encourage you to contact the Employment Development Department regarding your eligibility for state disability insurance for the unpaid portion of your leave.

**Return to Work.** If you do not return to work on the originally-scheduled return date or request in advance an extension of the agreed upon leave with appropriate medical documentation, you may be deemed to have voluntarily terminated your employment with the Company. Failure to notify the Company of your ability to return to work when it occurs, or your continued absence from work because your leave must extend beyond the maximum time allowed, may be deemed a voluntary

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termination of your employment with the Company, unless you are entitled to Family and Medical Leave. Upon your return from PDL, you will be reinstated to your same position in most instances.

Taking a PDL may impact certain of your benefits and your seniority date. If you want more information regarding your eligibility for a leave and the impact of the leave on your seniority and benefits, please contact the Company President.

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### **MILITARY LEAVE**

If you are called to active duty in the U.S. military, Reserves or California National Guard, you are eligible for unpaid military leave of absence in accordance with state and federal law. Present your supervisor with a copy of your service papers as soon as you receive them.

During your absence, your length of service accumulates, and your benefits will continue as required by applicable law. Upon application within the appropriate time period after your date of discharge from military service, you will receive the then-current rate of pay and the then-current benefits.

If you are required to attend yearly Reserves or National Guard duty, you can apply for an unpaid temporary military leave of absence not to exceed 17 days (including travel). However, if you prefer, you may use your earned vacation time for this purpose. You should give your supervisor as much advance notice as possible so we can have proper coverage while you are away.



# ***Appliance & Refrigeration Hospital, Inc.***

## ***Employee Handbook***

### **JURY DUTY AND WITNESS LEAVE**

Appliance & Refrigeration Hospital encourages you to fulfill your civic responsibilities by serving jury duty if you are sent a summons. You may request unpaid jury duty leave for the absence. You may also use any available paid time off benefits you have, such as vacation, to be paid for an unpaid jury duty leave. If you get a jury duty summons, show it to your supervisor as soon as possible. This will help us plan for your possible absence from work. We expect you to come to work whenever the court schedule permits. Either you or Appliance & Refrigeration Hospital may ask the court to excuse you from jury duty if necessary. We may ask that you be relieved from going on jury duty if we think that your absence would cause serious operational problems for Appliance & Refrigeration Hospital. Subject to the terms, conditions, and limitations of the applicable plans, Appliance & Refrigeration Hospital will continue to provide health insurance benefits for the full period of unpaid jury duty leave.

You may be required by law to appear in court as a witness. The Company provides unpaid time off for this purpose. We ask that you give your supervisor as much advance notice of your court appearance.

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### **USE OF PHONE AND MAIL SYSTEMS**

Appliance & Refrigeration Hospital telephones are intended for business calls. You are not permitted to make long-distance or toll calls from our phones.

You may not use Appliance & Refrigeration Hospital postage or metering for your personal mail. The postage is intended only for official business-related mail.

Personal cell phone usage should be limited to emergency or during official break periods. Personal cell phones should be stored in the off position or manor mode. Company cell phones may be issued to an employee to conduct business and it is required to follow all state laws governing cell phone usage. We discourage use of a cell phone while driving, but if need to do so we require use of a hands-free equipment. We prohibit the use of cell phones while driving in adverse weather or difficult traffic situations. We emphasize the importance of safety while taking calls on the road.

Our telephone communications are an important reflection of our image to customers and the community. Always use proper telephone etiquette. The following are some examples of good telephone etiquette: use the approved greeting, speak courteously and professionally, repeat information back to the caller, and only hang up after the caller hangs up.

### **SMOKING**

Appliance & Refrigeration Hospital prohibits smoking throughout the workplace. This policy applies to employees, customers, and visitors.

# ***Appliance & Refrigeration Hospital, Inc.***

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### **USE OF COMPANY EQUIPMENT AND VEHICLES**

Equipment and vehicles essential in accomplishing your job duties are expensive and may be difficult to replace. When you use Appliance & Refrigeration Hospital property, you should be careful, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Tell your supervisor if any equipment, machines, tools, or vehicles appear to be damaged, defective, or in need of repair. When you promptly report such matters, you can prevent deterioration of equipment and possible injury to employees and others.

Please see your supervisor if you have questions about your responsibility for maintenance and care of equipment or vehicles you use on the job.

Personal use of company vehicles is prohibited. Drivers of company vehicles must maintain a current driver license, implement safe driving standards, authorize the company or its insurer to check motor vehicle record, implement hands-free use of mobile phones, be responsible for moving and parking violations, report accidents immediately to a supervisor, and provide safe garaging

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

### **DRIVING FOR COMPANY BUSINESS**

From time to time, you may be required to drive as part of your job. For your own safety and the safety of others, if you are asked to drive on Company business, the Company requires that you have a valid and current driver's license and that you carry legally mandated automobile insurance. This applies to the use of company supplied vehicles. Prior to beginning any business related travel you must notify your supervisor if you do not have a valid and current driver's license or automobile insurance so that your supervisor can make other travel arrangements. This policy does not apply to your regular commute to work.

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### **TECHNOLOGY USE AND PRIVACY**

The Company provides various Technology Resources to authorized employees to assist them in performing their job duties. Each employee has a responsibility to use the Company's Technology Resources in a manner that increases productivity, enhances the Company's public image, and is respectful of other employees. Failure to follow the Company's policies regarding Technology Resources may lead to disciplinary measures, up to and including termination of employment. Moreover, the Company reserves the right to advise appropriate legal authorities of any violation of law by an employee.

#### **I. Technology Resources Definition**

Technology Resources consist of all electronic devices, software, and means of electronic communication including, but not limited to, the following: personal computers and workstations; lap-top computers; mini and mainframe computers; computer hardware, such as disk drives and tape drives; peripheral equipment, such as printers, modems, fax machines, and copiers; computer software applications and associated files and data, including software that grants access to external services, such as the Internet; electronic-mail; telephones; cellular phones; pagers; and voicemail systems.

#### **II. Authorization**

Access to the Company's Technology Resources is within the sole discretion of the Company. Generally, employees are given access to the Company's various technologies based on their job functions. Only employees whose job performance will benefit from the use of the Company's Technology Resources will be given access to the necessary technology. Additionally, employees must successfully complete Company-approved training before being given access to the Company's Technology Resources.

#### **III. Use**

The Company's Technology Resources are to be used by employees only for the purpose of conducting Appliance & Refrigeration Hospital's business. Employees may, however, use the Company's Technology Resources for the following incidental personal uses so long as such use does not interfere with the employee's duties, is not done for pecuniary gain, does not conflict with the Company's business, and does not violate any Appliance & Refrigeration Hospital's policy:

- To send and receive necessary and occasional personal communications;
- To prepare and store incidental personal data (such as personal calendars, personal address lists, and similar incidental data) in a reasonable manner;
- To use the telephone system for brief and necessary personal calls; and

# ***Appliance & Refrigeration Hospital, Inc.***

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- To access the Internet for brief personal searches and inquiries during meal times or other breaks, or outside of work hours, provided employees adhere to all other usage policies. Downloading data is prohibited.
- The Company assumes no liability for loss, damage, destruction, alteration, disclosure, or misuse of any personal data or communications transmitted over or stored on the Company's Technology Resources. The Company accepts no responsibility or liability for the loss or non-delivery of any personal electronic-mail or voicemail communications.

#### **IV. Improper Use**

##### **A. Prohibition Against Harassing, Discriminatory, and Defamatory Use**

The Company is aware employees use electronic mail for correspondence that is less formal than written memoranda. Employees must take care, however, not to let informality degenerate into improper use. As set forth more fully in the Company's "Equal Employment Opportunity" policy and "No Harassment" policy, Appliance & Refrigeration Hospital does not tolerate discrimination or harassment on the basis of race, religious creed, color, age, sex, sexual orientation, national origin, religion, marital status, medical condition, disability, military service, pregnancy, childbirth and related medical conditions, or any other classification protected by federal, state, and local laws and ordinances. Under no circumstances may employees use Appliance & Refrigeration Hospital Technology Resources to transmit, receive, or store any information that is harassing, discriminatory, or defamatory in any way (e.g., sexually-explicit or racial messages, jokes or cartoons.)

##### **B. Prohibition Against Violating Copyright Laws**

Employees must not use the Company's Technology Resources to copy, retrieve, forward, or send copyrighted materials unless the employee has the author's permission or is accessing a single copy only for the employee's reference.

##### **C. Other Prohibited Uses**

Employees may not use the Company's Technology Resources for any illegal purpose, violation of any Company policy, in a manner contrary to the best interests of the Company, in any way that discloses confidential or proprietary information of the Company or third parties, or for personal or pecuniary gain.

#### **V. Company Access To Technology Resources**

All messages sent and received, including personal messages, and all data and information stored on the Company's electronic-mail system, voicemail system, or computer systems are Appliance & Refrigeration Hospital property regardless of the content. As such, the Company reserves the right to access all of its Technology Resources including its computers, voicemail, and electronic-mail systems, at any time, in its sole discretion.

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### A. Privacy

Although the Company does not wish to examine personal information of its employees, on occasion, the Company may need to access its Technology Resources including computer files, electronic-mail messages, and voicemail messages. Employees should understand, therefore, they have no right of privacy with respect to any messages or information created or maintained on the Company's Technology Resources, including personal information or messages. The Company may, in its discretion, inspect all files or messages on its Technology Resources at any time for any reason. The Company may also monitor its Technology Resources at any time to determine compliance with Appliance & Refrigeration Hospital's policies, for purposes of legal proceedings, to investigate misconduct, to locate information, or for any other business purpose.

### B. Passwords

Certain of the Company's Technology Resources can be accessed only by entering a password. Passwords are intended to prevent unauthorized access to information. Passwords do not confer any right of privacy upon employee of the Company. Thus, even though employees may maintain passwords for accessing Technology Resources, employees must not expect that any information maintained on Technology Resources, including electronic-mail and voicemail messages, are private. Employees are expected to maintain their passwords as confidential. Employees must not share passwords to maintain their passwords as confidential. Employees must not share passwords and must not access coworkers' systems without express authorization.

### C. Data Collection

The best way to guarantee the privacy of personal information is not to store or transmit it on the Company's Technology Resources. To ensure employees understand the extent to which information is collected and stored, below are examples of information currently maintained by the Company. The Company may, however, in its sole discretion, and at any time, alter the amount and type of information it retains.

- (1) Telephone Use and Voicemail: Records are kept of all calls made from and to a given telephone extension. Although voicemail is password protected, an authorized administrator can reset the password and listen to voicemail messages.
- (2) Electronic Mail: Electronic mail is backed-up and archived. Although electronic mail is password protected, an authorized administrator can reset the password and read electronic mail.
- (3) Desktop Facsimile Use: Copies of all facsimile transmissions sent and received are maintained in the facsimile server.
- (4) Document Use: Each document stored on Appliance & Refrigeration Hospital computers has a history, showing which users have accessed the document for any purpose.

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- (5) Internet Use: Internet sites visited, the number of times visited, and the total time connected to each site is recorded and periodically monitored.

### D. Deleted Information

Deleting or erasing information, documents, or messages maintained on the Company's Technology Resources is, in most cases, ineffective. All employees should understand that any information kept on the Company's Technology Resources may be electronically recalled or recreated regardless of whether it may have been "deleted" or "erased" by an employee. Because the Company periodically backs-up all files and messages, and because of the way in which computers re-use file storage space, files and messages may exist that are thought to have been deleted or erased. Therefore, employees who delete or erase information or messages should not assume that such information or messages are confidential.

## **VI. The Internet and On-Line Services**

The Company provides authorized employees access to on-line services such as the Internet. The Company expects employees will use these services in a responsible way and for business-related purposes only. Under no circumstances are employees permitted to use the Company's Technology Resources to access, download, or contribute to Internet sites that contain inappropriate content such as gross, indecent, or sexually-oriented materials, gambling, and information related to illegal drugs.

Additionally, employees may not use the Company's Technology Resources to sign "guest books" at websites or to post information to any websites, including posting messages to Internet news groups or discussion groups. These actions will generate junk electronic mail and may expose the Company to liability or unwanted attention because of comments employees may make. The Company strongly encourages employees who wish to access the Internet for non-work-related activities to obtain their own personal Internet access accounts.

### A. Confidentiality

Some of the information to which the Company has access is confidential. Employees should avoid sending confidential information over the Internet, except when absolutely necessary. Employees also should verify electronic mail addresses before transmitting any messages.

### B. Monitoring

The Company monitors both the amount of time spent using on-line services and the sites visited by individual employees. The Company reserves the right to limit such access by any means available to it, including revoking access altogether.

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### **VII. Software Use**

#### **A. License Restrictions**

All software in use on the Company's Technology Resources is officially licensed software. No software is to be installed or used that has not been duly paid for and licensed appropriately for the use to which it is being put. No employee may load any software on the Company's computers, by any means of transmission, unless authorized in writing in advance by the Company President. Authorization for loading software onto the Company's computers should not be given until the software to be loaded has been thoroughly scanned for viruses.

#### **B. Confidential Information**

The Company is very sensitive to the issue of protection of trade secrets and other confidential and proprietary information of both the Company and third parties ("Confidential Information"). Therefore, employees are expected to use good judgment and to adhere to the highest ethical standards when using or transmitting Confidential Information on the Company's Technology Resources.

Confidential Information should not be accessed through the Company's Technology Resources in the presence of unauthorized individuals. Similarly, Confidential Information should not be left visible or unattended. Moreover, any Confidential Information transmitted via Technology Resources should be marked with the following confidentiality legend: "This message contains confidential information. Unless you are the addressee (or authorized to receive for the addressee), you may not copy, use, or distribute this information. If you have received this message in error, please advise the Company President immediately at 503 281-0041 or return it promptly by mail."

### **VIII. Software For Home Use**

The Company endeavors to license its software so it may be used on portable computers and home computers, in addition to office computers. Before transferring or copying any software from an Appliance & Refrigeration Hospital Technology Resource to another computer, employees must obtain written authorization from the Company President.

### **IX. Security**

The Company has installed a variety of programs and devices to ensure the safety and security of the Company's Technology Resources. Any employee found tampering or disabling any of the Company's security devices will be subject to discipline, up to and including termination of employment.



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### **X. Audits**

The Company may perform auditing activity or monitoring to determine compliance with these policies. Audits of software and data stored on the Company's Technology Resources may be conducted without warning at any time.

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### **WORKPLACE VIOLENCE PREVENTION**

We are strongly committed to providing a safe workplace. The purpose of this policy is to minimize the risk of personal injury to employees and damage to Company property. We specifically discourage you from engaging in any physical confrontation with a violent or potentially violent individual. However, we do expect and encourage you to exercise reasonable judgment in identifying potentially dangerous situations and informing management accordingly.

Threats, threatening language, or any other acts of aggression or violence made toward or by any Company employee will not be tolerated. For purposes of this policy, a threat includes any verbal or physical harassment or abuse, attempts to intimidate or to instill fear in others, menacing gestures, bringing weapons to the workplace, stalking, or any other hostile, aggressive, injurious and/or destructive actions undertaken for the purpose of domination or intimidation.

All potentially dangerous situations including threats by co workers should be reported immediately to the Company President, or to any other member of management with whom you feel comfortable. Reports of threats may be made anonymously. All threats will be promptly investigated. No employee will be subject to retaliation, intimidation, or discipline as a result of reporting a threat in good faith under this policy.

If an investigation confirms that threat of a violent act or violence itself has occurred, the Company will take appropriate corrective action. Anyone, regardless of position or title, whom the Company determines has engaged in conduct that violates this policy, including retaliation, will be subject to discipline, up to and including termination.

If you are the recipient of a threat made by an outside party, please follow the steps detailed in this section. It is important for the Company to be aware of any potential danger in our workplace. Indeed, we want to take every precaution to protect everyone from the threat of a violent act by an employee or anyone else.

# *Appliance & Refrigeration Hospital, Inc.*

## *Employee Handbook*

### **EMPLOYEE CONDUCT AND WORK RULES**

Any group of people working together must abide by certain rules of conduct based on honesty, good taste, fair play, and safety. This is essential if everyone is to work together efficiently.

Certain specific rules of conduct are observed by the Company and violations of these rules may lead to disciplinary action, up to and including termination. Examples of intolerable misconduct include, but are not limited to:

- any act of dishonesty
- engaging in or provoking any act of violence or damaging Company property or the property of another
- any act of insubordination
- possession, use or sale or offering of alcohol or drugs on Company premises during work time or reporting for work while under the influence of drugs or alcohol
- possession of weapons of any kind
- misuse of Company property or removal of Company property from the premises without express authorization.

The Company will address violations of these rules of conduct and any other violations of Company policy on an individual basis. Pursuant to the Company's at-will employment policy, the Company reserves the right to impose whatever form of discipline it chooses, or none at all, in a particular instance. Disciplinary action may include, but is not limited to, oral or written warnings, suspension, demotion, probation or involuntary termination. Nothing in this Handbook should be construed as a promise of specific treatment in a given situation.

# *Appliance & Refrigeration Hospital, Inc.*

## *Employee Handbook*

### **PERSONAL APPEARANCE**

Because of our relations with clients, customers, and the nature of our business, neatness and cleanliness are absolutely necessary at all times. Employees should dress conservatively, in good taste, and according to the requirements of their position. If an employee fails to dress appropriately, he or she may be asked by his or her supervisor to leave for the day or to return home, change into suitable clothing and report back to work.

If you have any questions about the proper attire for your work area, ask your supervisor.

# ***Appliance & Refrigeration Hospital, Inc.***

## ***Employee Handbook***

### **EMPLOYMENT REFERENCE CHECKS**

The President or his designee will respond only to written reference check inquiries. Responses to such inquiries will be in writing and confirm only dates of employment, wage rates, and positions held. No employment data will be released without a written authorization and release signed by the individual who is the subject of the inquiry.

# *Appliance & Refrigeration Hospital, Inc.*

## *Employee Handbook*

### **IF YOU LEAVE US**

Every employee is free to terminate his or her employment at any time, with or without a cause and with or without notice. Likewise, the Company is free to terminate an employee's employment at any time for any reason, with or without a cause and with or without notice.

We anticipate that your association with Appliance & Refrigeration Hospital will be pleasant. However, should you find it necessary to leave us, we ask that you provide your supervisor with as much advance notice of your departure as you can. Your thoughtfulness will be appreciated.

All Company property must be returned to the Company on the last day of employment including, but not limited to, keys, credit cards, security cards, computer disks, tools, and manuals.

# ***Appliance & Refrigeration Hospital, Inc.***

## ***Employee Handbook***

### **A FEW CLOSING WORDS**

This Handbook is intended to give you a broad summary of things to know about Appliance & Refrigeration Hospital. The information in this Handbook is general in nature and, should questions arise, your supervisor should be consulted for complete details. While we intend to continue the policies, rules and benefits described in this Handbook, the Company may always modify or vary from the matters set forth in this Handbook at its discretion except for the right of the parties to terminate employment at will, which may only be modified by an express written agreement signed by both parties. Please do not hesitate to speak to your supervisor or the Company President if you have any questions.

Again, welcome to Appliance & Refrigeration Hospital!

# *Appliance & Refrigeration Hospital, Inc.*

## *Employee Handbook*

### EMPLOYEE ACKNOWLEDGEMENT

I understand that my employment with Appliance & Refrigeration Hospital is for an unspecified term and may be terminated at the will of either the Company or myself, with or without a reason, and with or without notice. No words or actions of the Company will be deemed to create an express or implied contract of employment or require the Company to have good cause for terminating my employment. No Company representative is empowered or authorized to modify this at-will relationship other than the Company President.

I acknowledge I have received a copy of the Appliance & Refrigeration Hospital Employee Handbook. I understand I am responsible for reading the contents of the Employee Handbook and for complying with the policies and rules outlined therein. I further acknowledge that I have read the handbook in its entirety in accordance with this responsibility.

I understand that while employed by Appliance & Refrigeration Hospital, I must comply with all Company policies and rules. I further understand that any rules, policies, and benefits described in the Employee Handbook may be modified or varied from by the Company at anytime - except as required by law and except for the rights of the parties to terminate employment at-will which may be modified only by an express written agreement signed by both me and the Company President of the Company.

Date: \_\_\_\_\_

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Employee Signature

(Return to your Supervisor)