



Employee Handbook

Revision April 10, 2018

TABLE OF CONTENTS

WELCOME

WELCOME TO ITSI.....	5
EQUAL OPPORTUNITY EMPLOYMENT.....	5
INTRODUCTION.....	5
AT-WILL EMPLOYMENT.....	5
CAREER OPPORTUNITIES.....	5
OPEN DOOR POLICY.....	5
CODE OF CONDUCT.....	5
VISION STATEMENT.....	6
VALUES STATEMENT.....	6

EMPLOYMENT

EQUAL OPPORTUNITY EMPLOYMENT.....	7
ELIGIBILITY FOR EMPLOYMENT.....	7
EMPLOYMENT OF RELATIVES.....	7
EMPLOYMENT EVALUATION.....	7
PERSONNEL FILE.....	7

POLICIES AND PROCEDURES

ATTENDANCE.....	8
WORK SCHEDULE REQUIREMENTS.....	8
SEVERE WEATHER CLOSINGS.....	8
STAFF MEETINGS.....	9
MEMOS.....	9
TIME CLOCK.....	9
LUNCH BREAK.....	9
WORKPLACE DRESS CODE.....	9
MEDICAL ATTENTION.....	9
VISITORS.....	9
PERSONAL PROPERTY.....	9
FOOD AND BEVERAGE.....	9
SMOKING.....	9
PERSONAL SAFETY.....	10
VIOLENCE.....	10
SEXUAL AND OTHER UNLAWFUL HARASSMENT.....	10
WEAPONS.....	10
ALCOHOL, DRUGS AND ILLEGAL SUBSTANCE ABUSE.....	11
SIDE WORK.....	11

COMPENSATION

COMPENSATION FOR EMPLOYMENT.....	12
OVERTIME.....	12
COMMISSIONED SALES.....	12
PAYROLL SCHEDULES.....	12
PAYROLL CHECKS.....	12
PAYROLL DEDUCTIONS.....	12
WORKING AWAY FROM THE OFFICE.....	12
EMPLOYEE PERFORMANCE REVIEWS.....	12
REIMBURSEMENT OF EXPENSE.....	12
GIFTS, ENTERTAINMENT AND MEALS.....	12

COMPANY PROPERTY

CONFIDENTIAL INFORMATION SECURITY.....	13
FACILITIES SECURITY.....	13
OFFICE SUPPLIES, POSTAGE AND COMPANY ACCOUNTS.....	13
COMPANY VEHICLES.....	13
DISTRACTED DRIVING.....	13
COMPANY EQUIPMENT.....	13
PHONE SYSTEMS, VOICE MAIL AND PERSONAL CALLS.....	13

COMPUTERS, OFFICE EQUIPMENT AND INTERNET

COMPUTERS AND RELATED EQUIPMENT.....	14
EMAIL AND ELECTRONIC COMMUNICATION.....	14
INTERNET.....	14

LEAVE OF ABSENCE

ELIGIBILITY.....	15
UNPAID PERSONAL LEAVE OF ABSENCE.....	15
UNPAID MEDICAL LEAVE OF ABSENCE.....	15
FUNERAL LEAVE.....	15
JURY DUTY.....	15
MILITARY DUTY.....	15

BENEFITS

OVERVIEW.....	16
ELIGIBILITY.....	16
PAID HOLIDAYS.....	16
HOLIDAY SCHEDULE.....	16
PAID TIME OFF.....	16
PAID TIME OFF SCHEDULE.....	16
EDUCATION – TUITION REIMBURSEMENT.....	17
WORKERS COMPENSATION.....	17

DISCIPLINE

EMPLOYEE DISPUTE RESOLUTION POLICY..... 18
CUSTOMER DISPUTE RESOLUTION POLICY.....18
VIOLATION OF COMPANY POLICY.....18
EMPLOYEE DISCIPLINE.....18

TERMINATION OF EMPLOYMENT

TERMINATION.....19

ACKNOWLEDGEMENT OF RECEIPT

ACKNOWLEDGEMENT OF RECEIPT FORM.....20

WELCOME

Welcome to Integrity Tree Service, Inc. (ITSI)

Equal Opportunity Employment

Labor relation laws require that employers maintain written policies that are applied non-discriminately to all employees. The policies contained in the ITSI Employee Handbook apply equally to all employees. If you have questions or need assistance reviewing this document please contact the Office Manager.

Introduction to the Employee Handbook

This handbook is a guide to employment with ITSI and is intended to outline the basic employment policies, procedures and benefits of ITSI. The handbook is not intended to be all-inclusive nor does it create contractual rights or obligations. No person other than the ITSI President has the authority to grant an employee any contractual rights of employment or to enter into a binding agreement with an employee regarding his or her employment, whether oral or written.

ITSI reserves the right to change the employment policies, procedures and benefits of this handbook at any time. Employees will be notified of any policy changes, additions or deletions. These changes will immediately become a part of this handbook.

At-Will Employment

Employment with ITSI is strictly at-will, which means that employees are free to leave the Company's service at any time and that any employee can be terminated at any time with or without notice and with or without stated cause or reason, except as prohibited by law.

Career Opportunities

It is our desire to see all employees achieve their highest personal and career potential. Integrity Tree Service is committed to education and will, as time and finances permit, provide appropriate opportunities for training to help employees advance their careers and excel in their specific areas of work.

Open Door Policy

It is our objective to provide a work environment with open communication at all levels between employees and supervisors. We have an open door policy at Integrity Tree Service which means we encourage employees to share any comments, suggestions or complaints with the goal of providing a better employment experience.

Code of Conduct

Employees of ITSI are to conduct themselves in a responsible, professional and ethical manner, and to report unethical or dishonest behavior to their immediate Supervisor or the Office Manager. Reported activities will be investigated by appropriate ITSI management team members to work toward proper resolution. Employees found to be conducting themselves in an unethical manner or employees that fail to report such behavior may be subject to appropriate disciplinary action, up to and including termination.

Vision and Values

The following statements express the Vision and Values of Integrity Tree Service, Inc. They summarize why our company exists and what we intend to do and become. All employees are encouraged to read these statements carefully in order to support our company culture and contribute toward our ultimate goal of providing the best tree service in Arizona – tree service with integrity.

Vision Statement

Integrity Tree Service will become the most respected and sought-after tree care company in Arizona. We will always provide high quality tree service by well-trained employees in safe work environments. Through continuing education of our employees and compliance with government and industry standards, we will set ourselves apart from our competitors. Our customers will respond to our service with enthusiasm and will refer us to others; this will be our primary method of advertising. We will support our employees by fostering a company environment of teamwork and communication that respects and rewards every individual. We will also work closely with others in the green industry, demonstrating the value of partnerships and giving back to the community. In the end, we will be an encouragement to our employees, an educational resource to our customers, a motivator to our competitors and an asset to the tree industry and local community.

Values Statement

Integrity

We are committed to conducting ourselves with integrity in word, action, and attitude in our relationships with customers, employees, industry peers, and the local community.

Customer Satisfaction

We are committed to customer satisfaction and to do everything we can to meet and exceed customer expectations. We will provide clearly written proposals and perform our work to the highest level of quality possible. We will not commit to do work for which we are not qualified and we will not recommend work that is not needed. We will attempt to resolve all problems quickly and fairly.

Employee Satisfaction

We are committed to creating an environment that motivates and inspires our employees, and that encourages enthusiasm for and dedication to our profession. We are committed to creating a culture of possibilities, a company that promotes creativity and innovation and permits all employees to challenge the status quo for the improvement of the company.

Employee Development

We are committed to the professional development of our employees by providing opportunities for employee self-improvement and continuing education.

Safety

We are committed to creating a company culture of safety as well as safe workplaces. For both our employees and our customers, our aim is an environment of safety and safe environments.

Compliance

We are committed to perform our work in compliance with all industry standards and government regulations. We will train our employees to understand these compliance requirements and best management practices for the tree industry.

Professionalism

We will not participate in any activities that are illegal or that would in any way damage the reputation or professional image of our company or industry.

Corporate Citizenship

We are committed to giving back to our industry and to our community through volunteer work, community service, charitable giving, trade association membership and industry leadership.

EMPLOYMENT

Equal Opportunity Employment

Employees are hired based solely on ITSI's personnel requirements and the qualifications of each individual candidate. We will not tolerate nor condone discrimination due to age, race, color, religion, sex, national origin or disability. We will comply with the spirit and letter of all local, state and federal laws pertaining to employment. Furthermore, we will not discriminate due to age, race, color, religion, sex, national origin or disability when making decisions regarding any employment action. Any questions or concerns regarding any aspect of this policy should be directed to the Office Manager.

Eligibility for Employment

Federal law requires both new employees and re-hires to provide documentation of eligibility to work in the United States plus proper identification. A properly submitted form I-9 is required for employment. The State of Arizona also requires employees to meet federal E-Verify compliance requirements.

Employment of Relatives

ITSI allows family members and relatives of employees to be considered for employment, provided they are qualified for the position and no other conflict of interest exists. Hiring decisions will be the exclusive responsibility of the Office Manager.

Employment Evaluation

All employees will be under evaluation for the first three months of employment. Your immediate Supervisor will be responsible for evaluating your performance, aptitude and compatibility with co-workers. At the end of the evaluation period, you may be invited to become a full-time employee, which may entitle you to additional benefits. In the event your evaluation information indicates you do not qualify, your employment will be terminated.

Personnel File

ITSI maintains a confidential personnel file for each employee. Files are controlled by the Office Manager. Employees must acquire permission to view their personnel file from the Office Manager. These files are the property of ITSI. No documents may be altered or removed by the employee. While every reasonable effort is made to keep the information confidential, access is available to staff members who require such access to perform their job functions. Copies will not be distributed to any third party unless mandated to do so by a court of law.

Employees must notify the Office Manager whenever there is a change in their personal information on file with ITSI. This includes address, phone number, income tax withholding information, emergency contacts and if applicable, any information which may impact your insurance coverage.

POLICIES AND PROCEDURES

Attendance

As an employee of Integrity Tree Service, Inc. (ITSI) you are expected to be punctual and regular in attendance for five 8-hour work shifts every week, plus any overtime assignments agreed to by the employee. Tardiness and absences cause scheduling problems and monetary losses to the company. When you are tardy or absent, your assigned work for the day must be cancelled, rescheduled and/or performed by another employee.

The following policies for tardiness and absences apply to all employees.

Employees are expected to report to work on time. Late arrivals are disruptive and not allowed.

If you are unable to report to work or will be late arriving, you ***must*** call your Supervisor ***at least one hour*** before your scheduled start time. If you call less than one hour before your scheduled start time, you will be considered tardy or absent for the day. Text messages are not permitted for notifying your Supervisor. You must call or leave a voice mail.

ITSI defines excessive tardiness or absences as more than 2 occurrences in a 6 month period.

In all cases of absence or tardiness, employees must:

- 1. Complete an Incident Report to be put in the employee's file.**
- 2. Provide a reasonable explanation for the incident.**
- 3. Inform their supervisor of the expected duration of any absence.**

Employees are also expected to remain at work for their entire work schedule, except when required to leave on authorized Company business. Early departure, or other unanticipated and unapproved absences from scheduled hours are disruptive and not allowed.

If you need to leave a jobsite before the end of your normal 8-hour work shift, permission must be requested from your Supervisor at least 48 hours in advance. If permission is given to leave a jobsite early, transportation from the jobsite is the primary responsibility of the employee and must be arranged in advance so that it does not adversely affect other employees or the completion of scheduled work for the day. Permission must be requested for use of a company vehicle to transport an employee from the field back to the yard.

If you fail to report for work without notifying your supervisor and your absence continues for a period of 2 days, ITSI will consider that you have voluntarily abandoned or quit your employment.

Punctual attendance is mandatory for efficient job performance. Poor attendance, absence without notification or habitual tardiness will be subject to appropriate disciplinary action, up to and including termination. If you are going to be late or absent for any reason, you are required to notify your immediate Supervisor as well as the Office Manager as soon as reasonably possible.

Work Schedule Requirements

With variations in work load based on demand from our customers, it is our responsibility to meet critical deadlines, sometimes with little notice. As a result, you may be required to work overtime to meet these deadlines. Overtime is mandatory when required and employee compliance is a condition of employment. Employees will be compensated time and a half for overtime.

Severe Weather Closings

In the event of severe weather, ITSI will make every reasonable effort to notify employees prior to the affected work shift. Employees should report to work if they are not contacted. If weather postpones work in progress, employees will be paid only for hours they have worked.

Staff Meetings

Group meetings of several or all employees are scheduled weekly. Every effort is made to schedule these meetings during the hours worked by the vast majority of employees. Written notification for mandatory meetings will be distributed in advance. All employees are required to attend, when requested, even if it is not during their scheduled work hours.

Memos

Important company information will be communicated to employees by use of company memos. These messages will contain a message, necessary employee actions and dates to complete actions.

Time Clock

All hourly employees are required to clock in at the beginning of their shift, clock in and out for lunch breaks and clock out at the end of their shift. Missed punches must be reported to your Supervisor immediately. **Employees may not clock in more than 3 minutes prior to the beginning of their shift or clock out more than 3 minutes after the end of their shift.**

Lunch Break

Regardless of shift worked, all employees are required to take a lunch break. Lunch breaks are for 30 minutes. Schedules may vary from employee to employee based on work schedule and from one job location to another. It is the responsibility of the crew leader to establish your lunch break schedule. All field employees must take their lunch break sitting together in a group at a location approved by the property owner. This location must also be in a place that will not interfere with other public or private activities such as pedestrian traffic or the work of other contractors. No lying down or sleeping is permitted during the lunch break except inside company vehicles.

Workplace Dress Code

All employees are required to maintain a professional appearance. Field workers must wear clean company uniform shirts and pants without tears or excessive stains. Above-ankle boots must be worn at all times, preferably steel-toed boots. All necessary personal protective equipment must also be worn.

Medical Attention

In the event of a serious injury, call 911 immediately. For all field accidents, injuries or illnesses, regardless of severity, employees are required to immediately notify a Supervisor. Supervisors must then notify the Office Manager. After the incident, the injured or ill employee must complete an incident report within 24 hours.

Visitors

Due to the hazardous nature of our business and also the risk of theft of information or materials, visitors are not allowed in our office or on job sites or facilities yard without authorization. All visitors must receive permission from a Field Supervisor or Office Manager. Notify a Supervisor immediately if you become aware of any unauthorized visitors.

Personal Property

Integrity Tree Service is not responsible for personal property of employees in facilities, vehicles or parking areas. We advise you not to leave valuables in cars left at the facilities yard or in company vehicles at work. Any personal items brought on premises deemed inappropriate by ITSI, will be removed without notice.

Food and Beverages

Food and beverage is strictly prohibited while working, except for water and sports drinks. Eating food is also prohibited while driving or riding in a vehicle. No beverages are allowed in vehicles except water.

Smoking

ITSI maintains a smoke- and tobacco-free workplace. No smoking or other use of tobacco products (including, but not limited to, cigarettes, pipes, cigars, snuff, chewing tobacco, or e-cigarettes) is permitted in any part of the building or in vehicles owned, leased, or rented by ITSI.

Employees may smoke outside in designated areas during breaks. When smoking or otherwise using tobacco or similar products outside, do not leave cigarette butts or other traces of litter or tobacco use on the ground or anywhere else.

Smoking is only permitted during lunch breaks or other work breaks approved by the immediate Supervisor or Crew Leader. Smoking should be out of view of customers and the public. No additional breaks beyond those allowed by ITSI may be taken for the purpose of using tobacco or similar products.

Employees may not have the smell of tobacco smoke about their persons during work hours or while on company business. In general, employees should not use or consume any substance, the effects or traces of which could interfere with the employee's presentation of a clean and professional appearance to clients and the public in general.

All employees are expected to abide by this policy in all respects while at work, whether on company premises, at a customer's site, or while in transit between work locations or assignments.

Being permitted to use tobacco products during breaks is a privilege, as long as such use does not interfere with the employee's work, fitness for duty, or professional appearance. If that privilege is abused, it may be withdrawn altogether.

Personal Safety

The safety of our employees and customers is very important. If you have suggestions or concerns about safety, discuss them with your immediate Supervisor or the Office Manager. If you feel you or others are in danger while performing your normal job duties, immediately stop working and report the potential hazard to your Supervisor. Please refer to the ITSI company safety policy for more detailed safety information.

Violence

Threats of violence and acts of violence are strictly prohibited. Employees threatening or committing acts of violence will be subject to appropriate disciplinary action, up to and including termination. Report any violent activity to your immediate Supervisor or the Office Manager.

Sexual and Other Unlawful Harassment

It is ITSI's objective to provide a working environment free from discrimination and conduct commonly referred to as sexual harassment. The E.E.O.C. (Equal Employment Opportunity Commission) has provided a broad definition of sexual harassment, which is general in nature and may not always be clear when evaluating everyday situations:

"Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individual, or such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment."

Sexual harassment refers to behavior inappropriate in the workplace because it is offensive, unwelcome behavior which would not occur but for the sex of the offended person. Both sexual harassment, and accusations of sexual harassment, are disrupting to the work environment. If you or a co-worker experiences what you believe to be sexual harassment or accusations of sexual harassment, report it promptly to your immediate Supervisor or the Office Manager. ITSI will investigate any employee, regardless of job position when such allegations are made. Based on available information, ITSI will take appropriate action and communicate on a need-to-know basis. Appropriate disciplinary action, up to and including termination will be taken against any individual for sexual harassment charges determined to be valid.

Weapons

Possession of weapons is prohibited on company property and while on duty performing company business at any location. Any employee on duty or on company premises in possession of a weapon will be subject to appropriate disciplinary action, up to and including termination. Report any weapon possession to your immediate Supervisor or the Office Manager.

Weapons are generally defined as guns, knives and other objects universally considered weapons by the majority of society. A weapon can also be any object which would do harm to another person when used as such. ITSI shall deem any such object a weapon for the purpose of this policy.

Alcohol, Drugs and Illegal Substance Abuse

Company policy on alcohol, drug and illegal substance abuse is contained in ITSI's Drug and Alcohol Policy. Upon employment, all employees must read this policy and sign an agreement to comply with its requirements. For more information, contact the Office Manager.

Side Work

Except as otherwise agreed, employment by ITSI shall be deemed to be full-time employment.

All regular full-time employees of ITSI must obtain approval from the President before accepting any part-time or full-time employment with another company or individual. Permission to accept outside employment will be granted if the following conditions are met:

- The outside employment does not present a conflict of interest with ITSI;
- The outside employment does not interfere with the employee's ability to perform their regular duties for ITSI;
- The outside employment does not interfere with the employee's regular working hours and;
- The outside employment does not involve the use of any resources of ITSI.

If permission is given but it is later determined that any of the above conditions are not being met, ITSI reserves the right to terminate the employee from ITSI or to request the employee to stop the outside employment.

Permission to hold any outside employment or business interests with anybody doing business with ITSI, its suppliers, or dealers must be secured in writing from ITSI. Failure to secure advance permission may result in immediate termination.

Any employee who wishes to serve or volunteer in an advisory capacity for another organization or serve on the board or committee of any organization must first obtain approval from the President.

COMPENSATION

Compensation for Employment

Compensation for employment is based on performance. Rates are established by mutual agreement between the employee and ITSI. Raises are based on performance, improvement and productivity. All requests for salary increases and/or promotion will be fairly considered by Supervisors and the Office Manager. Employment and compensation is based on the needs of ITSI. Employees are not guaranteed tenure or retirement benefits.

Overtime

Hours of work performed by hourly employees over 40 hours in any seven day period will be paid at a rate of 1.5 times the employee's regular hourly pay. All overtime must be approved in advance by your immediate Supervisor. All hours during a work week that are calculated in the total for overtime must be hours actually worked. Paid time off or any other non-working benefit days do not count in the calculation of overtime.

Commissioned Sales

Sales personnel who are compensated based on commissions are responsible for the entire sales process. This responsibility includes all communication with the client throughout the life of the project, including collection of all invoices related to the project. Commissions may be paid as an advance, however commissions are not earned until all phases of the project are completed and all invoices are paid in full.

Payroll Schedules

Employees are paid bi-weekly on Friday. In the event a payday falls on a holiday, paychecks will be distributed before the holiday.

Payroll Checks

Payroll checks will be distributed, in person or by direct deposit upon request, on payday as established in the Payroll Schedule section above. Federal, state and any other required taxes will be withheld from wages as will any voluntary deductions.

Payroll Deductions

As required by law, ITSI withholds taxes from employee earnings, as well as social security (FICA) and Medicare. ITSI also participates in matching programs as required. Deductions from employee checks are prohibited unless ordered by a court, authorized by law, or authorized by the employee.

Working Away From the Office

As a general rule we discourage this practice. However, there may be certain and specific circumstances where doing so could benefit both the employee and ITSI. If permission is given, monitoring procedures may be put in place during the off-site working arrangement. All arrangements for such activities are considered temporary and may be terminated without notice.

Employee Performance Reviews

Employee Performance Reviews are periodically scheduled for all employees. These Reviews are conducted by the employee's Supervisor and/or Office Manager and measure an employee's success in achieving previously established goals. Reviews also identify specific skills needed for an employee's improvement and they help determine employee promotions and pay raises. All Employee Performance Reviews become a permanent part of the employee's personnel file.

Reimbursement of Expenses

Expenses to be reimbursed by ITSI must be approved in writing prior to expenditure. To receive reimbursement, you must furnish the Office Manager with two items: receipts for all expenses other than per diem or mileage, and a completed expense form available from the Office Manager. Reimbursement will be made on the next scheduled payday. Advance pay for expenses is given only on approval by the Office Manager.

Gifts, Entertainment and Meals

ITSI employees and their families are not allowed to give or receive business gifts, favors, meals or entertainment to or from any customers, contractors or suppliers of ITSI, except as approved by the Office Manager. If you or a co-worker is approached to give or receive such gifts, you are required to request permission from the Office Manager.

COMPANY PROPERTY

Confidential Information Security

As a matter of course, employees of ITSI will have access to confidential and proprietary information. This information includes, but is not limited to, personnel information, pricing, customer information, contractual agreements, intellectual property and marketing/sales strategies. It is a condition of employment that employees of ITSI do not disclose this information to third parties during or after employment. Disclosure of ITSI confidential information without express written approval is prohibited and grounds for disciplinary action, up to and including termination.

Facilities Security

It is the responsibility of all employees to make sure the facilities and work areas are secure. Any employee entrusted with facility keys shall make certain the facility is secure when that employee is the last to leave. This includes, but is not limited to, turning off appropriate lights and closing and locking all doors and windows. Report any potential security risks to your immediate Supervisor.

Office Supplies, Postage and Company Accounts

ITSI postage, postage systems, shipping accounts and accounts with various vendors and suppliers are to be used for company business purposes only. Improper use of these items may result in appropriate disciplinary action, up to and including termination.

Company Vehicles

Use of company vehicles for personal purposes is prohibited. If you have been assigned a company car, it should be used strictly for company business and for travel to and from company business locations and activities. Employees found to be using company vehicles for personal use may be subject to appropriate disciplinary action, up to and including termination.

Distracted Driving

The following rules apply to any employee operating a company vehicle or using a personal vehicle while conducting company business.

- Employees may not use a hand-held cell phone while operating a vehicle, whether the vehicle is in motion or stopped at a traffic light. This includes, but is not limited to, answering or making phone calls, engaging in phone conversations, and reading or responding to emails, instant messages, and text messages.
- If employees need to use their phones, they must pull over safely to the side of the road or another safe location.
- Additionally, employees are required to:
 - Turn cell phones off or put them on silent to vibrate before starting the car.
 - Modify voice mail greetings to indicate that you are unavailable to answer calls or return messages while driving.
 - Inform clients, associates, and business partners of this policy as an explanation of why calls may not be returned immediately.

Failure to comply with these requirements may lead to disciplinary action, up to and including termination.

Company Equipment

Company property, such as laser printers, copiers, computers and all production tools, are to be used for company business purposes only. Unauthorized use of company tools, trucks or equipment during or after business hours is also prohibited. Unauthorized use of equipment may result in appropriate disciplinary action, up to and including termination.

Phone Systems, Voice Mail and Personal Calls

Telephone systems and equipment are in place and for ITSI business use only. Personal use of business phones is prohibited and employees are responsible for any expenses due to personal use including long distance charges. Unauthorized use of equipment may result in appropriate disciplinary action, up to and including termination. Use of personal phones is prohibited during business hours. Phones should not be carried or within reach. They should be put away so they are not a distraction from work.

COMPUTERS, OFFICE EQUIPMENT AND INTERNET

Computers and Related Equipment

ITSI provides employees access to computers, printers and other equipment on an as-needed basis, to perform their job requirements. This equipment is to be used exclusively for the business activities of ITSI. Employees found to be using company computer equipment for personal use may be subject to appropriate disciplinary action, up to and including termination. Employees are required to maintain their computers and related equipment in good working order. If any of your equipment needs service, repair or maintenance, notify your immediate Supervisor. Employees shall not use company systems to knowingly violate any city state or federal laws. Computer games and personal software may not be installed on company equipment. Company equipment shall not be used to create or store personal information or projects. Company equipment shall not be used to store or display images depicting violence, sexually explicit material or racially offensive material. Software installed on company computers must be properly licensed and installed at the direction of the company President or Operations Manager. Employees are not permitted to download any software (free or otherwise) without express permission from the company President or Operations Manager.

Email and Electronic Communication

Company provided email access is for business purposes only. Personal use is not allowed without permission. All sent or received emails are company records and as such, are accessible to appropriate staff members. No anonymous emails can be sent from company systems. All employees are required to identify themselves by name and email address. Chat room participation is prohibited.

Internet

Company computer systems, connected to the internet, are connected for business purpose only. Accessing the internet for personal use is prohibited. Employees are expressly prohibited from allowing any third party to use company provided computers or internet services. Conducting company business on the internet must be done following all guidelines and policies for conducting business in conventional settings. Do not expect privacy on company computers. Our software and systems have the capability of tracking each visit, each email, each chat and each file transfer, by every computer on the system. ITSI maintains the right to limit internet access. ITSI will comply with any reasonable requests from law enforcement to review internet activities of any employee. While accessing the internet, employees should be fully aware of the global reach of the media. Employees are required to maintain a high level of integrity and be mindful that they represent ITSI to the world at large while online. For protection of ITSI's network and proprietary information, security measures have been installed on the system. No employee shall, under any circumstances, attempt to disable or circumvent these security measures.

LEAVE OF ABSENCE

Eligibility

Unpaid leaves of absence are benefits for full-time employees who have completed a minimum of one year of continuous employment with ITSI. Full time employees are employees who have been assigned a regular 40-hour per week work shift. Employees scheduled for less than 40 hours weekly are not eligible. The granting of a leave of absence is not guaranteed. ITSI also reserves the right to, without notice revise this leave of absence policy.

Unpaid Personal Leave of Absence

An unpaid personal leave of absence is defined as an absence of two weeks or longer. ITSI will make every reasonable effort to consider a request for an unpaid personal leave of absence but it is our general policy to grant such requests only under unusual circumstances. Many factors are considered when determining eligibility for a personal leave of absence. Granting a leave is solely at the discretion of ITSI and depends on the merits of each case including the effect the employee's absence will have on the workload of the other employees. The maximum allowable leave is 60 days per calendar year. A personal leave of absence is not available in lieu of medical leave. To apply for personal leave of absence, see the Office Manager.

Unpaid Medical Leave of Absence

ITSI may grant an unpaid medical leave of absence for illness, injury or pregnancy-related disability. All requests for a medical leave of absence must be submitted in writing to the Office Manager. Please include in your written request a notice of your illness, injury or pregnancy-related disability and a doctor's certificate stating the nature of the illness, injury or pregnancy-related disability and the expected dates of your departure and return to work.

If you are returning from a medical leave, you must first submit a release from your treating health care physician stating that you are fit to return to duty and able to perform the essential functions of your job.

Please understand that due to business requirements, your position may not be available upon return from a medical leave of absence.

It is your responsibility to return to work on the date that your medical leave of absence expires. Your continued absence from work after your leave expires, will be deemed a voluntary resignation.

An approved disability leave may be granted for up to ninety (90) days. Whenever possible, you are required to give as much notice as possible of your pending need for a medical leave of absence.

Funeral Leave

In the event of a death in the immediate family of the employee, up to three days unpaid time off may be granted to attend to family matters and funeral arrangements. Up to three days paid time off is available to full-time employees who have completed a minimum of one year of continuous employment with ITSI. Additional unpaid time off may also be granted. Contact the Office Manager concerning your specific needs.

The term immediate family member is defined as: Brother, Sister, Stepbrother/sister, Child, Stepchild, Parent, Stepparent, Mother-in-law or Father-in-law.

Your funeral leave pay will be figured at your regular rate of pay.

When you are granted funeral leave benefits, it is mandatory that you attend the funeral of the relative for whom such funeral leave was requested. We reserve the right to ask you to supply the name and relationship of the deceased and the name of the funeral home that handled the arrangements.

Jury Duty

Notify your immediate Supervisor if you are summoned for jury duty. Time off from work will be granted as necessary in compliance with applicable law.

Military Duty

In accordance with requirements of law, ITSI will provide military leave of absence and reinstatement for qualifying employees. ITSI will provide eligible employees up to two weeks paid leave for military leave of absence.

BENEFITS

Overview

Benefits provided to employees are provided at the will of ITSI and ITSI reserves the right to modify or eliminate benefits and/or eligibility requirements without notice under conditions of law. Some benefits listed herein are intended to be a general description only. Other specific details of benefits may be contained in separate documentation for specific benefit programs. For more information, contact the Office Manager.

Eligibility

Paid Holidays are provided for all full-time employees who have completed a minimum of ninety days of continuous employment with ITSI.

Full time employees are salaried or hourly employees who have been assigned a minimum 40-hour per week work shift.

Paid Holidays

Paid Holidays are provided for all full-time employees who have completed a minimum of ninety days of continuous employment with ITSI. Part-time employees are required to take holidays off without pay.

Holiday Schedule:

New Year's Day Paid
Memorial Day Paid
4th of July Paid
Labor Day Paid
Thanksgiving Day Paid
Thanksgiving Friday Paid
Christmas Eve (Half-day) Unpaid
Christmas Day Paid

Holidays falling on Sunday will be observed on the following Monday and holidays falling on Saturday will be observed the preceding Friday. Employees wishing to observe national-origin holidays or religious holidays not listed in the Holiday Schedule must obtain permission from the Office Manager for time away from work. However a maximum of 7 holidays will be paid to any employee.

To be eligible for holiday pay, you must work the business day before and the business day after the holiday or be on pre-approved PTO.

Paid Time Off (PTO)

PTO is a benefit for starting their first day of employment. The PTO program provides a flexible way to take paid time off due to illness, vacation and/or personal business.

PTO is paid at the employees' base rate of pay at the time of the leave. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials. PTO begins accruing from the first day of employment.

Upon termination of employment, employees will be paid for any accrued time off on a pro-rated basis for the hours worked during the accrual period. If, at the time of termination, an employee has used more than the number of hours available based on the pro-rated method, payment for the additional hours used will be withheld from their final paycheck.

PTO can be scheduled any time during the year at a time approved by the Office Manager. Employees are encouraged to take paid time off every year; requests for time off must be submitted at least two weeks in advance. Requests made with less notice will only be approved as permitted by the schedule.

Where one or more scheduling requests conflict, preference will be given to more senior employees, employees who can demonstrate the greater need for time off or employees who make the earliest request. Final decisions will be made by the Office Manager.

If you wish to carry over PTO to the following year, you must get approval from the Office Manager. A maximum number of days can be carried over, based on the numbers of years of service.

Any questions about PTO should be directed to the Office Manager.

PTO Schedule for Full-Time Employees:

Years of Employment Days Accrued Hours Accrued Maximum Carryover

Upon Hire 5 days/year 40 hours/year 5 days

Upon 3rd Anniversary 7 days/year 56 hours/year 7 days

Upon 6th Anniversary 10 days/year 80 hours/year 7 days

Upon 11th Anniversary 15 days/year 120 hours/year 7 days

Upon 20th Anniversary 20 days/year 160 hours/year 7 days

Full time employees are salaried or hourly employees who have been assigned a minimum 40-hour per week work shift.

PTO Schedule for Part-Time Employees:

Per Proposition 206 effective July 1, 2017, part-time employees will accrue PTO at a rate of 1 hour for every 30 hours worked. This PTO will stop accruing once 40 hours have been accrued, and will not begin accruing again until PTO hours have been used. These hours will be carried-over.

Additional non-paid PTO may be considered in order to extend time off on approval from the Office Manager. Workloads are considered when choosing to grant or deny these requests. Paid company holidays which occur during your PTO are not counted as PTO.

Education - Tuition Reimbursement

Employees wishing to further their formal education or participate in trade-specific training may qualify for reimbursement of all or part of the cost of tuition and books for classes. Authorization from their immediate Supervisor must be granted prior to enrolling in classes.

To participate in this program the employee must successfully:

- Request and receive written approval prior to participating in the class.
- Attain at least a "B" average grade or equivalent.
- Submit a written request for reimbursement.
- Provide proof of payment and final grades.
- Provide notes or a report to Supervisor or other employees on request.

Not all education programs qualify and tuition reimbursement may vary depending on the class or program. Commitment to continued employment may be required in some cases. See your immediate Supervisor for details.

Worker's Compensation

State and federal law governs eligibility requirements. All premium costs are paid by ITSI. Claims are paid directly to employees. All employees are expected to return to work immediately upon release by their physician.

Employees are required to report job-related injuries **immediately** to their Supervisor and to the Office Manager.

DISCIPLINE

Employee Dispute Resolution Policy

The solution to most problems is found by communicating. Integrity Tree Service management will make every reasonable effort to assist in solving problems or disputes among employees.

We recommend the following:

1. For a dispute between employees, first discuss the problem between the two employees and make every attempt to resolve it.
2. If no resolution is reached, both employees together should approach a Supervisor and allow the Supervisor to participate in the resolution.
3. If a resolution is not reached, it should be turned over to the Office Manager. The Office Manager will gather and review all information and provide a solution in the best interest of all parties.
4. If a Supervisor is involved as a party in the initial dispute, it must be turned over to the Office Manager at the outset. Decisions of the Office Manager will be final.

Customer Dispute Resolution Policy

From time to time employees may receive a complaint from a customer. When this happens employees are expected to follow these procedures:

1. If the customer agrees to allow you to handle the dispute and you feel capable to do so, go ahead and try to resolve it.
2. If you don't think you can handle the situation or the customer is too angry or for any other reason doesn't want you to try to resolve the dispute, let the customer know that you will refer their concern to someone who may be able help them. Let the customer know that they will be contacted as soon as possible. Politely end conversations that involve insults or could lead to aggressive behavior.
3. Immediately call your Crew Leader, Field Supervisor or the Office Manager and let them know about the situation.
4. As soon as possible, write down the details of the dispute, what happened and what you and the customer said.

Violation of Company Policy

Employees found to be in violation of company policy will be given official notice of the infraction. All reasonable attempts will be made to constructively resolve each situation. Appropriate disciplinary action, up to and including termination, may be taken based on the seriousness of the violation.

Employees who believe they have been falsely charged with an infraction can appeal the charge to the Office Manager. All appeals must be in writing, clearly defining the reason the employee believes the charge is false. The Office Manager or another Senior Administrator will review available information and make a ruling.

All decisions of the Office Manager or Administrator are final. Reports on infractions, appeals and final disposition documentation will become a permanent record in the employee's personnel file.

Employee Discipline

The purpose of these guidelines is not to restrict the rights of anyone, but rather to help people work together harmoniously according to the standards we have established for efficient and courteous service for our customers.

Degrees of discipline are generally progressive and are used to ensure that the employee has the opportunity to correct his or her performance. There is no set standard of how many oral or written warnings must be given prior to termination.

Factors to be considered are:

- how many different offenses are involved
- the seriousness of the offense
- the time interval and employee response to prior disciplinary action(s)
- previous work history of the employee

Exceptions

For serious offenses, such as fighting, theft, insubordination, threats of violence, the sale or possession of drugs or abuse of alcohol on company property, etc., termination may be the first and only disciplinary step taken.

Any step or steps of the disciplinary process may be skipped at the discretion of ITSI after investigation and analysis of the total situation, past practice, and circumstances.

In general, several oral warnings should, at the next infraction, be followed by a written warning, followed at the next infraction by discharge. This is especially true in those cases where the time interval between offenses is short and the employee demonstrates a poor desire to improve his/her performance.

You may be placed on probation in connection with the written warning for a period of time determined by ITSI. Wage increases and PTO will not be given during this period, but all other benefits will continue.

TERMINATION OF EMPLOYMENT

Termination

Employees may choose to terminate employment at any time. Employees choosing to terminate their employment with ITSI are required to return all company property to their immediate Supervisor before leaving the premises on their final day of employment. Upon receipt of all company owned property, the employee will receive their final paycheck including any earned vacation pay, if applicable.

ITSI may terminate employment at any time for any reason. If an employee is terminated for a severe violation of policy they will be escorted from the premises immediately. The Office Manager will provide opportunity to all employees leaving ITSI to have an exit interview. Request for exit interviews must be made with reasonable time for the Office Manager to schedule the interview. ITSI considers personnel files confidential. Any request for employment confirmation will be provided only with employment dates and positions held.

ACKNOWLEDGEMENT OF RECEIPT

Integrity Tree Service, Inc. Employee Handbook – Revised 04-10-2018

By signing below, I acknowledge that I have read and understand the policies outlined in the ITSI Employee Handbook. I acknowledge that, while it is not an employment contract, I am bound to abide by the policies set therein. I further understand that ITSI may modify, revise and update the Handbook at any time. I am also aware that this updating may include additions or deletions. I also certify that I have had ample time to discuss this Handbook and its contents with ITSI representatives and I fully understand the contents.

I also understand that employment with ITSI is strictly at-will, which means that I am free to leave the Company's service at any time and that I can be terminated at any time with or without notice and with or without stated cause or reason.

With this knowledge I accept the policies outlined therein as a condition of employment.

Employee name: _____

Employee signature: _____

Supervisor's signature: _____

Today's date: _____