

United We Stand

A chain is only as strong as its weakest link.

The pest control industry in North Carolina is the chain.

The individual pest control companies are the individual links.

The future of the pest control industry in North Carolina will be determined to a great extent by the actions of the weaker links in that chain. As individuals and as an industry, we would be wise to follow the words of Abraham Lincoln, which are very applicable to the business problems we face today.

“United We Stand! Divided We Fall!”

It is the purpose of this book and program to provide a means whereby the members of the North Carolina Pest Control Association can collectively provide on a continuing basis an exchange of ideas and information. These can include both the identification of current pest control “business” problems and the approaches that individual companies have used to deal with those problems.

Certain “business” problems face all pest control companies, regardless of their size. Solutions to problems can originate from within the smallest company all the way up to the largest company. Sharing of these ideas and approaches will benefit all involved. Problems in any company which involve the public will ultimately, in one way or the other, have an impact upon all other pest control companies. By the sharing of ideas, we, as members of the North Carolina Pest Control Association, intend to work collectively to assure that all links in our chain are strengthened, which in turn will help assure our own individual future.

DISCLAIMER: This manual is distributed for information purposes only. It should not be considered legal advice. Each recipient of this manual must seek their own legal counsel’s review regarding implementing any policies and procedures contained within this manual.

(insert company name here)

Employee Handbook

October, 2006

ABOUT THIS EMPLOYEE HANDBOOK

At _____ (insert company name here) _____, we recognize the importance of providing our employees with a good work environment and an excellent benefits package.

This employee handbook was prepared to help you become acquainted with ___ (insert company name here) ___ and to provide answers to questions you may have about your employment. It is designed as a convenient guide to company policy and employee benefits. By our formal communication of these policies, procedures, and benefits, we hope that you will gain a better understanding of your position and of ___ (insert company name here) _____

We encourage you to read the employee handbook and refer to it for your employment questions. This employee handbook provides only a brief summary of policies and benefits. If there is a discrepancy between the material in this employee handbook and the terms of official documents, the official documents will govern. Should any portion of this handbook conflict with local, state, or federal law, the appropriate law will govern.

If you have questions about information in this employee handbook, consult your supervisor or the Human Resource Director.

The contents of this employee handbook are presented as guidelines of some of the company's current policies and procedures, and they will be changed and updated by the company when necessary. Employment is on an "at-will" basis, and the company or the employee may terminate the employment relationship at any time for any reason, other than those prohibited by law.

No supervisor or member of management, except for the company's chief executive officer, has the authority to bind the company to any employment contract for any specified period of time, with any employee, either verbally or in writing.

This employee handbook is the property of _____ (insert company name here) _____ and is intended for use by _____ (insert company name here) _____ employees only. If your employment with _____ (insert company name here) _____ terminates for any reason, you should return your employee handbook to your supervisor or to the Human Resource Director.

SECTION 1: THE WORK ENVIRONMENT

_____ (insert company name here) _____ (hereinafter **THE COMPANY**) has developed

written policies and procedures to help you function effectively and to help shape the environment in which you work. This section briefly describes some of the policies and procedures that affect each employee.

If you need additional information or have questions about the policies and procedures described in this section, see your supervisor or contact the Human Resource Director.

1.1 EQUAL EMPLOYMENT OPPORTUNITY

THE COMPANY makes recruitment, employment, promotional and all other Human Resource decisions without regard to race, color, religion, national origin, age, sex, marital, disability, or veteran status.

This policy applies to all aspects of employment that include but are not limited to hiring, promotion, training, transfers, job assignments, terminations, wage and salary administration, and application of all company policies, procedures, and benefits.

1.2 UNION-FREE ENVIRONMENT

THE COMPANY is a union-free company. We hope to maintain this environment since we feel a union would be of no advantage to any of us.

No organization is free from day to day problems. But we believe that we have the policies and practices to help resolve our problems. We believe that dealing with people directly is healthier than communicating through outsiders such as unions.

Our company willingly accepts the responsibility and challenge of providing competitive pay and benefits, and the best work conditions possible. No union told us to provide them. You do not have to pay dues to receive them.

Unions did not get you your job. They cannot guarantee the continuation of any job. Only by all of us working together to make this a profitable, healthy organization can we insure jobs.

You have the right to think and speak for yourself. You can count on fair treatment and equal opportunity. No union member will ever get an advantage here over persons who stand on their own. It is not necessary, nor will it ever be necessary for anyone to belong to a union in order to work at this plant. This is State Law. Don't let anyone tell you differently!

In view of this, we will oppose by all lawful means, any attempt by a union to organize our plant or to disrupt the accord that exists here at **THE COMPANY** If anyone threatens you, harasses you, or puts you under undue pressure to sign a union card, let your supervisor know immediately and we will put a stop to it.

1.3 YOUR SUPERVISOR

You and your supervisor are two essential parts of a close working team, each with certain responsibilities to the other. Your supervisor will ensure that you do your job correctly, thoroughly, and safely. Your supervisor will also help you get the necessary training to perform your job.

At **THE COMPANY**, success at your job means as much to your supervisor as it does for you. Your supervisor

is very interested in you as an individual and as a member of **THE COMPANY**. One of your supervisor's most important jobs is helping you to work effectively and to the best of your abilities.

Because we are committed to safety and quality at **THE COMPANY**, it is important that you seek assistance from your supervisor if you have questions about your job. Your supervisor is dedicated to being responsive to your needs. If you seek answers to your questions and resolutions to problems, you can perform your job with greater ease.

1.4 WORK ASSIGNMENTS

There may be times when your work assignment will change. Sometimes it is necessary to reassign employees to available work based on their qualifications, experience and abilities. Reassignments include but are not limited to a change in work schedule, job function, and relocation to another department at **THE COMPANY**.

1.5 OPEN COMMUNICATION POLICY

THE COMPANY strives to maintain good relationships among its employees. We believe that for the company and its employees to properly and efficiently carry out their responsibilities to each other, both parties must promote good communication. The company will make every effort to keep you informed of operations and policies. If you have any questions or problems regarding your job, you should seek assistance to have them resolved promptly and adequately.

We take pride that our company is enriched by the ideas and experiences of our employees. Respect for the individual is reflected in our commitment to being responsive to our employees' inquiries. If you have a question or a problem, your supervisor is available to listen to you. He or she should be able to assist you or direct you to the person best suited to help you. It is **THE COMPANY 'S** intent that you will receive answers to your questions or resolutions to your problems. A remedy that is completely satisfactory to you is not always possible, but you are entitled to a fair and adequate explanation.

1.6 ADDRESSING YOUR COMPLAINTS

Professionalism is important at **THE COMPANY**. It is the company's desire that you are treated with dignity, respect, consideration, and fairness in your work relationships. If a problem occurs on the job, we try to ensure a fair and prompt solution. If you have a complaint or problem and need assistance, you should do the following:

1. Discuss the situation with your supervisor within three working days of the incident. Your supervisor will respond to you within three working days of being made aware of the situation. If your complaint is against your supervisor, you should proceed directly to step 3 in this process.
2. If, after discussing the situation with your supervisor, you feel a satisfactory solution has not been reached, you have the option of having your supervisor arrange a meeting for you with your Department Manager.
3. Discuss the situation with the Department Manager who will talk with you and try to resolve the problem. If you are not satisfied and wish to pursue the matter, you must put the complaint in writing

to the Plant Superintendent. If you would like help preparing the written statement, your Department Manager will help you.

4. If you continue to feel the problem has not been satisfactorily resolved, you may arrange to discuss the matter with the branch General Manager or the Vice President of Manufacturing.
5. You may pursue the matter all the way to the President of the company, if you desire to do so. **THE COMPANY** ensures that any employee who follows this procedure may do so without fear of retribution and will not be criticized, penalized, or discriminated against in any way.

1.7 PARKING

The Company provides ample parking spaces for employees and visitors. All employees are expected to drive safely and to demonstrate courtesy, safety, and concern for pedestrians and other vehicles on company property.

The Company does not assume responsibility for accidents, fire, theft, etc., that occur in the company parking lot.

The Company reserves the right to search vehicles in the parking lot when there are reasons to believe illegal activities have taken place (i.e. theft, drugs, etc.)

1.8 BULLETIN BOARDS

Bulletin boards located at **THE COMPANY** are used to inform you about company information and news that affects you. Personal notices/announcements must be approved by the Management before they are posted on company bulletin boards.

1.9 VISITORS

To provide for the safety of all concerned, personal visitors are discouraged. Whenever possible, please make arrangements to meet personal visitors during your breaks or lunch period.

1.10 CIVIC AND COMMUNITY INVOLVEMENT

We encourage our employees to participate in civic and community activities and organizations. We ask only that you conduct such activities on your off-hours.

1.11 SECURITY/SEARCHES

In order to provide for your security as well as that of the company, we ask that you report any act of a suspicious nature or the presence of any unauthorized persons on the premises. In addition, we ask that you cooperate in all security procedures.

Before removing discarded or salvage materials from the premises, you must have written permission from your supervisor.

The company reserves the right to search personal items and work areas, as it deems appropriate.

1.12 EMPLOYMENT OF RELATIVES

The hiring of relatives is prohibited if the employment of such an individual would result in the creation of:

- A supervisor/subordinate relationship between a relative and an employee. If a direct supervisory or managerial relationship would be established, relatives of a currently employed employee cannot be considered as applicants for an open position.
- An actual conflict of interest or the appearance of a conflict of interest. Generally, this bars the hiring or employment of a relative of an employee in any position that has an auditing or control relationship to the employee's job.

For the purposes of this policy, relatives include the following: spouse, parent, child, sibling, in-law, grandparent, grandchild, aunt, uncle, cousin, step-relative, or any individual with whom an employee has a close personal relationship, such as a domestic partner, co-habitant, or significant other.

Employees who marry or establish a close personal relationship can continue in their current positions as long as a prohibited employment relationship is not created. If one of the prohibited situations does occur, attempts will be made to find another position within the company to which one of the employees can transfer. All practical efforts will be made to arrange such a transfer at the earliest possible time. If accommodations of this nature are not feasible, the employees will be permitted to determine which of them will resign.

1.13 PERSONAL HEALTH REQUIREMENTS

The applicant must not have a physical and/or health condition that would prevent him/her from **safety**:

- A) doing the physical work required in the job/position,
- B) performing the work required in a manner and time period that would be considered a reasonably normal manner and time period, or
- C) attending work on a regular basis.

All applicants given preliminary approval for employment with the Company shall take a physical examination by a physician before being employed by the Company and receive written confirmation from that physician that he/she is physically capable of safely performing the job for which he/she has applied. The Company shall select the examining physician/medical center to perform the physical examination, set forth in writing to the physician/medical center the conditions under which the applicant will be working, and pay for the physical exam.

1.14 EDUCATIONAL REQUIREMENTS

Applicants and employees must have sufficient education to the extent that he/she can read and understand pesticide labels, accurately complete work forms necessary for company records, effectively read and understand study material as needed to meet federal/state laws/regulations as they relate to the operation of the Company, and perform the specific job for which he/she is making application. As a minimum, all applicants and employees must have an education degree, or the equivalent, from a high school. All applicants and employees other than office staff must have sufficient education to effectively read and understand study material for the purpose of passing state examinations to become a certified applicator of restricted-use pesticides.

SECTION 2: YOUR PAY AND WORK HOURS

This section is designed to give you a better understanding of your employment status at **THE COMPANY** and to provide information on your compensation and work hours.

2.1 EMPLOYEE STATUS

Regular, Full-Time Employee - An employee who has successfully passed the 90 calendar day Orientation-Training period, and who is employed to work the full work schedule and any required overtime. These employees are eligible for benefits as outlined in the benefits sections and benefits booklets.

Part-Time Employee - An employee regularly scheduled to work less than 30 hours per week. This person will only receive those benefits mandated by state or federal law.

Temporary Employee - An employee who has been hired for a limited period of time, which usually does not exceed three to six months. This person will only receive those benefits mandated by state or federal law.

Conditional/ Probational Employment Period – Due to the fact that there is no means by which the actual performance of an applicant can be determined prior to employment, all jobs/positions offered to an applicant for employment shall be offered to the applicant on the following condition:

Employees will be employed on a conditional/probationary basis for the first sixty days (equivalent to two calendar months). At any time during the sixty day “conditional/probationary employment period”, the Company reserves the right to unconditionally terminate the employee’s employment. Employee shall not accrue seniority or be available to experience any employee benefits until the employee is removed from probationary status and offered a permanent position.

Driver’s License and Driving Requirements

All employees shall have a valid North Carolina Driver’s License that is reasonably free of points caused by driving violations. The valid license and driving record shall be confirmed by the Company before an employee is employed by the Company and, if employed, reviewed annually.

2.2 PAY DAY

For purposes of pay, our work week begins _____ and ends _____ the following _____.

You will be paid on a weekly basis, and your paycheck will be delivered to you by your supervisor during the last hour of your regular shift on Thursday (Friday, for office employees).

Vacation pay will be distributed to you on the last working day before your vacation.

All undistributed checks will be returned to the Human Resource Department; you may pick them up there.

For your protection, your check will not be given to anyone but you. An exception to this will be made only if you give written authorization and verify with the Human Resource Director that someone else is to receive your check.

2.3 WORKING HOURS

All employees are expected to work from _____ AM to _____ PM with _____ lunch break for the office staff and _____ lunch break for the supervisors and technicians, from _____ through _____. Any employee deviating from his/her schedule must first have approval in advance from his/her supervisor or the president/manager of the Company before engaging in any work beyond the 40 hours requirement.

2.4 OVERTIME PAY

From time to time, business demands may require that you work overtime. Accordingly, **THE COMPANY** will pay overtime in accordance with the Fair Labor Standards Act.

In some cases, it may be necessary for you to work on a scheduled holiday. On such occasions, you will receive your regular rate of pay for time worked and holiday pay.

All overtime must be pre-approved by the supervisor.

The Company will try to give employees as much advance notification as possible concerning overtime. While this is not always possible, it is the employee's responsibility to work all overtime as requested by the management of the Company.

2.5 CALL BACK PAY

Should an emergency arise requiring you to be called back in to work during hours other than your regularly scheduled work hours, you will receive at a minimum, two hours pay. If you work longer than two hours, you

will receive pay for all time worked.

2.6 INCLEMENT WEATHER POLICY

Because of our responsibilities and obligations to our customers, it is **THE COMPANY's** policy to remain open if at all possible. If severe weather conditions exist, forcing the facility to shut down, we will try to inform you of this before you leave to come to work. If you have any question as to whether or not the facility is open, it is your responsibility to call the company.

If the facility is open, and you do not report to work, you will not be paid for this absence. You must use a *[sick/personal/vacation]* day if you wish to receive pay for this day.

If the facility is *not* open, you will not receive pay for each day of absence. You may, however, use a *[sick/personal/vacation]* day.

SECTION 3: YOUR BENEFITS

While your compensation provides current income to meet your needs, your employee benefits protect you and your family against rising costs and the financial consequences of ill health, disability, or death. **THE COMPANY's** employee benefits are briefly described in this section. If you have questions or need additional information on these benefits, please refer to your Employee Benefits Booklet, or contact your supervisor or the Human Resource Director.

3.1 HEALTH INSURANCE

All regular, full-time employees and their eligible dependents qualify for group medical insurance. Your insurance will be in effect on the first of the month following your date of hire. See your Employee Benefits Booklet for details.

3.2 LIFE INSURANCE

Upon becoming a regular, full-time employee, you will receive Life Insurance in the amount of _____ % of your annual salary (\$_____ minimum and \$_____ maximum). Dependent life insurance is available at an additional cost to you.

You will also receive as a regular, full-time employee, Accidental Death and Dismemberment Insurance. For more information on these benefits, refer to your Employee Benefits booklet.

3.3 RETIREMENT PLAN

THE COMPANY provides a Retirement Plan. For more information, please refer to your Summary Plan Description.

3.4 SHORT-TERM DISABILITY BENEFIT

All regular, full-time employees are eligible to participate on the first of the month following their date of hire. This benefit provides income protection to you if you incur a non-occupational illness or injury that disables you from your regular job. This coverage begins after seven consecutive calendar days of disability. For more information on the cost of participating in this benefit, or on the coverage itself, contact the Human Resource Department.

3.5 WORKERS' COMPENSATION INSURANCE

All employees are covered by Workers' Compensation Insurance. This insurance is administered in accordance with the state law.

This coverage provides medical care and partial income payments in case you suffer from a work-related injury or disease. There is no cost to you for this protection.

If you suffer a work-related injury or illness that may be subject to Workers' Compensation, you must report it to your supervisor immediately. Failure to do so may result in denial of coverage.

All employees are covered by worker's compensation insurance. If an employee is injured on the job, even if the injury is minor, he/she should immediately report the injury to his/her supervisor and then to the payroll or insurance clerk who will complete the form required by law (Form 19). The following information will be needed to complete the forms: time (day and hour) and place of accident or injury, cause of injury (machine, tool, or object causing injury, etc.) description of injury, nature and location of injury, and name and address of physician or hospital if medical treatment was necessary.

3.6 TEMPORARY MEDICAL ABSENCE/SICK DAYS

If you are absent from work due to illness or injury (on or off the job), you will be excused on a day-to-day, unpaid basis for up to one week. If you are unable to return to work after one week, it is your responsibility to apply for a medical leave of absence.

If you have been employed for 90 calendar days as a regular, full-time employee, you are eligible for three paid sick days per year. These days **[can/cannot]** be carried over from year-to-year. Unused sick days **[are/are not]** paid out at termination of employment. Paid sick days **[do/do not]** count towards weekly overtime. (Also, refer to policy 3.9 and 5.1)

3.7 MEDICAL LEAVE OF ABSENCE (NON-FMLA LEAVE)

If you have been with the company for 90 calendar days, but less than one year, and you have a medical condition that requires you to be away from work, you may be eligible for a leave of absence. An unpaid medical leave may be granted for up to 30 calendar days upon certification of your disability by your physician. Should your recovery require additional time, a leave may be renewed for 30 additional calendar days, pending medical certification. Employees must use any available sick or vacation pay days concurrently with this medical leave. If you do not return to work at the expiration of your leave, your employment will be terminated.

3.8 PERSONAL LEAVE

In the event you experience urgent personal problems or a family emergency, an unpaid personal leave may be granted for up to one week by your supervisor. Such requests will be reviewed on a case by case basis. Several factors will be considered, including, but not limited to, the reason for the leave, current business conditions at the time of the request, and the employee's work record. Personal leaves requiring more than one week require the approval of the Department Manager, Plant Superintendent or the General Manager. Under no circumstances will a personal leave be extended past 30 calendar days. Employees must exhaust any eligible vacation or sick time before taking unpaid personal leave.

3.9 FAMILY MEDICAL LEAVE ACT (FMLA)

In accordance with the Family Medical Leave Act that went into effect on August 5, 1993, **THE COMPANY** provides eligible employees up to twelve weeks of leave for family and medical reasons.

Guidelines:

1. Eligibility. Employees are eligible to take up to 12 weeks of unpaid family/medical leave within a 12 month period and be restored to the same or an equivalent position upon their return from leave provided they: a) have worked for **THE COMPANY** for at least 12 months, and for at least 1250 hours in the last 12 months; and b) are employed at a worksite that has 50 or more employees within a 75 mile radius.

2. Reasons for Leave. Eligible employees may take family/medical leave for any of the following reasons: a) the birth of a son or daughter and in order to care for such son or daughter; b) the placement of a son or daughter with the employee for adoption or foster care; c) to care for a spouse, son, daughter, or parent with a serious health condition; or d) because of their own serious health condition which renders the employee unable to perform the essential functions of the position. Leave because of reasons "a" or "b" must be completed within the 12-month period beginning on the date of birth or placement.

3. Notice of Leave. If the need for family/medical leave is foreseeable, the employee must give the Company at least 30 days prior written notice. If this is not possible, the employee must at least give notice as soon as is practicable (within 1 to 2 business days of learning of their need for leave). Failure to provide such notice may be grounds for delay of leave. Where the need for leave is not foreseeable, the employee is expected to notify the Company within 1 to 2 business days of learning of their need for leave, except in extraordinary circumstances. The Company has request for Family Medical Leave forms available from the Human Resource Department. These forms must be used when employees request leave.

4. Medical Certification. If employees are requesting leave because of their own or a covered relation's serious health condition, the employee and the relevant health care provider must supply appropriate medical certification. The Company has the right to request second or third medical opinions, at its expense. Medical Certification Forms are available from the Human Resource Department. When an employee requests leave, the Company will notify them of the requirement for medical certification and when it is due (at least 15 days after the employee requests leave). Failure to provide requested medical certification in a timely manner may result in denial of leave until it is provided. The Company may require subsequent medical recertification on a reasonable basis.

5. Reporting While on Leave. If an employee takes leave because of their own serious health condition or to care for a covered relation, the employee must contact the Company on the first and third Tuesday of each month regarding the status of the condition and their intent to return to work.

6. Leave is Unpaid. Family/medical leave is unpaid.

7. Medical and Other Benefits. During an approved family/medical leave, the Company will maintain the employee's health benefits, as if they had continued to be actively employed. If paid leave is substituted for unpaid family/medical leave, the Company will deduct the employee's portion of the health plan premium as a regular payroll deduction. If the employee's leave is unpaid, the employee must pay their portion of the premium through _____. The employee's health care coverage will cease if the premium payment is more than 30 days late. If the employee elects not to return to work at the end of the leave period, he/she will be required to reimburse the Company for the costs of premiums paid by the Company for maintaining coverage during his/her leave, unless the employee cannot return to work because of a serious health condition or circumstances beyond their control.

8. Intermittent and Reduced Schedule Leave. Leave because of a serious health condition, may be taken intermittently (in separate blocks of time due to a single health condition) or on a reduced leave schedule (reducing the usual number of hours the employee works in each work week or work day) if medically necessary. If leave is unpaid, the Company will reduce your salary based on the amount of time actually worked. In addition, while the employee is on an intermittent or reduced schedule leave, the Company may temporarily transfer the employee to an available alternative position which better accommodates the employee's recurring leave and which has equivalent pay and benefits.

9 Returning from Leave. Upon return from FMLA leave, employees will be restored to their original or equivalent positions with equivalent pay, benefits, and employment terms, unless business conditions have so changed to make this impossible. The Company may deny restoration to certain highly compensated employees, but only if necessary to avoid substantial and grievous economic injury to the Company's operations. If an employee takes leave because of their own serious health condition, he/she is required to provide medical certification that he/she is fit to resume work. Return to Work Medical Certification Forms are available in the Human Resource Department. Employees failing to provide the Return to Work Medical Certification Form will not be permitted to resume work until it is provided.

3.10 MILITARY LEAVE OF ABSENCE

A military leave of absence is a military obligation that requires a short-term absence (two weeks or less) or a long-term absence (usually no longer than four years). Federal law governs a military leave of absence.

3.11 MILITARY TRAINING PAY

If it is necessary that you lose work time because of Military Training Duty, and if you have completed one year's continuous service, the company pays the difference between your regular pay and your Military compensation for a maximum of two weeks per year for duty in the State or National Guard or United States Reserves.

3.12 BEREAVEMENT LEAVE

As a regular, full-time employee, if a relative in your immediate family dies, **THE COMPANY** grants you up to three consecutive calendar days off to arrange for and attend the funeral. Immediate family includes: your spouse, mother, father (or guardian), children, brother, sister, grandparents and grandchildren, brother or sister-in-law or parents-in-law.

You will be excused and receive pay for the day before, the day of, and the day after the funeral, if you were scheduled to work these days. Pay will be at the regular straight time hourly rate (expected hourly earnings for piece rate employees based on 6 week hourly average, excluding overtime) for actual hours scheduled to work up to a maximum of 8 hours per day.

Should a death occur in your immediate family, please notify your supervisor as soon as possible. Paid bereavement leave *[does/does not]* count toward weekly overtime.

3.13 JURY DUTY

THE COMPANY encourages you to accept and fulfill your civic duty in your community. Notify your supervisor as soon as you receive a notice of jury duty so that staffing provisions can be made. Your supervisor must also be provided a copy of your summons.

If you serve on jury duty, you will be paid the difference between eight hours straight time pay less the pay received for jury duty, for each day served, for a maximum of two calendar weeks. To receive pay from the company, you must provide a statement certified by a court official as to your service as a juror, the dates and hours of attendance, and the compensation received. Paid jury leave *[does/does not]* count towards weekly overtime.

3.14 HOLIDAYS

THE COMPANY recognizes certain days of religious and historic importance as holidays, and pays regular, full-time, active employees eight hours straight time for each of eight holidays. Piece rate employees, and drivers who are paid by mileage, will receive eight hours of pay based on their six week hourly average, excluding overtime.

The holidays observed by **THE COMPANY** are:

- | | |
|------------------------|-------------------|
| *New Year's Day | *Labor Day |
| *Washington's birthday | *Thanksgiving Day |
| *Good Friday | *Christmas Eve |
| *July 4 th | *Christmas Day |

To receive holiday pay, you must work your regular scheduled hours before and after the holiday, unless the absence is excused by the supervisor and proper documentation is submitted by you.

If you are required to work on a scheduled holiday, you will receive your regular rate of pay for the time worked in addition to holiday pay.

Holiday pay *[is/is not]* considered the same as hours worked for the purpose of computing weekly overtime.

If you are scheduled to work on a holiday and fail to report to work as scheduled, you will forfeit your holiday pay unless excused by your supervisor.

3.15 VACATIONS

All full-time employees are eligible to receive vacation pay after having met the continuous service requirements.

If you are hired before June 30th, you will be eligible to receive five days of vacation between your hire date and the end of the calendar year. If you are hired between July 1st and September 30th, you will be eligible to take three days of vacation between your hire date and the end of the calendar year. If you are hired on October 1st or later, you will not be eligible to take any vacation until the beginning of the next calendar year. Our vacation schedule is then as follows:

- January 1st following hire date through five years of employment _____ weeks of vacation
- Five years of employment through twelve years of employment _____ weeks of vacation
- Over _____ years of employment _____ weeks of vacation

One week of your vacation may be split into individual days, the remainder of your vacation must be taken in full weeks.

Vacation pay *[is/is not]* considered the same as hours worked for the purpose of computing weekly overtime.

A paid leave of absence counts as service when calculating vacation eligibility. An unpaid leave of absence of four (4) weeks or longer does not count as service for vacation eligibility.

Any accrued, but unused, vacation time will be paid to you upon termination of employment, provided you work a two week notice, as outlined in our Resignation Policy.

3.16 PAID BREAKS/MEALS

THE COMPANY provides you with two paid breaks per day. Your supervisor will discuss the break schedule with you. You are also allowed _____ amount of time for meals that *[is/is not]* paid time. Your supervisor will discuss the timing of your meal period with you.

3.17 EDUCATIONAL ASSISTANCE

THE COMPANY encourages employees to improve their skills by taking classes outside the company. The following guidelines apply to those employees who request the company's financial assistance with

educational assistance.

Courses or programs must be offered by an approved institution - for example, accredited school, college or university. Courses or programs must be scheduled outside the employee's regular work hours, and all homework must be done on the employee's time. Each course must be applied for separately and is evaluated on its individual merits in accordance with this procedure.

An employee should request permission to take a course(s) three weeks before the course actually begins. Human Resources will provide the necessary forms to complete. If approved, an employee will be reimbursed for tuition, books and fees at the completion of the course. If a grade of "A" or "B" is obtained, reimbursement will be at 100%. If a "C" is obtained, reimbursement will be at 75%. There will be no reimbursement for grades below a "C" or for "withdrawals" or "incompletes." The company will reimburse for a maximum of three (3) classes per semester/quarter. It is the employee's responsibility to submit receipt/cancelled checks, etc., as well as transcripts, before reimbursement will be made.

If the company reimburses an employee for coursework, and the employee leaves the company for any reason other than "lack of work/layoff," the employee will be required to reimburse the company according to the following schedule:

- If employee leaves within 6 months of reimbursement - employee owes company 100%
- If employee leaves within 9-12 months of reimbursement - employee owes company 50%

3.18 PERFECT ATTENDANCE AWARDS

At **THE COMPANY**, we believe in honoring employees with perfect attendance each year. Therefore, we provide valuable gifts to employees who have worked each day that work is available (excluding jury and military duty). Employees may select a gift from a catalog provided by the company. The awards selected will be presented to the employees during a time of special recognition, after the close of the calendar year.

3.19 SAFETY AWARDS

We believe strongly in recognizing and rewarding safety-conscious employees each year. If you have at least one year of continuous service, and have not suffered a lost-time accident in the past year, you will receive a silver dollar on your birthday.

SECTION 4: YOUR CAREER WITH THE COMPANY makes every effort to hire qualified people to do quality work. Your being at **THE COMPANY** means that someone has already recognized your skills and potential. Whether you are just beginning your career with us, or continuing a successful one, your supervisor can provide you with some goals and objectives that can add purpose to your career with the company.

4.1 EMPLOYEE ORIENTATION

The first 90 calendar days of your employment are considered an Orientation-Training period during which you are becoming familiar with the company and your job. At the same time, the company will evaluate all aspects of your work performance. During this time, you may have periodic interviews with the Human Resource Department and/or your supervisor. At the end of your Orientation-Training period, you will receive a Progress Review conducted by your immediate supervisor or Department Manager. If your progress and performance are satisfactory, you will become a regular, full-time employee. Employees in their orientation period will be held to a high level of performance standard. Normal disciplinary procedures do not apply to employees in their Orientation-Training period.

Initial Training and Continuing Education.

Service Technicians: All service technicians shall receive training in order to properly and safely perform their job. The training shall consist of the following:

A) Classroom Training: This shall consist of studying printed material, viewing videos, and being tested on that training material. Within a reasonable amount of time after being employed, all new employees shall be expected to attend the training classes to become certified applicators and then take and pass the state examination to become certified applicators in the household pest and wood-destroying insect phases.

B) On-The-Job Training: In addition to classroom study, the employee shall have on-the-job training by his/her supervisor and/or another "company" service technician. After the initial training, all service technicians shall attend training sessions in order to maintain their professional level as required by "the company" and/or federal/state laws/regulations.

Office Staff: All office staff shall be required to attend any training session which may be necessary to perform their jobs and/or to meet federal/state laws/regulations.

4.2 PROMOTIONS

THE COMPANY follows, to the best of its ability, a policy of promotion from within and seeks to select the individuals who best meet the organization needs to fill available positions.

To be considered for promotion, you must have demonstrated consistently high standards of performance in your current position. Other factors taken into consideration include attendance, ability, initiative, knowledge, efficiency, and work related behavior. When no major differences exist between candidates, length of service will also be considered.

THE COMPANY reserves the right to hire the individual (internally or externally) who best meets the organization needs.

4.3 JOB POSTING

When there is an opening for a non-exempt position at **THE COMPANY**, information on the position will be posted on employee bulletin boards for three consecutive working days.

If you are interested in and meet the minimum qualifications for a position, you must complete a Job Request Form. Only regular, full-time employees, in good standing are eligible to apply. You must stay in your position for six months before you are eligible to apply for another position in the Company.

THE COMPANY reserves the right to transfer employees to different positions, when deemed necessary, to maintain efficient operations and production.

The Company has the right to consider individuals from outside the Company as well as individuals who have applied via the job posting system. The Company will place the most appropriate individual into each open position.

4.4 SENIORITY

THE COMPANY believes in honoring seniority. Therefore in matters dealing with transfer, promotion, re-hire after a layoff, vacation requests, overtime, and other situations, if all other factors are considered equal, seniority will be the deciding factor.

4.5 DISCIPLINE AND/OR TERMINATION.

“The company” recognizes that violations may occur through deliberate acts or negligence. However, it is important to remember that when violations do occur, the actions taken are intended to correct the undesirable behavior. A deliberate or serious violation of the policies set forth in this manual may result in termination on the first offense.

Violations for which an employee may be terminated on the first offense include, but are not limited to:

- A. Unsatisfactory quality of work, which may include:
 - 1. Unnecessary waste of materials and/or supplies
 - 2. Unsatisfactory level or amount of quality defects.

- B. Failure to comply with all safety regulations or procedures set forth in this policy manual or failure to comply with any Federal or State laws, regulations and/or ordinances applicable to “the company” or its employees.

- C. Other Violations for which termination may be appropriate include:
 - 1. Conducting personal business on company time.
 - 2. Unauthorized use of “the company’s” equipment or machinery.
 - 3. Defacing or destroying “the company’s” property.
 - 4. Violating work start and/or stop times.

5. Violating any other posted company rules and regulations not covered above.
6. Willfully falsifying employment application, medical records, time cards, or any other company records.
7. Theft of company or a fellow employee's property.
8. Insubordination to supervisors or other management personnel.

D. Two (2) reprimands within a six (6) month period for the same offense will normally result in termination and/or three (3) reprimands within a (12) month period for different offenses will normally result in termination.

SECTION 5: YOUR RESPONSIBILITIES

Working at **THE COMPANY** not only offers certain benefits and privileges, but also requires some important responsibilities. To help you understand and carryout your responsibilities, the company has established specific written rules and procedures.

It is important that you understand and adhere to these guidelines. If you need any of these responsibilities clarified, contact your supervisor, or the Human Resource Director.

5.1 ATTENDANCE/ABSENTEEISM/TARDINESS

Because every job at **THE COMPANY** is important to the company's efficient operation, regular and punctual attendance is essential to our success. Absenteeism and tardiness reduce efficiency and burden fellow employees. Attendance is also an important factor in your performance appraisal.

If you are late or must be absent, you are required to notify your supervisor no later than one hour after the beginning of your scheduled workday. If you call in later than one hour after the beginning of your scheduled work shift, your absence or tardy will be classified as unexcused. In addition, if you are not at your work station at your assigned starting time, you will be considered tardy.

Excused absences and tardies are those that are pre-arranged and approved in advance by your supervisor. Exceptions to this are sudden emergencies, sickness, or accidents which may be considered excused.

If you are absent three or more consecutive workdays without notifying your supervisor, you will be terminated. Should you need to leave work early, this must be approved by your supervisor.

An attendance offense is two unexcused tardies in a 60 day period or one unexcused absence. The normal progression of discipline for absenteeism, tardiness, and early departure offenses is:

- | | |
|--|-------------------------------|
| • First Offense | <i>First Written Warning</i> |
| • Second Offense (within 3 months of 1 st written warning) | <i>Second Written Warning</i> |
| • Third Offense (within 3 months of 2nd written warning) | <i>Termination</i> |

Your supervisor has the right to require you to bring a doctor's* statement at any time. This is for your own protection as well as the protection of your fellow employees. If you are out sick on three separate occasions

in a 90 day period, you must also have a doctor's statement when you return to work.

(All of the above disciplinary steps will be documented and placed in your personnel file.)

5.2 CORRECTIVE DISCIPLINARY ACTION

We believe that open communication between you and your supervisor can provide the basis for resolving any problems associated with your behavior or performance.

At **THE COMPANY**, discipline is not intended to punish, but to help the disciplined employee understand and correct his/her behavior. Therefore, the company has established the following program of corrective discipline. Employees whose behavior or performance does not meet company policies, rules, and expectation levels may result in the following corrective discipline:

- **First Step - Verbal Warning.** This is to notify you that your behaviors are not meeting expected levels. We have confidence in your ability to correct any problem. This discussion will be documented and placed in your personnel file.
- **Second Step - Written Warning.** This document describes your unacceptable performance or conduct, and will specify the improvement you need to make. A copy of this document will be placed in your personnel file.
- **Third Step - Termination.** If you fail to correct the situation after having received a written warning, you may be terminated. Steps 2 and 3 above will be taken if a second instance of non-performance, rule violation, etc. occurs within 6 months of the previous action taken.

THE COMPANY retains the right, at its discretion, to use the level of disciplinary action that corresponds to the level of severity of the problem or behavior.

5.3 HEALTH AND SAFETY

THE COMPANY is dedicated to providing an environment that is health and safety conscious. Your security is our concern. Only with a concentrated effort on everyone's part can we provide this environment.

Therefore, the following list has been provided to help everyone focus on our safety efforts:

- * Always report any injury, no matter how slight, to your supervisor.
- * Be alert to fire and safety hazards, and report them immediately.
- * Keep aisles free at all times.
- * Wear proper clothing and personal protective equipment at all times.
- * Observe all safety practices associated with your job.

- * Refrain from eating and drinking in manufacturing areas.
- * Housekeeping is everyone's responsibility, please clean up your work area throughout the day.
- * Use proper lifting techniques.
- * Radio ear plugs, headsets, etc. are prohibited for safety reasons.

Safety Equipment – Federal regulations require that employees be furnished with safety equipment and that employees use this equipment for their protection. Each employee shall be issued the necessary safety equipment, trained in the use of the safety equipment, and use the safety equipment as required by the work the employee is performing. If any of the equipment is lost the employee will be expected to pay for the missing item(s). Any damaged or expended piece of safety equipment will be replaced at no cost to the employee if he/she turns in the old piece of safety equipment. The safety equipment is to be inspected monthly by a supervisor to determine that all items are present and in serviceable equipment, and a record of that inspection shall be kept on file.

5.4 REPORTING ON-THE JOB INJURIES, ACCIDENTS & EMERGENCIES

Should you be injured on the job, you must report the incident to your supervisor immediately, whether or not it involves lost work time. Failure to report an on-the-job injury could result in your loss of Workers' Compensation Insurance coverage for related medical expenses.

Should your injury require medical treatment, your supervisor will arrange for you to see a physician. If the physician determines that you cannot return to work that day, you will be paid at your regular rate of pay for the remainder of the day.

5.5 PERSONAL TELEPHONE CALLS

There are times when an employee must take care of personal business during working hours. However, personal telephone calls must be kept to a minimum, because these interruptions clearly distract from the efficient operation of business. Employees should make personal telephone calls during breaks and lunch only. Pay telephones are located in the plants for this purpose.

If you work in a production area or in an area where you are unable to be reached, the receptionist or your supervisor will take a message and forward it to you. Every effort will be made to assist an employee receiving an emergency call.

Abuse of telephone privileges can result in disciplinary action.

5.6 COMPANY COMMUNICATIONS POLICY

Telephones, voice mail systems, and computers, including electronic mail systems (e-mail), are provided for

company business use, and excessive personal use of these devices is prohibited. In addition, use of these items in violation of the company's policy on solicitation and distribution of literature is strictly prohibited.

Communication through these devices is subject to monitoring by the Company, and the use of discriminatory, hostile, suggestive, or otherwise inappropriate language is strictly prohibited. Violation of these rules will be considered grounds for disciplinary action, up to and including discharge.

5.7 PERSONNEL FILES/ADDRESS OR PERSONAL STATUS CHANGES

It is important that the management and your supervisor have your correct home address and telephone number at all times. You should report any changes to the Human Resource Director and your supervisor immediately.

If your personal status, such as your marital status, should change or if you have an addition to your family, you should notify the Human Resource Director. Because your benefits may be affected, you may need to change your insurance and/or tax records.

THE COMPANY maintains personnel files on each employee. These files contain documentation regarding all aspects of your tenure with the company, such as performance appraisals, beneficiary designation forms, disciplinary warning notices, and letters of commendation. You may review your personnel file on an annual basis. If you are interested in reviewing your file, contact the human resources department to schedule an appointment.

5.8 CONFIDENTIAL INFORMATION

THE COMPANY considers certain types of information about its products, processes, employees, and customers as confidential data, which if disclosed, could significantly harm the company's interests.

Therefore, all employees are required to treat this information with the utmost confidentiality. Violation of confidentiality may result in disciplinary action up to and including termination.

5.9 CONFLICT OF INTEREST

Due to the nature of our business, we ask that you not perform services in any manner for anyone deemed to be a competitor. Likewise, we ask that you do not engage in any after-hours businesses or business practices that would conflict with your time or interests with our company.

5.10 BUSINESS GIFTS

It is the policy of **THE COMPANY** that business gifts not be used to influence suppliers or customers in any business transactions. Business gifts are permissible only when they are used as a symbol of goodwill or

appreciation, or in the interest of public affairs. For more information on this policy, contact your supervisor.

5.11 CARE OF COMPANY EQUIPMENT

The equipment, machinery, materials, supplies, and vehicles provided by **THE COMPANY** represent a substantial investment. We ask that you treat them with the same care you would if they were your own. Conserving equipment, materials, and time creates a savings that helps our company keep a competitive price edge, which in turn helps the company remain profitable. When the company profits, you also profit.

Vehicles

A) Requirements for Driving a Vehicle Owned by the Company

Anyone driving a vehicle owned/leased/borrowed by the Company shall obey all traffic laws.

All employees of the Company who drive a vehicle owned/leased/borrowed by the Company shall have a valid North Carolina driver's license which is relatively free of driving violations. A copy of each driver's license shall be kept on file in the office of the Company, verified with the N.C. Division of Motor Vehicles, and monitored as to the expiration date. Before a driver can drive after the expiration date, he/she shall present his renewed license, a copy shall be made for the files of the Company, and the renewed license shall be verified with the N. C. Division of Motor Vehicles. The automobile insurance carrier shall annually check each driver's record with the North Carolina Division of Motor Vehicles and give a copy of that report to the Company. Due to the stiff requirements that automobile insurance companies have regarding a driver who has excessive driving violations and/or has a driving while impaired conviction, any employee who 1) loses his license for any reason, 2) the automobile insurance company would not insure for the Company at their normal rate for any other employee of the Company, or the automobile insurance company would not insure is subject to immediate dismissal by the Company.

B) Use and Maintenance.

All vehicles owned by the Company shall be kept at the office of the Company except when being used on official business of the Company. No vehicle shall be used for any other purpose or driven home at night unless approval is first obtained from the employee's supervisor.

All vehicles assigned a vehicle to drive are responsible for keeping that vehicle serviced as scheduled, repaired, clean and equipped with the tools and supplies needed to perform his/her job in a safe and efficient manner. If any part of the vehicle is broken such that the vehicle cannot be operated in a safe and legal manner, the vehicle is not to be driven until the necessary repairs have been made. It is the responsibility of the employee to report all needed repairs to his supervisor. A record shall be kept to document the servicing and repairing of each vehicle.

Use and Maintenance of Vehicles.

Only the employees of "the company" who have been approved for driving a "company" vehicle shall be allowed to drive a vehicle owned/leased/borrowed by "the company". There shall be only two exceptions, which are as follows:

- A) Use by the licensed employees of a vehicle repair/service shop when "the company" vehicles are taken in for service/repair.
- B) Use by a person who has received verbal authorization to drive a "company" vehicle from the president/manager and/or a supervisor of "the company". This verbal authorization shall be given only after the president/manager and/or supervisor has determined that the person has a valid driver's license, and this verbal approval shall be limited to a per trip or daily basis, not for an unlimited period of time.

Anyone driving a vehicle owned/leased/borrowed by "the company" shall obey/follow all laws/regulations regarding the operation/driving of a motor vehicle.

Vehicles owned/leased/borrowed by "the company" are assigned to individual employees for their use when performing their job. It shall be the responsibility of the employee to whom the vehicle is assigned to keep the vehicle in proper and safe repair, clean, and maintained/serviced according to the schedule set forth by "the company".

All vehicles owned/leased/borrowed by "the company" are to be kept at the office of "the company" when not being used by an employee to perform his/her job. The employee is to pick up his/her vehicle at "the company" office at the start of his/her normal work day and return it to "the company" office when he/she completes his/her day's work. There are three exceptions, which are as follows:

- A) The president/manager of "the company" gives permission for an employee to use the vehicle to commute to and from his/her home and/or other personal use on a regular basis. The use of the vehicle for either or both of these purposes shall be limited to those employees in a supervisory or above position. If a vehicle is used in this manner, "the company" shall follow all federal/state laws/regulations on reporting the use of the vehicle in this manner.

- C) The president/supervisor gives an employee permission to drive a company vehicle home or use it for any personal reason on a per trip basis. If an employee drives a vehicle home or uses it for any other personal reason, "the company" shall follow all federal/state laws/regulations on reporting the use of the vehicle in this manner.

5.12 SOLICITATION AND DISTRIBUTION OF LITERATURE ON COMPANY PREMISES

To maintain efficient and safe operations and to encourage employees to give their full attention to their jobs, **THE COMPANY** must limit solicitation and distribution of literature on company premises. Please help us to insure this by refraining from the following:

- * Distribution of literature by employees in work areas on company property
- * Distribution of literature by employees during working time in non-work areas on

Company property, which in any way interferes with work

- * Solicitation by employees on company property during working time, which in any way interferes with work Solicitation and/or distribution of literature by non-employees on company property

5.13 HARASSMENT/SEXUAL HARASSMENT

It is **THE COMPANY's** goal to maintain a pleasant, professional, and productive work environment. Harassment in the form of verbal or physical abuse, intimidation, coercion, or suggestive or derogatory remarks is a violation of company policy. Sexual harassment is a violation of company policy as well as a violation of federal law. Sexual harassment is broadly defined as unwelcome sexual advances, requests for sexual favors, and other verbal, visual, or physical conduct of a sexual nature.

If you feel you are being harassed in any way, report the incident to your supervisor. It is your obligation to report any instances of harassment to the Company before you report this to any outside sources. **THE COMPANY** will investigate and take disciplinary action, up to and including discharge, against any employee who has harassed another employee in any way.

If your complaint of harassment is against your immediate supervisor, you should report this harassment to the next level of supervision (please refer to the Complaint Procedure in your handbook).

It is your right and responsibility to report any form of harassment without fear of reprisal. Because problems related to harassment may be of a personal nature, and because you may be reluctant to discuss a situation with your supervisor, feel free to contact the Human Resource Director.

5.14 CONCEALED WEAPONS POLICY

Our company strictly prohibits weapons of any type on company property and at any company-sponsored event. This includes visible and concealed weapons, even those for which the proper permits have been obtained. While this list is not all-inclusive, weapons include firearms, knives with a blade longer than four inches, any explosive materials, or any other objects that could be used to harass, intimidate, or injure another individual. Violators of this policy will be subject to disciplinary action, up to and including termination.

5.15 THREATS AND VIOLENCE POLICY

Our policy is to strive to maintain a work environment that is free from intimidation, threats or violent acts. This includes, but is not limited to, intimidating, threatening or hostile behaviors, physical abuse, vandalism, arson, sabotage, use of weapons, carrying weapons of any kind onto Company property, or any other act, which, in management's opinion, is inappropriate to the workplace. In addition, jokes or offensive comments regarding violent events will not be tolerated and may result in disciplinary measures.

Employees who feel they have been subjected to any of the behaviors listed above are requested to immediately

report the incident to their supervisor or to Human Resources. Complaints will be promptly investigated and based upon the results, disciplinary action will be taken against the offender, if appropriate.

The Company reserves the right to conduct searches and inspections of employees, their personal effects or Company provided materials such as lockers, desks, files, computers, packages and vehicles without notice. Any employee who refuses to submit to a search or is found in possession of prohibited articles will be subject to disciplinary action up to and including termination.

5.16 ALCOHOL AND DRUG POLICY

THE COMPANY is committed to providing a safe work environment for you and all employees. To provide this environment, the company expressly prohibits the use, possession, manufacture, or distribution of illegal or unauthorized substances.

Prospective employees, at all levels, will be required to submit to and pass a drug test prior to employment. Applicants who refuse to consent to a drug test will no longer be considered for positions with the company. Applicants who test positive on the drug test will be refused employment.

As required by the United States Department of Transportation, truck drivers will be tested. Employees involved in an on-the-job accident may be required to submit to drug screening.

Employees may be asked to submit to a drug screening for reasonable cause, with the approval of the Plant Manager, Vice President of Manufacturing, and the Human Resource Director.

Employees who refuse to submit to a drug/ alcohol test will be terminated. Likewise, employees who try to alter the results of a test will be terminated. Employees who have a positive drug test will be subject to disciplinary action up to and including termination.

The company reserves the right to search personal belongings and work areas to determine if alcohol or drugs are present on company property. Refusal to submit to a search can result in removal from the property and disciplinary action up to and including termination.

Possession of alcohol or drugs on company property may result in disciplinary action up to and including termination.

Company Drug Policy.

The use, possession, distribution, or sale of alcohol or drugs anywhere at work is prohibited and considered a willful violation of the Company's policy which can result in employee discipline up to and including termination. All employees have the responsibility to report to work in a fit condition and to perform their jobs without unnecessarily causing risk to themselves or other individual's health and safety.

All applicants given preliminary approval for employment with the Company shall take a drug test that is considered to be a standard drug test when applying for a commercial driver's license and test "negative" for those drugs. If the applicant is employed by the Company, he/she must be willing to take the same drug test at

anytime while in the employment of the Company, if so requested by the Company. An employee testing positive at any time to this drug test is subject to immediate dismissal by the Company. The Company shall select the company to perform the drug test(s) and pay for the drug test(s).

All employees, whether salaried or hourly, will be subject to alcohol and drug screening as a result of involvement in a serious workplace accident or serious safety-related incident as determined by the Company:

- a. A serious workplace accident is any accident resulting in lost time injury to the employee and/or involvement in an accident resulting in the lost time injury of another individual and/or property damage.
- b. A serious workplace incident in any incident presenting a substantial risk of lost –time injury or property damage.

Employees charged or convicted of controlled substance violations (including pleas of *nolo contendere*, i.e. no contest) must inform PCO within five days of such conviction of plea. Employees who violated any aspect of this policy may be subject to disciplinary action up to an including termination. At its discretion, PCO may require employees who violate this policy to successfully complete a drug abuse assistance or rehabilitation program as a condition of continued employment.

5.17 SMOKING POLICY

Our company has been designated as "smoke-free." This means that we do not permit smoking anywhere on the company premises. Smoking is permitted outside our facilities and in the parking lot. Please deposit your cigarette butts in the proper receptacles before you enter the building.

5.18 OUTSIDE EMPLOYMENT

THE COMPANY recognizes that employees sometimes seek additional employment during their off hours. **THE COMPANY** asks these employees to remember that, despite any outside employment, their position with **THE COMPANY** is their primary responsibility. **THE COMPANY** reminds employees that working extended hours might adversely affect their health, endurance, and productivity. All employees holding outside employment must inform their supervisor of the nature of the work and the hours when they work. If an employee's supervisor determines that the outside employment interferes with the employee's performance or creates an actual or apparent conflict of interest, the employee can be asked to terminate the outside employment.

THE COMPANY does not consider outside employment to be an excuse for poor job performance, tardiness, absenteeism, or refusal to work overtime.

If you are on an approved leave of absence (medical or personal) from **THE COMPANY**, you are not to continue or accept outside employment during this time period.

5.19 DRESS CODE

Employee's Personal Appearance and Attitude.

A person does not have a second chance to make a good first impression. Therefore, it is

extremely important that all employees make a conscientious effort to keep themselves looking presentable, conduct themselves in a professional manner, and portray a pleasant and positive attitude in all situations. In order to achieve these objectives, the following points should be followed by the employees:

A) Clothes:

Service Technicians: The company uniforms are to be kept clean, neat, and professional looking. A sufficient number of shirts and pants are supplied by the uniform rental service so that each service technician has a clean shirt and clean pants each day, and, as a result, each service technician shall wear a clean shirt and pants each day. Two jackets are supplied, and they shall be kept clean at all times.

Office Staff: There is no specific dress code for the office staff other than that they are to wear clothes that are clean, presentable and which would normally be worn in an office such as "the company's" where customers come into the office and deal face-to-face with the office staff.

B) Personal Appearance Other Than Clothes:

Each employee is to keep his/her personal appearance clean, neat, and professional looking. All service technicians are required to use personal protective equipment when applying pesticides. In order for all service technicians to "properly" use a respirator, all beards and moustaches that prevent a proper fit of the respirator shall be removed.

3. Attitude:

It is extremely important that all employees portray a "positive attitude" when dealing with a customer or the general public. This positive attitude shall be applicable towards "the company", the customer, the employee himself/herself, and things in general. If a situation should arise with an employee that would result in the employee portraying a negative attitude, the management of "the company" and the employee shall determine what steps are necessary to correct the situation and proceed accordingly.

5.20 RESIGNATION

You may voluntarily terminate your employment by submitting your resignation in writing to your supervisor. We ask that you give the Company a two week notice when resigning your employment. If you do not give a two week notice, the Company will not pay you for any unused, but accrued, vacation time. Depending upon the circumstances related to your resignation, the Company has the right to reduce or waive the two week notice. If this occurs, you will/will not be paid for the notice period. After resigning employment, you will receive your final paycheck, and any unused vacation pay, on the next regularly scheduled payday.

5.21 CIVIL CONVICTION POLICY

The Company may consider any criminal conviction as a possible justification for the refusal, suspension, revocation, or termination of employment when it directly relates:

- i. to the applicant's possible performance in the job for which the applicant has applied or
- ii. to the employee's possible performance in the job for which the employee holds.

5.22 EXIT INTERVIEW

Should you choose to leave **THE COMPANY**, an exit interview provides the opportunity for you to discuss your problems, feelings, and attitudes about the company, your supervisor, fellow employees, and your pay and benefits.

If circumstances permit, employees who leave **THE COMPANY** will be asked to participate in an exit interview with the Human Resource Director.

SECTION 6: OFFICE SAFETY POLICIES SELECTION & USE

The following policies and guidelines apply to all applicants/employees of the **THE COMPANY**.

1) Office.

A) Emergency Action Plan

The office building of "the company" is rectangular in shape and there are two entrances/exits to the building, one at the front and one at the rear. All entrances to and exits from the individual rooms in the building are from/to a hallway that leads to the front and rear entrances/exits. All points in the building are no more than fifty feet from an exit to the exterior of the building.

If any emergency situation occurs inside the building that could cause harm to the occupants, all occupants of the building shall immediately exit the building through the nearest safe exit. If the evacuation of the building should be necessary, the office manager shall have the authority and be responsible for assuring the safe evacuation of all occupants of the building. If the emergency situation can be handled in a safe manner, any individual who is present and has had training in dealing with that type of emergency shall proceed to deal with the emergency situation, provided that they are accompanied by another person.

If an emergency occurs that cannot be safely handled by an occupant of the building, the Charlotte Fire/Police Emergency number **911** shall be called immediately.

Emergency Exits - When the office building is occupied by anyone during normal working hours, the front exit shall remain unlocked from both the outside and inside and the rear exit shall not be barred on the inside of the building. If anyone is in the building at anytime other than normal working hours and, for security reasons, needs the doors locked to prevent the entrance by anyone from outside, the following procedures shall be followed:

Front Door - The front door is key-locked from both inside and outside. If a person is inside the building and wants the front entrance locked, a key shall be left in the front door inside key lock so that the front door is immediately available as an exit to the building.

Rear Door - The rear door is equipped with a sliding bar and padlock on the inside of the building which is moved into place and locked at the close of each work day. This bar is unlocked and disengaged at the beginning of each workday. For security reasons during normal working hours, there is a combination punch-lock built into the doorknob on the outside of the door to prevent unauthorized entrance to the building through this door. This outside combination lock has no bearing on exiting the building. Neither the sliding bar on the inside of the rear door nor the combination punch lock prevents anyone from using this door as an exit at anytime.

All employees are to be instructed on the above points and trained as to how to safely exit the building in case of an emergency, and a record shall be kept of the instructing and training.

B) Fire Prevention Plan

Smoking - The smoking of cigarettes, cigars, or pipes shall not be allowed inside either the office building or the pesticide storage building, and "no smoking" signs shall be placed at all entrances to both buildings.

Fire Extinguishers - Fire extinguishers shall be installed and maintained in both buildings as required by city codes, and all employees shall be trained in their safe use.

Gasoline - No gasoline shall be stored in either building, unless it is in the gas tank of a gasoline motor.

Flammable, Combustible, etc. Items - Many items that are listed as being flammable or combustible normally do not pose an immediate hazard if they are handled and stored as directed on their label. Any item that has a high risk of causing a fire, explosion, etc. in its normal use and/or storage shall not be stored anytime inside either of these two buildings.

Electrical Equipment - All electrical outlets in the office building and storage building are grounded. No electrical equipment, appliance, etc. that was equipped with a ground wire from the manufacturer shall be plugged into an electrical outlet unless the electrical outlet is properly grounded. No electrical cord is to be plugged into an electrical outlet if the electrical cord is in anyway damaged or not equal to its physical condition when new. No electrical circuit or outlet is to be overloaded.

All employees are to be instructed and trained on the above points, and a record shall be kept of the instruction and training.

2) Fire Extinguishers.

The office, storage building, and all vehicles shall be equipped with fire extinguishers as required by the Charlotte Fire Department. All fire extinguishers shall be inspected monthly and dated to make sure they are in serviceable condition, and a record shall be kept of that inspection. All employees shall be instructed in the use of the fire extinguishers, and a record shall be kept of that training.

3) Hazardous Materials.

Some items used in the workplace are considered hazardous materials because their labels state that they are flammable, combustible, or may be hazardous if misused. Material Safety Data Sheets shall be secured and kept on file for any item whose label or directions for use states that the material is either flammable, combustible, or, if misused, hazardous. All employees handling and/or using these materials shall be trained in their safe use, and a record shall be kept of that training.

4) Gasoline on Vehicles and In Storage.

Any gasoline that is stored at "the company" or carried as extra gasoline on any "company" vehicle shall be in a container that is approved by OSHA for that purpose. The gasoline containers carried on the vehicles shall be securely fastened down on the vehicles in a location that will assure the container's safe transport. All gasoline containers kept at the office shall be stored in a separate locked box that is at least 50 feet from both the office and chemical storage building.

5) Equipment Used On the Job.

Electrical - No electrical equipment, appliance, etc. that was equipped with a ground wire from the manufacturer shall be plugged into an electrical outlet unless it is properly grounded. No electrical cord is to be plugged into an outlet if the electrical cord is in any way damaged or not equal to its physical condition when new. Before using any grounded electrical outlet that is not located at the office of "the company", the employee shall verify that the electrical outlet is in fact grounded. When using electrical equipment such as small hand drills and saws that require the use of electrical handwear, the employee shall wear a glove approved by OSHA for such use. Eye protective devices shall be worn when operating electrical tools such as small hand drills, saws, and grinders in order to protect the eyes.

All employees shall be instructed in the above points, trained on their proper use, and on the grounding of electrical equipment, and a record shall be kept of the training.

Manual Tools - Eye protective devices shall be worn when using any manual tool whose use could possibly cause eye injury. Eye protective devices shall be used when using pest control tools such as hammers, trenching tools and chisels. A leather-type glove shall be worn if using a hand tool that could possibly cause injury to the hand because of continuous use.

All employees shall be instructed in the above points, trained on their proper use, and a record shall be kept of the training.

Aerosols - Aerosols are usually packaged under pressure. All employees are required to read and follow the instructions on the label and material safety data sheet of each aerosol as it relates to their safe handling and use.

All employees shall be instructed in the above points, trained on their proper use, and a record shall be kept of the training.

Compressed Air Sprayers - All employees using a compressed air sprayer shall be trained in its proper use, care, and maintenance. A record shall be kept on this training.

Large Capacity Spray Rigs - All employees using a large capacity spray rig (usually mounted on a vehicle) shall be trained in its proper use, care, and maintenance. A record shall be kept on this training, and a monthly written inspection shall be made and kept on each of the spray rigs in service.

Ladders - No employee of "the company" shall use a ladder (extension or stepladder) that is not OSHA approved for the use intended or that is not in serviceable condition. If a ladder is not in serviceable condition it shall be discarded if it cannot be made serviceable. For a ladder to be in serviceable condition it must meet the following conditions:

- * It must meet OSHA specifications for the use intended
- * It shall not be defective in any way
- * If it is a metal ladder, it shall contain rubber feet.
- * It shall not contain any missing, broken, or cracked rungs.
- * The rungs shall be free of any grease, oil, paint, or any other material that could possibly affect its safe use.

Metal ladders shall not be used near electrical wires or around energized equipment.

Ladders are to be stored and/or transported in a manner in which they are not subject to mechanical damage.

When lifting and positioning extension ladders the user shall wear a back safety belt. All employees using a ladder in their work shall be trained in the safe use of a ladder (extension and stepladders) and a record made of that training and kept for at least five years.

All ladders owned by "the company" are to be inspected monthly and a written record of that inspection is to be made and kept on file for at least five years. These inspection reports shall include the following:

- * Identity of the ladder inspected (by number or letter)
- * The general condition of the ladder - any defects
- * The condition of the rungs - any missing, cracked, or covered with grease, oil, or paint.
- * The condition of the non-slip feet on metal ladders
- * The person making the inspection
- * The date of the inspection

6) Personal Protective Equipment.

Before any employee of "the company" mixes or applies a pesticide, that employee shall first read and understand the pesticide label and material safety data sheet for that particular product as it relates to the use of personal protective equipment when handling the product. The employee shall not handle the product unless he/she is wearing protective equipment as specified by the label and/or material safety data sheet.

The selection, use, and maintenance of the personal protective equipment by "the company" and its employees shall be in accordance with the company policy, which is explained as follows:

A) RESPIRATORS

Clearance by a Physician. Employees shall not be assigned to tasks requiring use of respirators unless it has been determined by a physician that they are capable of performing the work and using the equipment.

The user's medical status shall be reviewed periodically (OSHA suggests annually) or whenever obvious changes in physical condition are noted.

Selection of a Respirator. After the employee has been cleared by a physician, the employee shall be allowed to select a respirator which provides the most comfortable fit. For this reason, the employee shall be allowed to select a respirator from an array of at least three sizes and two manufacturers. An assessment of comfort should include the following points: chin properly placed, position of mask on nose, strap tension, room to talk, cheeks filled out, fit across nose bridge, room for safety eyewear, distance from nose to bridge, tendency to slip, and hindrance to movement.

Issuance of Respirator. When practical, respirators shall be assigned to individual employees for their exclusive use and labeled for identification in such a way as not to affect the performance of the respirator.

Fitting. After the employee has been shown how to assess a respirator, they are to be shown how to put on a respirator, how it is to be positioned on the face, how to set the strap tension, and how to determine a proper fit. The employee shall wear the mask for at least five minutes during the fitting process.

Respiratory Fit-Testing. A respiratory fit-test shall be made on every respirator issued to an employee. A Qualitative Fit Test Report shall be completed and kept on file for every respirator issued. The following fit-testing protocol must be adhered to when conducting a respirator fit-test. The steps are:

- A) Allow a choice of styles and sizes of respirators.
- B) Instruct the use in proper donning procedures.
- C) Fill out the Fitting and Training Record completely.
- D) If any of the limitations listed interfere, stop the test. (Example: facial hair contacts the sealing surface)
- E) Follow the Fit-Test Procedure listed below.

F) Train the user in maintenance if he/she is assigned that task. A qualitative (pass/fail basis) test shall be used and it shall include the following:

1) Negative Pressure Test - For this test the user closes off the inlet of the cartridges or filters by covering with the palms to restrict air flow. The user inhales gently so the facepiece collapses slightly. The subject should hold his or her breath for about 10 seconds. If the face piece remains slightly collapsed and no inward leakage is detected, the respirator probably fits tightly enough.

2) Positive Pressure Test - This test is very similar in principle to the negative pressure test. It is conducted by closing off or covering the exhalation valve and exhaling gently into the facepiece. The respirator fit-testing may proceed if slight positive pressure can be built up inside the facepiece without any evidence of outward leakage around the facepiece.

3) Irritant Smoke Test - Qualitative fit-testing is based on the wearer's subjective response to the test agent or chemical. This testing is performed by directing an irritant smoke, usually a product like stannic chloride, from a smoke tube towards the respirator being worn. If the wearer cannot detect the irritant smoke, a satisfactory fit is assumed to be achieved. (The respirator wearer will react involuntarily, usually by coughing or sneezing, to a leakage around or through the respirator. Any response from the wearer indicates an unsatisfactory fit.)

Maintenance of Respirator. A maintenance program is to be maintained that will assure that the respirator remains as effective as when it was new. This maintenance program shall include the following:

Inspection for Defects - All respirators shall be inspected before and after each use. The respirators are to be inspected for the following conditions:

- * Tightness of connections
- * Condition of facepiece, straps, connecting tubes, and cartridges
- * Condition of exhalation and inhalation valves.
- * Pliability and flexibility of rubber parts
- * Condition of lenses

The frequency of changing filters, cartridges and canisters will be determined by their amount of use, or as recommended by the manufacturer. The useful life of a cartridge or canister depends on the amount of absorbent material, concentration of contaminants in the air, breathing rate of the wearer, and temperature and humidity. Following is a guideline to changing filters, cartridges, and canisters:

- * Filters - change filters twice a day or more often under heavy usage and/or if breathing becomes difficult.
- * Cartridges - Change cartridges after a full day's use or more often if any pesticide odor is detected.
- * Canisters - Change canisters after a full day's use or more often if any pesticide odor is detected.

Cleaning and Disinfecting - Respirators shall be regularly cleaned and disinfected. Those used by more than one worker shall be thoroughly cleaned and disinfected after each use. The following procedures are to be followed for cleaning and disinfecting respirators:

- * Remove and discard any filters or cartridges that should be or are scheduled to be replaced

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- * Wash facepiece and breathing tube in detergent and warm water or a cleaner/disinfectant
- * Rinse completely in clean, warm water
- * Air dry in clean air
- * Clean out other parts as recommended by the manufacturer
- * Inspect the valves, headstraps, and other parts and replace with new parts if defective (any worn or deteriorated part shall be replaced)
- * Place facepiece in a plastic bag or container for storage in an assigned area
- * Insert new filters or cartridges prior to use, making sure the seals are tight

Respirator Storage - Respirators shall be stored in a sealed or closed compartment that is a convenient, clean and sanitary location that will keep them clean and protected against:

- * Dust
- * Sunlight
- * Heat
- * Extreme cold
- * Excessive moisture
- * Damaging chemicals
- * Mechanical damage
- * Pesticides or other chemicals (In vehicles, the respirators are to be kept in the passenger section of the vehicle and not in the section where the pesticides are carried.)

Care and Maintenance Records - Written records shall be maintained on the care and maintenance of the respirators. This record should include the following:

- * Inspection reports
- * Replacement parts used
- * Dates of repair
- * Cleaning and type of disinfectant used
- * Name(s) of the person(s) doing the work
- * The respirator shall be identified by manufacturer, model and approval number.

These care and maintenance records are to be retained for a period of five years.

B) EYE AND FACE PROTECTION

Eye protection is available in three styles. The style to be used is dependent upon the nature of the work the user is performing and/or the directions for use on the product/equipment. Following are the styles available and the situations in which they are to be used.

Safety Glasses (Vented or Non-Chemical) - Safety glasses are designed to be used for eye protection from flying objects and not chemicals. Safety glasses are to be worn when performing any job where there is a reasonable possibility of injury that can be prevented by such equipment.

Safety Goggles (Chemical) - Safety goggles are designed to be used for eye protection against chemical splashes. The goggles should fit tightly against the face and not have perforated sides. Pesticide labels may require the use of specific types of goggles. Safety goggles are to be worn when performing any job that 1) the directions for handling or use of any product/equipment requires the use of safety goggles or 2) there is a possibility of a chemical splash occurring and the chemical getting in the eye if the wearer is not wearing safety goggles.

Face Shields - There are situations where face shields may be used. However, they are not to be used if they do not afford the protection of the eyes and face as specified by the directions for handling and use of the product/piece of equipment. (They do not replace chemical goggles.)

All protective eye wear must be inspected before using to make sure that it is in serviceable condition. If any part of the eye wear is not serviceable, it is to be repaired/replaced before being used.

All protective eye wear is to be cleaned and disinfected regularly when they are assigned to one individual, or after each use if they are assigned to more than one person. The following procedures are to be followed for cleaning and disinfecting eye wear:

- * Remove /replace any part that is not in serviceable condition.
- * Wash eye piece in detergent in warm water or a cleaner/disinfectant
- * Rinse completely in clean, warm water
- * Air dry in clean air
- * Place eye piece in a plastic bag or container for storage in an assigned area

Eye Wear Storage - Eye wear shall be stored in a sealed or closed compartment that is a convenient, clean and sanitary location that will keep it clean and protected against:

- * Dust
- * Sunlight
- * Heat
- * Extreme cold
- * Excessive moisture
- * Damaging chemicals
- * Mechanical damage
- * Pesticides or other chemicals (In vehicles, the eye wear is to be kept in the passenger section of the vehicle and not in the section where the pesticides are carried.)

Written records shall be maintained on the care and maintenance of the eye pieces. This record should include the following:

- * Inspection reports
- * Replacement parts used
- * Dates of repair
- * Cleaning and type of disinfectant used
- * Name(s) of the person(s) doing the work

- * The eyepiece shall be identified by manufacturer, model and approval number.
- * These care and maintenance records are to be retained for a period of five years.

C) PROTECTIVE CLOTHING

Uniforms used by most pest control service operations are not considered protective clothing. However, label specifications concerning the wearing of long-sleeved shirts may be considered protective clothing if required to be worn during pesticide application.

Proper handling and laundering of employee uniforms is an important consideration in reducing pesticide exposure to workers and others. Uniforms are to be handled and cleaned in a manner which will remove pesticide residues and prevent the transfer of residues to non-contaminated clothing. Each employee who is issued uniforms must follow the handling and laundering procedures established by "the company". All label directions must be followed regarding removal of contaminated clothing whenever a pesticide soils uniforms. If the pesticide label required special decontamination procedures or discarding of heavily contaminated clothing, these directions must be followed.

"The company" has made arrangements with a uniform rental company to supply and clean the uniforms and coveralls. The instructions for the wearing and handling of company uniforms are as follows:

- * A clean uniform is to be worn each day.
- * "The company" advises its employees to shower daily after work. * All soiled uniforms should be segregated from other laundry, and if stored at home they should be placed in sealed plastic bags or buckets and stored in the garage or other uninhabited areas until the time of laundering.
- * The uniform rental company picks up soiled clothing and delivers clean clothing on a regularly scheduled basis. The employees are to bring their soiled clothing in for pick-up on the regularly-scheduled day.
- * If an employee's uniform or coveralls become heavily contaminated with the pesticide during the day, he/she is to stop immediately and change into non-contaminated clothing. If the pesticide gets on a small area of the skin, he/she is to stop immediately and wash the contaminated skin with soap and water. If the area of contamination is over a large portion of the body, the employee is instructed to stop immediately and take a shower and wash with soap and warm water and then change into non-contaminated clothing. If the clothing becomes contaminated, the employee is to notify his supervisor who will then become in charge of the contaminated clothing and handle it accordingly.
- * The uniforms are to be kept neat, free of stains and tears, and contain the appropriate name and company emblems. If any piece becomes damaged or stained or an emblem is missing, the piece of clothing is to be tagged for repairs on the next regularly scheduled pick-up day by the uniform company. An employee is not to wear any piece of uniform that is not in proper serviceable condition.

* If, for any reason, an employee elects to clean any of his uniforms at home, these steps are to be followed:

- a) Always wash the uniforms separately from other clothing.
- b) Wash only a few garments at time.
- c) Wash work clothing daily.
- d) Pre-rinse clothing before washing them.

- e) A pre-wash additive such as Shout and Spray & Wash is recommended.
- f) Always run a full load cycle. Do not use water saving water levels.
- g) Always use hot water in the washer.
- h) Use a heavy duty laundry detergent, preferably a liquid formulation.
- i) Run the washing machine through a cycle with just hot water and detergent after washing the uniforms. (This will help remove any pesticide residues in the washer.)
- j) Line dry clothes to avoid possible contamination of the dryer.
- k) Wash clothes 2 to 3 times to remove residues of moderately and highly toxic pesticides.
- l) Discard clothing contaminated with highly toxic and concentrated pesticides in a legal manner and according to company policy.

D) PROTECTIVE HANDWEAR

Protective handwear must be worn when performing certain jobs while working at "the company". Following are three types of hand protection and the situations in which each must be used:

Work Gloves - A leather-type work glove shall be used when performing such tasks as follows:

- * Picking up wood debris on the soil in crawl spaces and placing it in a container.
- * Crawling on the soil in the crawl space of a house while making an inspection of the structure.
- * Using a manual tool (not an electrical tool) such as a shovel, rake, hammer, etc.
- * Any other work whereby the hands could be injured.

Electrical Gloves - If the manufacturer's directions for using a small electric tool such as an electric drill states that the user shall wear handwear for protection against possible electrical shock, the tool shall not be used by any employee of "the company" unless he/she is wearing handwear that meets those specifications. The gloves purchased by "the company" for this particular use shall meet the requirements for the use intended.

Chemically Protective Gloves - The directions for handling and use on some of the pesticide labels specifies that the individual wear chemically protective gloves. If the label states that chemically protective gloves are to be used, the employee shall wear the gloves that meet those requirements. The gloves purchased by "the company" for this particular use shall meet the requirements for the use intended.

All protective handwear must be inspected before using to make sure that it is in serviceable condition. If any part of the handwear is not serviceable, it is to be replaced before being used.

All chemically protective handwear are to be cleaned regularly when they are assigned to one individual, or after each use if they are assigned to more than one person. The following procedures are to be followed for cleaning and disinfecting chemically protective gloves.

- * Replace any glove that is not in serviceable condition.
- * Wash gloves in warm water which contains a detergent
- * Rinse completely in clean, warm water
- * Air dry in clean air

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* Place gloves in an assigned area where they will be convenient, kept clean, and protected against mechanical damage and chemical contamination.

The protective handwear shall be inspected monthly by a supervisor.

The following written records shall be maintained on safety handwear:

- * Record of monthly inspection by supervisor
- * Replacement dates

These care and maintenance records are to be retained for a period of five years.

E) PROTECTIVE FOOTWEAR

Safety footwear is intended to protect against impact and chemical liquids.

Impact safety footwear generally has a metal cap or box built into the toe.

Liquid chemical safety footwear is usually made of materials such as neoprene, PVC, butyl rubber, or some other chemically protective material. Canvas or leather footwear will not protect against chemicals due to their ability to absorb pesticides.

Employees of "the company" shall wear safety footwear if the directions for use on any product (pesticides) or equipment they are handling or using states that protective footwear is to be used.

All safety footwear must be inspected before using to make sure that it is in serviceable condition. If any part of the footwear is not serviceable, it is to be replaced before being used.

All safety footwear is to be cleaned after each day's use. The following procedures are to be followed for cleaning safety foot wear.

- * Replace any footwear that is not in serviceable condition.
- * Wash the exterior of the chemically resistant footwear in warm water which contains a detergent and rinse in clean, warm water and air dry in clean air.
- * Place safety footwear in an assigned area where it will be convenient, kept clean, and protected against mechanical damage and chemical contamination.
- * The protective footwear shall be inspected monthly by a supervisor.
- * The following written records shall be maintained on protective footwear:
 - * Record of monthly inspection by supervisor
 - * Replacement dates

These care and maintenance records are to be retained for a period of five years.

F) PROTECTIVE HEADWEAR

Head protection for pest control operators are of two types - impact (bump hat) and penetration (hard hat).

Bump hats will protect pest control operators from the hazards normally encountered in their work. However, certain plants or construction job sites may require hard hats.

All employees of "the company" shall wear at least a bump hat while they are performing any type of pest control service where there is a reasonable probability of injury that can be prevented by such equipment. Examples of where employees shall wear protective headwear is in the crawl space and attics of buildings and other confined areas. If they enter a plant or construction site that requires the use of a hard hat, if they are in a situation that requires the person to wear a hard hat, or if they are in any other situation that a bump hat would not provide adequate head protection, they are to wear a hard hat that is OSHA approved rather than a bump hat.

All bump/hard hats must be inspected before using to make sure that they are in serviceable condition. If bump/hard hat is not serviceable, it shall be replaced.

All bump/hard hats shall be cleaned regularly. The following procedures are to be followed for cleaning bump/hard hats.

- * Replace any bump/hard hat that is not in serviceable condition.
- * Wash in warm water which contains a detergent and rinse in clean, warm water and air dry in clean air.
- * Place bump/hard hat in an assigned area where it will be convenient, kept clean, and protected against mechanical damage and chemical contamination.
- * The protective headwear shall be inspected monthly by a supervisor.
- * The following written records shall be maintained on protective headwear:
 - * Record of monthly inspection by supervisor
 - * Replacement dates

These care and maintenance records are to be retained for a period of five years.

G) PROTECTIVE HEARING DEVICES

The employees of "the company" shall protect themselves against excessive noise. OSHA regulations limit a worker's exposure to ninety decibels A-weighted (dba) for an 8-hour exposure. Some of the situations in which the employees may be subjected to excessive noise and are to use protective hearing devices include the following:

- * Drilling for subterranean termite control
 - * Operating a fogging machine
 - * Continually being in close proximity to any type of gasoline motor that produces excessive noise while it is in operation
 - * Inside a building in which any item continually produces excessive noise
- There are four types of protective hearing devices.
- * Over the ear
 - * Reusable ear Plugs
 - * Disposable ear plugs - plastic
 - * Disposable ear plugs - Swedish wool

* shall have a choice of the type of ear protective device that will provide the level of protection that is required for the particular situation in which he/she is working.

All protective hearing devices must be inspected before using to make sure that they are in serviceable condition. If a protective hearing device is not serviceable, it is to be replaced before being used. All reusable protective hearing devices are to be cleaned according to the manufacturer's instructions after each day's use.

All protective hearing devices shall be kept in an assigned area where they will be convenient, kept clean, protected against mechanical damage and chemical contamination.

The protective hearing devices shall be inspected monthly by a supervisor.
The following written records shall be maintained on protective hearing devices:

- * Record of monthly inspection by supervisor
- * Replacement dates

These care and maintenance records are to be retained for a period of five years.

7) First-Aid Supplies

First-aid supplies, as approved by a physician for "the company", shall be kept in the office and on each vehicle. Each employee shall be trained in the use of the supplies in the kit and a record kept of the training. Each first-aid kit shall be inspected monthly by a supervisor to make sure that the kit is properly equipped and a record is to be made and kept of that inspection.

8) Vehicle

The policies for vehicle safety are presented in Section 200: No. 12) Vehicles.

RECEIPT OF EMPLOYEE GUIDE

I have received a copy of the ____ **(insert company name here)** _____ employee handbook.

Because the information in this employee handbook is necessarily subject to change as situations warrant, I understand that changes in policies may supersede, revise, or eliminate policies in this employee handbook. I further understand that the handbook does not guarantee me any specific policies, procedures, rules, or length of employment. All references to policies and procedures are only discretionary guidelines.

Nothing in this handbook is to be construed as a contract of employment. No one, other than the chief executive officer of the Company, has the authority to initiate a contract with an employee, and all contracts will be in writing.

I acknowledge that my employment with ____ **(insert company name here)** _____ is on an "At-Will" basis, and the Company or I may terminate the employment relationship at any time.

This employee handbook is the property of ____ **(insert company name here)** _____ and is intended for use by ____ **(insert company name here)** _____ employees only. If my employment with ____ **(insert company name here)** _____ terminates for any reason, I should return this employee handbook to my supervisor or to the Human Resource Director.

Employee Signature: _____

Date Signed: _____