

# Roof to Deck Employee Handbook

*Updated 9/14/14*

**Roof-to-Deck  
Restoration**



ROOF & DECK CLEANING  
ICE DAM REMOVAL



HOLIDAY & SPECIAL EVENT LIGHTING

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## **Welcome**

Welcome to Roof to Deck, a leading provider of exterior maintenance services including deck & roof restoration, Christmas lighting installation, commercial fleet washing, commercial power washing, ice dam removal and other services for the residential and commercial markets. You should be proud that you have been chosen to be part of a great organization. Here you have the opportunity to challenge yourself to new heights. It will, however, require dedication, commitment and a passion to do and be the best you can be. We are a “promote from within” company and our current leaders have walked the same steps you are taking. We encourage you to take full advantage of what is before you.

Whether you choose to enjoy a career that allows you to spend your day outdoors, a challenging sales positions, operations or administration position or aspire to become a Manager at Roof to Deck, you will be part of a company whose primary goal is to have completely satisfied customers. Whatever path you take, you are part of an organization that is committed to its employees, customers, community and environment. Congratulations and again, welcome!

### **Our Mission Statement**

We will affect the lives of our customers and employees in a meaningful, respectful and lasting way.

- Employees – offer a fun, enjoyable, and stable work environment that allows for personal growth and success.
- Customers – provide a high level of customer service through education, communication and high quality workmanship that creates long term relationships.
- Environment – we will reduce the use of resources within the office and in the field to protect our air, ground, rivers and lakes.
- Profitable – so we can carry out our mission.

### **Vision Statement**

To become Minnesota’s premier provider of residential and commercial exterior services specializing in power washing, wood restoration and seasonal lighting while maximizing profitability.

### **Purpose of this Handbook**

This handbook has been prepared to inform all employees of the policies and procedures of this company and to establish the company’s expectations. It is not all-inclusive or intended to provide strict interpretations of our policies; rather, it offers an overview of the work environment. This handbook is not a contract, expressed or implied, guarantying employment for any length of time and is not intended to induce an employee to accept employment with the company.

The company reserves the right to unilaterally revise, suspend, revoke, terminate or change any of its policies, in whole or in part, whether described within this handbook or elsewhere, in its sole discretion. If any discrepancy between this handbook and current

company policy arises, conform to current company policy. Every effort will be made to keep you informed of the company's policies, however we cannot guarantee that notice of revisions will be provided. Feel free to ask questions about any of the information within this handbook.

This handbook supersedes and replaces any and all personnel policies and manuals previously distributed, made available or applicable to employees.

The abbreviation RTD may be used to represent Roof to Deck throughout this Handbook. Any references to "The Company" or Roof to Deck shall be deemed to include the parent company, Roof to Deck., and any/all of its subsidiaries and assumed/dba/Trade names.

### **"At-Will" Employment**

Employment at Roof to Deck is at-will. Roof to Deck does not offer tenured or guaranteed employment. Either Roof to Deck or the employee can terminate the employment relationship at any time, with or without cause, with or without notice. This at-will employment relationship exists regardless of any other written statements or policies contained in this Handbook or any other Company documents or any verbal statements by Company employees to the contrary. This Handbook, the policies and guidelines within it and the employee's acknowledgement of its contents do not create a contract between employer and employee.

## **Workplace Commitments**

### **Equal Opportunity**

Roof to Deck is an Equal Opportunity Employer and prohibits discrimination with respect to the hiring or promotion of individuals, conditions of employment, disciplinary and discharge practices, or any other aspect of employment on the basis of sex, race, color, age, national origin, religion, disability, marital status, sexual orientation, gender identity, pregnancy or veteran status or any other basis prohibited by law. This policy applies to all terms, conditions and privileges of employment, including recruitment, hiring, placement, compensation, promotion, discipline and termination.

Whenever possible, the company makes reasonable accommodations for qualified individuals with disabilities to the extent required by law. Employees who would like to request a reasonable accommodation should contact an owner or executive of the Company.

### **Non-Harassment / Non-Discrimination Policy**

Roof to Deck prohibits discrimination or harassment based on sex, race, color, age, national origin, religion, disability, marital status, sexual orientation, gender identity, pregnancy or veteran status or any other basis prohibited by law. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and is free from discriminatory practices, including without limitation harassment.

Consistent with its workplace policy of equal employment opportunity, the company prohibits and will not tolerate harassment on the basis of race, color, religion, creed, sex, national origin, age, disability, marital status, sexual orientation, veteran status or any other status protected by applicable law. Violations of this policy will not be tolerated.

Discrimination includes, but is not limited to: making any employment decision or employment-related action on the basis of race, color, religion, creed, age, sex, disability, national origin, marital, sexual orientation or veteran status, or any other status protected by applicable law.

Harassment is generally defined as unwelcome verbal or non-verbal conduct, based upon a person's protected characteristic, that denigrates or shows hostility or aversion toward the person because of the characteristic, and which affects the person's employment opportunities or benefits, has the purpose or effect of unreasonably interfering with the person's work performance, or has the purpose or effect of creating an intimidating, hostile or offensive working environment. Harassing conduct includes, but is not limited to: epithets; slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group based on their protected characteristic.

### **Sexual Harassment**

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal, visual or physical conduct of a sexual nature, when:

1. submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
2. submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
3. such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Examples of sexual harassment include: unwelcome or unsolicited sexual advances; displaying sexually suggestive material; unwelcome sexual flirtations, advances or propositions; suggestive comments; verbal abuse of a sexual nature; sexually oriented jokes; crude or vulgar language or gestures; graphic or verbal commentaries about an individual's body; display or distribution of obscene materials; physical contact such as patting, pinching or brushing against someone's body; or physical assault of a sexual nature.

### **Reporting**

Any company employee who feels that he or she has been harassed or discriminated against, or has witnessed or become aware of discrimination or harassment in violation of these policies, should bring the matter to the immediate attention of his or her supervisor, an owner or executive. The company will promptly investigate all allegations of discrimination and harassment, and take action as appropriate based on the outcome of the investigation. An investigation and its results will be treated as confidential to the extent feasible, and the company will take appropriate action based on the outcome of the investigation.

No employee will be retaliated against for making a complaint in good faith regarding a violation of these policies, or for participating in good faith in an investigation pursuant to these policies. If an employee feels he/she has been retaliated against, the employee should file a complaint using the procedures set forth above.

## **Policies & Procedures**

### **Work Schedule**

The Roof to Deck work-week runs from Sunday through Saturday with normal working hours of Monday through Friday 7 AM to 7 PM. Hours may vary depending on work location and job responsibilities. Supervisors will provide employees with their work schedule. Should an employee have any questions regarding his/her work schedule, the employee should contact the supervisor. An employee's paid day will begin at the agreed upon start time or when an employee is available for work, whichever is later.

Weekend (Saturday & Sunday) work is sometimes required. Employees must be available to work weekends. Any time worked on a weekend over 40 hours for that week will be paid the overtime rate of 1.5 times the regular hourly rate. See the Overtime Policy under the Payroll Practices section for more information. Every attempt will be made to give the employee reasonable notice when weekend work is required. Refusal to work weekends may result in disciplinary action.

### **Attendance**

The company does not tolerate absenteeism without excuse. Employees who will be late to or absent from work should notify a supervisor in advance, or as soon as practical in the event of an emergency. See the Call-in procedure below. Chronic absenteeism may result in disciplinary action.

Employees who need to leave early, for illness or otherwise, should inform a supervisor before departure. Unauthorized departures may result in disciplinary action.

### **Call-in Procedure**

In the event an employee is unable to work due to illness or other personal reasons, the employee should give as much notice as possible by calling the cell phone of the supervisor. Calls are to be no later than 1 hour before scheduled start time. The employee must be the person that makes the call. Someone other than the employee calling on the employee's behalf is unacceptable unless the employee is in the hospital. Voice mails are not acceptable. Employee must make verbal contact with the supervisor.

### **Time-off Requests**

Time off should be requested from the supervisor at least 1 week prior to the date being requested. See PTO/Vacation under Benefits section of this Handbook for more details.

### **Tardiness**

Employees are expected to arrive on time and ready for work. An employee who arrives after their scheduled arrival time is considered tardy. The company recognizes that situations occur which hinder punctuality; regardless, repeated tardiness is prohibited, and may be subject to disciplinary action.

### **Breaks/Lunch**

Employees are allowed 10 minutes of paid break for every 4 hours worked. If 8 hours is worked, up to an additional 40 minutes of unpaid break is allowed for lunch or other non-work activity. For each 8 hours worked, a paid 20 minute break is allowed in lieu of

two 10 minute breaks. The employee must clock out of the time-keeping system for unpaid breaks.

Break time includes smoke breaks. RTD is committed to providing a clean, healthy and safe work environment for ALL employees. In addition, we want to treat our customers and their property with the utmost respect. Smoking is not permitted inside company offices, warehouses or on a customer's property. Smoking is permitted during a designated break time, but never on the customer's property. Cigarette refuse must be placed in a portable container (not the company vehicle's ash tray) and discarded frequently.

Electronic device use (including cell phones) is prohibited while operating a company vehicle or on a customer's property. Personal phone calls and text messaging are to be made only during breaks off of the customer's property and if in a vehicle, while the vehicle is safely parked. This includes all inbound and outbound calls, texts, email, internet browsing...etc. See Cell Phones section of this handbook for more information.

For technicians and field representatives a break is any personal time you sit down or could sit down.

### **Leaves of Absence**

See the Benefits section of this Handbook for a discussion of the rules for paid time off (PTO) - vacation, sick time, personal time, holidays...etc.

*Family and Medical Leave Act Leave* - The Company offers leave consistent with the requirements of the federal Family and Medical Leave Act (FMLA). Under the FMLA, an employee may be eligible for an unpaid family and medical leave of absence under certain circumstances, if the employee works within a seventy-five (75) mile radius of fifty (50) or more company employees. At this time the company does not meet the requirements and does not offer FMLA leave. However, the company also complies with state regulations for parental or other family leave requirements.

*Jury Duty* - The Company understands that occasionally employees are called to serve on a jury. Employees who are selected for jury duty must provide a copy of their jury summons to a supervisor. Time taken for jury duty is granted on an unpaid basis. Employees released from jury duty with at least 4 hours remaining in the workday must contact their supervisor for possible assignment and be prepared to return to work.

*Voting* - Employees are encouraged to participate in elections. The company grants incremental time off to cast a ballot in an election. Voting time off is granted on an unpaid basis. Should extenuating circumstances arise while voting, notify a supervisor as soon as possible.

*Military Leave* - Employees called to active military duty, military reserve or National Guard service may be eligible to receive time off under the Uniformed Services Employment and Reemployment Rights Act of 1994. To receive time off, employees must provide notice and a copy of their report orders to an immediate supervisor. Military leave is granted on an unpaid basis. Upon return with an honorable discharge, an

employee may be entitled to reinstatement and any applicable job benefits they would have received if present, to the extent provided by law.

*Other leave* - Regular full-time employees may request an unpaid leave of absence after the exhaustion of paid leave. A request for a leave of absence must be submitted in writing in advance to the employee's immediate supervisor and will be considered on a case-by-case basis. General requests for leave of absence may not exceed 4 weeks. Leave of absences that are granted are unpaid, and will not be considered until an employee has exhausted all appropriate accrued leave balances. Continuation of employee benefits during a leave of absence will be addressed on an individual basis, as required by law.

### **Personal Appearance/Attire/Dress Code**

An employee's personal appearance and hygiene is a reflection on the company's character. Employees are expected to dress and groom appropriately for their individual work responsibilities and position.

Technicians:

- All clothing must be clean, appropriate for the current weather conditions and in good condition without tears or holes. Roof to Deck does not provide winter boots, jackets, gloves or hats.
- RTD Restoration logo t-shirts, sweatshirts and baseball hats are provided by the Company and must be worn on Restoration job sites.
- If a baseball hat is worn, it must have the Company logo.
- On hot days, bring an extra shirt to change into to maintain the proper appearance.
- Rain gear pants & jackets are recommended when performing cleaning or ice dam work.
- Shoes/boots must be appropriate and in good condition.
- Jewelry is not to be worn around power equipment.
- Hair and facial hair must be short, clean and well groomed. Beards must be tightly trimmed and not look scraggly or overgrown. Hair must be trimmed off the collar and ears.
- Showers should be taken daily using soap and deodorant.
- See the Safety section of this Handbook for information on Personal Protective Equipment (PPE)

Field Representative, Sales or Management role and meeting a customer:

- RTD Restoration logo shirt or Jacket must be worn.
- If a baseball hat is worn, it must have the Company logo.
- Docker/khaki style pants or shorts with a belt are to be worn.
- Nice shoes, no tennis shoes.

Office employees:

- Business casual attire is required.

- No excessive jewelry.
- No revealing, suggestive or offensive articles

### **Conduct and Ethics**

Roof to Deck expects its employees to adhere to a standard of professional conduct and integrity at all times and at all locations. This ensures that the work environment is safe, comfortable and productive. Employees should be respectful, courteous, and mindful of others' feelings and needs. General cooperation between coworkers and supervisors is expected. Individuals who act in an unprofessional manner may be subject to disciplinary action.

*Fit for Duty* - We expect our employees to be available (mentally and physically) for work every day. We expect our employees to take care of themselves and use good judgment. Employees working in the field should be aware of weather conditions and plan ahead with appropriate dress and allow enough time to arrive to work on time.

*Smoking* - RTD is committed to providing a clean, healthy and safe work environment for ALL employees. In addition, we want to treat our customers and their property with the utmost respect. Smoking is not permitted inside company offices, warehouses or on a customer's property. Smoking is permitted during a designated break time, but never on the customer's property. Cigarette refuse must be placed in a portable container (not the company vehicle's ash tray) and discarded frequently.

*Language* - Foul or offensive language is not permitted inside RTD offices, warehouse or on a customer's property. Language used with customers and co-workers should be courteous, respectful, clear and free from personal bias or opinion.

*Visitors* – Only RTD employees are allowed at a customer's location. Friends or relatives are not allowed at job sites. All visitors to an RTD office will check in with the front desk before entering the premises.

*Radio/music* – Radios and music are allowed at jobsites at low volume and must be respectful of the customer and their neighbors. Offensive lyrics or controversial broadcasts are prohibited. Comply immediately with all requests from customers or neighbors to turn down or turn off the radio or music.

*Ethics* - Roof to Deck has earned a reputation as an honest, moral and ethical organization by maintaining high standards in our relationships with our employees, customers, vendors and the general public. To ensure Roof to Deck continues to uphold these high standards, we all need to be aware of and comply with the company policy regarding business ethics. Dishonesty and/or theft from the Company, customer or vendors will result in disciplinary action up to and including termination, even for a first offense. Employees will not receive a bribe for additional services. All personnel will at all times be free of any influence, interest, competing business, secondary employment or relationship that might conflict with the best interests of Roof to Deck.

*Tips* - Tips can be accepted by employees for a job well done. However, a tip may not be taken if it is for the purpose of doing additional work outside the quoted scope of work without the company's knowledge. Requests for additional work must be conveyed to a

supervisor for approval. Also see Tips under the Payroll Practices section and Moonlighting/Use of company equipment under this section.

### **Drug & Alcohol Policy**

Our policy is to employ a work force free from alcohol abuse or the use of illegal\* drugs. Employees are prohibited from unlawfully consuming, distributing, possessing, selling, or using controlled substances while on duty. In addition, employees may not be under the influence of any controlled substance, such as drugs or alcohol, while at work, in a company vehicle, on company premises or engaged in company business.

If you are convicted under any federal or state criminal drug statute, you must notify an owner or executive of Roof to Deck within five (5) days. This may be grounds for termination.

\* Legal drugs include prescribed and over-the-counter drugs which have been legally obtained and used for the purpose for which they were intended. Illegal drugs include any drug which is not legally obtainable, which may be obtainable but has not been legally obtained or which is being used in a manner or for a purpose other than as prescribed.

Prescription drugs or over-the-counter medications, taken as prescribed, are an exception to this policy. However, the use of prescription or over-the-counter drugs may affect your performance and impair your judgment while working at Roof to Deck. Any employee who is using prescription or over-the-counter drugs that may impair his/her ability to perform the job or may affect the safety of the employee or others around them must submit a statement from a physician that the prescription drug will not affect job performance or safety.

Roof to Deck reserves the right to conduct alcohol and other drug tests both prospective to and during employment and to inspect persons and their property in our employ. The company will take any and all actions deemed necessary and appropriate to enforce this policy. Although the Company has no intention of intruding into the private lives of its employees, we recognize that involvement with alcohol or other drugs off the job eventually takes it toll on job performance. Our concern is to ensure that employees report to work in a condition to perform their duties safely and efficiently in the interest of their fellow workers and customers as well as themselves.

Employees violating this drug and alcohol policy may be subject to disciplinary action, up to and including termination, even for a first offense.

### **Guns, Weapons & Workplace Violence**

Roof to Deck bans guns and weapons at all RTD offices, in company vehicles, and at customer locations.

Roof to Deck is concerned about society's increased violence. To help prevent incidents of violence from occurring, Roof to Deck is implementing this policy on workplace violence. It is the policy of the Company to expressly prohibit any acts or threats of violence by an employee or former employee against any other employee in or about its facilities or elsewhere at any time. Roof to Deck will not condone any acts or threats of violence against its employees, contractors, customers, vendors, former employees or

visitors at any time or while they are engaged in business with or on behalf of the Company.

In keeping with the spirit and intent of this policy, Roof to Deck will:

- Provide a safe and healthful work environment, in accordance with the Company policy on safety and health
- Take prompt remedial action up to and including immediate termination against any employee who engages in any threatening behavior or acts of violence or who uses any obscene, abusive, or threatening language or gestures
- Take appropriate action when dealing with contractors, customers, vendors, former employees, or visitors to Company facilities who engage in such behavior. Such action may include notifying the police or other law enforcement personnel and prosecuting violators of this policy to the maximum extent of the law
- Prohibit employees, contractors, customers, vendors, former employees, and visitors from bringing firearms or other weapons onto Company premises
- Establish viable security measures to ensure that Company facilities are safe and secure to a reasonable extent and to properly deal with access to Company facilities by the public, off-duty employees and former employees

### **Vehicle Policy**

The assignment and use of a Company vehicle is a privilege and it is Roof to Deck's policy to insist that employees operate in a safe and economical manner all vehicles owned or used by the company. Drivers must conform to all traffic laws, signals, and markings, and make proper allowance for adverse weather and traffic conditions. Drivers must be courteous at all times, respecting the rights of other drivers and pedestrians. Drivers and all passengers must wear seatbelts and all other available active restraints.

Company vehicles may only to be driven by employees who are at least 18 years of age and possess a valid driver's license to operate a RTD vehicle. Passengers must be RTD employees only. No family, friends, or pets are allowed in company vehicles as passengers or drivers.

Electronic device use (including cell phones) is prohibited while operating a company vehicle. This includes but is not limited to calls, text, email and internet browsing either hands-free or hands-on. There are no exceptions.

Personal phone calls and text messaging are to be made only during breaks off of the customer's property and if in a vehicle, while the vehicle is safely parked. This includes all inbound and outbound calls, texts, email, internet browsing...etc.

Employee drivers are required to maintain a good driving record as determined by the company's insurance carrier. Motor Vehicle Records (MVRs) reports will be run by a third party at the beginning of employment and periodically thereafter. Drivers are required to sign a MVR release form as a condition of employment.

Any damage, accident, mechanical breakdown or maintenance needed involving a RTD vehicle must be reported to a supervisor immediately. Employees agree to cooperate in accident investigations performed by the company or its insurance carrier.

Never drive or attempt to drive while under the influence of intoxicating beverages or drugs. No one shall drive, be permitted or required to drive with impaired ability or alertness that may cause an accident or injury. Drivers must be mentally and physically able to drive safely.

Moving violations, parking tickets and other violations are the sole responsibility of the employee assigned to the vehicle and will not be paid for by the company. Employees must notify the company of any violations or tickets. Violations that are directly billed to the company will be deducted from the employee's pay. If you are involved in an alcohol-related infraction while driving a company or personal vehicle you must notify a supervisor by the next business day before you operate a company vehicle again.

Company owned vehicles are to be used for company business only. Personal use of a company vehicle is prohibited. Use of company vehicles for break or lunch time must be limited to the most direct route between jobs, office/shop or vendors. Personal errands are not allowed during the work day while using a company vehicle. Company vehicles may be driven home and used as transportation to and from work only if approved by management. Drivers that take home a vehicle must ensure that the vehicle is stored in a safe location and that every effort is made to prevent theft of company property.

Personal vehicle use for company business shall be limited and approved by a manager beforehand. Mileage will be reimbursed to the employee at the current published IRS mileage rate with the exception of Outside Sales Reps., whose personal vehicle use policy is contained in the Outside Sales Compensation Plan & Terms document. Employees that use their personal vehicle for company use must have their own insurance with liability limits of \$100,000 – bodily injury, \$300,000 – policy limit and \$100,000 – property damage.

Company fuel cards are to be used for RTD gas purchases only. Employees agree to sign and follow all rules in the Fuel Card Rules document.

### **Damage, Loss & Theft of Property**

*Broken or damaged equipment & vehicles* – Field employees will be thoroughly trained in the safe and proper use and maintenance of equipment and vehicles to avoid accidents, breakage or damage including, but not limited to, loading and unloading of equipment from vehicles.

*Damage to customer's property* – Field employees will be thoroughly trained in the safe and proper techniques to avoid damage to a customer's property including, but not limited to, damaged shrubbery/landscaping/grass and overspray on siding/doors/windows/other property.

*Loss or theft of tools or equipment* – Field employees will be thoroughly trained in the safe and proper techniques to prevent loss and theft from occurring. Reasonable precautions include, but are not limited to, keeping the company vehicle locked at all times and parking in a safe and secure location.

If the employee is negligent in any of the three areas described above he/she may be subject to disciplinary action, up to and including termination.

## **Use of Company Equipment**

Company equipment including but not limited to vehicles, ladders, power washers and all other RTD equipment and supplies are to be used strictly for company business, and are not permitted off grounds unless authorized. Any personal use of equipment must be approved by an executive. Company equipment must be used in the manner for which it was intended. Upon termination, employees are required to surrender any company property they possess.

Company office equipment including but not limited to copy machines, fax machines, label makers, lamination machines, computers and printers are for company use only, and must be used only to complete essential job-related functions.

Company phones are provided for business use. The company requests that employees not receive personal calls while on duty. If urgent, please keep personal calls to a minimum and conversations brief. Personal long distance calls are not permitted.

## **Moonlighting**

On occasion, employees may seek employment outside their regular working hours (Moonlighting). While the company does not seek to intrude on employee's personal lives, moonlighting impacts an employee's ability to dedicate him or herself to the company. The company has no objection to this type of work when it does not interfere with employee's performance or attendance at Roof to Deck and when he or she is not in the employ of a vendor, client or competitor so as to create a conflict of interest in employment. Working for a competitor or self-employment as a competitor is unacceptable and will lead to immediate termination.

All employees will be judged by the same performance standards and will be subject to Company scheduling demands, regardless of any existing outside work requirements. If the Company determines that an employee's outside work interferes with performance or the ability to meet their job requirements, the employee may be asked to terminate the outside employment if he or she wishes to remain employed by Roof to Deck.

All employees interested in engaging in outside employment must request permission from their supervisors in writing with the name of the employer, type of work and scheduling requirements. Failure to disclose or misrepresent outside employment may result in disciplinary action, up to and including termination.

Moonlighting using company equipment, company vehicles or on company property is strictly prohibited and will be grounds for immediate termination.

## **Computers, Internet & Email**

Company computers, internet and e-mails are a privileged resource, and must be used only to complete essential job-related functions. Employees are not permitted to download any "pirated"/illegal or legal software, files or programs and must receive permission from an executive before installing any new software on a company computer. Roof to Deck must own the software license for each piece of software that is

loaded onto a RTD computer. Files or programs stored on company computers may not be copied for personal use.

Internet use is for business use only unless approved by a supervisor before each occurrence. Instant messaging is not permitted. Personal email to or from friends and family is not permitted. Viewing pornography is strictly prohibited.

Employees are reminded that they should have no expectation of privacy in their use of company computers or other electronic equipment.

*Technicians & Field Representatives:* Employees in these positions are required to have or have access to a computer, printer, internet access, email and cell phone available at all times. The costs of these are the responsibility of the employee.

To ensure the effectiveness of meetings, employees are asked to leave cell phones at their desk. Or, if urgent tasks require immediate attention, the cell phone may be placed in vibrate mode.

*Technicians & Field Representatives:* Employees in these positions are required to have a personal cell phone available at all times, the cost of which is the responsibility of the employee. Full-time employees will also be provided with a XORA phone used only to track hours worked. The cost of the XORA phones will be the Company's responsibility. Employees must report issues, lost or stolen phones immediately. GPS tracking is included on the XORA phones and employees should not expect privacy with regard to their whereabouts on company time.

## **Privacy**

Employees and employers share a relationship based on trust and mutual respect. However, the company retains the right to access all company property including vehicles, computers, desks, file cabinets, storage facilities, and files and folders, electronic or otherwise, at any time. Employees should not entertain any expectations of privacy when on company grounds or while using company property.

All documents, files, voice-mails and electronic information, including e-mails and other communications, created, received or maintained on or through company property are the property of the company, not the employee. Therefore employees should have no expectation of privacy over those files or documents.

## **Business Expenses**

Employees may occasionally incur expenses on behalf of the Company. The company will reimburse employees for typical business expenses, such as mileage (for example, when the Company asks an employee to travel using their personal vehicle during the workday) and certain job-related supplies or materials. The company will pay expense and mileage reimbursements periodically but no later than at the end of each month, upon receipt of the employee's receipts or mileage record. In order to be reimbursed for job-related supplies or materials, employees must deliver a receipt for the supplies or materials to the company's business office within 7 days of the purchase.

## **Employment of Relatives**

The employment of relatives in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried into day-to-day working relationships.

Roof to Deck may hire relatives of employees where there are no potential problems of supervision, safety, security, morale or potential conflict of interest. Relatives include an employee's parent, child, spouse, domestic partner, sibling, cousin, in-laws and step relationships.

Relatives of persons currently employed by Roof to Deck may be hired only if they will not be working directly for or supervising a relative. Company employees cannot be transferred into such a reporting relationship.

Employees who marry or become related may be permitted to continue to work as long as there are no substantial conflicts. Reasonable accommodations will be made when possible in the event a conflict arises.

In other cases where a conflict or the potential for conflict arises, even if there is no supervisory relationship involved, the parties may be allowed to decide a resolution to the conflict; otherwise management will separate the parties by reassignment or terminate employment.

### **Solicitation and Distribution**

For the safety, convenience, and protection of all employees, the company has adopted the following rules concerning solicitation and the distribution of materials:

The company prohibits solicitation and distribution of non-company materials on Company property or at Company jobsites at all times.

### **Personnel Records**

The company maintains a personnel file on each employee. These files are kept confidential to the extent possible. Employees may review their personnel file upon request. It is important that personnel files accurately reflect each employee's personal information. Employees are expected to inform the company of any change in name, address, home phone number, cell phone number, home address, marital status, number of dependents or emergency contact information.

### **Open Door Policy/Issue Resolution**

The company has an open door policy and takes employee concerns and problems seriously. The company values each employee and strives to provide a positive work experience. Employees are encouraged to bring any workplace concerns or problems they might have or know about to their supervisor or other member of management.

### **Work Performance**

Employees are expected to perform their duties as described in their respective job description with professionalism, positive attitude and respect for fellow employees, customers, vendors and the public. Performance evaluations will be conducted on a periodic basis by the employee's direct supervisor. Supervisors and employees are strongly encouraged to discuss job performance and goals informally any time. Failure to

perform within the criteria may result in disciplinary action, up to and including termination.

### **Standards of Conduct & Discipline Policy**

Roof to Deck expects every employee to adhere to the highest standards of job performance and of personal conduct, including individual involvement with company personnel and outside business contacts.

The Company reserves the right to discipline or discharge any employee for violating any company policy, practice or rule of conduct. The following list is intended to give you notice of our expectations and standards. However, it does not include every type of unacceptable behavior that can or will result in disciplinary action. Be aware that The Company retains the discretion to determine the nature and extent of any discipline based upon the circumstances of each individual case.

Employees may be disciplined or terminated for poor job performance, including, but not limited to the following:

- unsatisfactory quality or quantity of work
- repeated unexcused absences or lateness
- failing to follow instructions or Company procedures
- failing to follow established safety regulations

Employees may also be disciplined or terminated for misconduct, including, but not limited to the following:

- falsifying an employment application or any other company records or documents
- failing to record working time accurately or recording a co-worker's timesheet
- insubordination or other refusal to perform
- using vulgar, profane or obscene language, including any communication or action that violates our policy against harassment and other unlawful forms of discrimination
- disorderly conduct, fighting or other acts of violence
- misusing, destroying or stealing company property or another person's property
- possessing, entering with or using weapons on company property
- possessing, selling, using or reporting to work with alcohol, controlled substances or illegal drugs present in the employee's system, on company property or on company time
- violating conflict of interest rules
- disclosing or using confidential or proprietary information without authorization
- violating the Company's computer or software use policies, and
- being convicted of a crime that indicates unfitness for a job or presents a threat to the Company or its employees in any way.

## **Payroll Practices**

Roof to Deck assigns positions, determines wages and compensates employees for overtime in accordance with state and local laws and the Fair Labor Standards Act.

### **Exempt Employees**

Exempt employees are those that are excluded from the overtime pay requirements of the Fair Labor Standards Act. Exempt employees are paid a salary and are routinely expected to work 60 hours per week or more as necessary to accomplish the work of the company. Exempt employees are not eligible to receive overtime compensation.

### **Non-Exempt Employees**

Non-exempt employees are those eligible for overtime pay of 1.5 times the regular hourly rate of pay for all hours worked over 40 per work week.

### **Part-Time, Full-Time or Temporary Status**

Part-time or full-time status depends on the number of hours per week an employee works. Regular employees who work fewer than 36 hours per week receive part-time classification. Part-time employees are not eligible for Medical & Dental Insurance or Retirement Plan benefits as described in this handbook. Regular employees who work at least 36 hours per week receive full-time classification and are eligible for benefits as described in this Handbook.

From time to time the company may hire employees for specific projects or periods of time. Temporary employees may work either part-time or full-time, but generally are scheduled to terminate by a certain date. Temporary employees who remain on duty past the scheduled termination remain classified as temporary. Only an owner or executive may change an employee's temporary status. Temporary employees are not eligible for employment benefits.

### **Paychecks & Payroll Schedule**

The Roof to Deck workweek runs from Sunday through Saturday.

Paychecks are distributed bi-weekly on Fridays. A payroll date chart is posted in each office and is given to each employee upon hiring. Contact the Accounting department for a current copy. If the pay date lands on a holiday, paychecks will be distributed on the closest business day before the holiday. Paystub information as well as annual W-2 forms are available online through our payroll processing provider, ADP.

Paychecks are either direct deposited or paper checks. Direct depositing of paychecks is strongly encouraged. Paper paychecks are distributed by US Postal Service mail unless the employee has specifically arranged pick up at the corporate office. Only the employee can pick up a paper check unless the employee has notified a supervisor that permission has been given to another individual.

The paycheck will reflect work performed for the two week period prior to the week of the payday. Paychecks include salary or wages earned less any mandatory or elected

deductions. Mandatory deductions include federal or state withholding tax, and other withholdings. Elected deductions are deductions authorized by the employee, and may include, for example, contributions to benefit plans. Employees may contact the Accounting & Human Resources department to obtain the necessary authorization forms for requesting additional deductions from their paychecks.

Notify the Accounting Department if the paycheck appears to be inaccurate or if it has been misplaced. The company reserves the right to charge a replacement fee for any lost paychecks.

Advances on paychecks are permitted; once per quarter and up to \$300 per advance so long as the employee has worked sufficient time in the current pay period to cover the advance. A \$20 administration fee is charged to the employee for each advance.

Any change in name, address, telephone number, marital status or number of exemptions claimed by an employee must be reported to the Accounting & Human Resources department immediately. Information regarding final paychecks can be found under the termination section of this handbook.

### **Time Tracking/ Timecards**

All hourly employees are required to track their time in order to compensate the employee and allow the company to manage Federal and State wage and labor regulations. Hourly office employees and Field Representatives must clock in and out using the ADP on line system at the office. Technicians must use either a company provided mobile time collecting device (cell phone loaded with XORA software) or a paper time sheet in certain situations as described below. All full time technicians are required to use a XORA cell phone to record their time worked. If a phone is misplaced, not operating properly or a punch is missed the technician must use a paper time sheet until the issue is resolved. Part time Technicians must use paper time sheets unless a company XORA phone is provided. Paper timesheets are due at the end of each week. Inaccurate, illegible, incomplete or otherwise deficient timesheets may delay payment. Timesheets which are not turned in by Monday of the following week will be excluded from the current payroll period and will not be paid until the following payroll cycle.

Technicians and Field Reps using a XORA phone will be provided with detailed instructions for using the device. Each activity must be punched in to the device accurately. Punch times will be monitored using GPS technology for new and existing employees. Discrepancies between the recorded punches and the GPS record will be discussed with the employee. It is understood that a reasonable amount of flexibility is needed; however, deviation may be grounds for disciplinary action up to and including termination.

### **Overtime Policy**

Roof to Deck complies with all federal, state and local wage & labor laws, including overtime regulations. Non-exempt employees are eligible for overtime pay at 1.5 times

the regular hourly rate for all hours worked over 40 per work week. Regular hourly rate will be calculated in accordance with federal, state and local wage & labor laws. All overtime must be approved by a manager in advance. Employees that work unauthorized overtime may be subject to disciplinary action.

Decisions regarding overtime work will be made by the Field Manager. Any employee asked to work overtime will be expected to rearrange his/her personal schedule to work the requested overtime.

### **Bonuses**

Non-discretionary employee bonus programs, when available, are based on defined criteria during limited time frames and are not guaranteed to occur on a repeated basis. The company will inform employees of bonus program details as programs are implemented. Discretionary bonuses may be granted from time-to-time as determined by company management on a case-by-case basis and may not necessarily apply to all employees. The company reserves the right to cancel or change bonus programs at any time but will make all reasonable efforts to abide by the program parameters.

### **Commissions**

Work that is booked as the direct result of an RTD employee referral will result in an award of a 5% commission of the total amount paid by the customer. The commission will be paid following full payment by the customer and will be treated as additional wages per the applicable laws. Commission will not be paid for referrals related to any RTD marketing activities. The employee's right to commissions ceases immediately upon separation from the company regardless of the reason.

### **Tips**

All tips received must be reported to the Accounting department and will be included in payroll as W-2 wages per the applicable laws.

## **Safety**

Roof to Deck believes in maintaining safe and healthy working conditions for our employees. However, to achieve our goal of providing a safe workplace, each employee must be safety conscious. We have established the following policies and procedures that allow us to provide safe and healthy working conditions. We expect each employee to follow these policies and procedures, to act safely, and to report unsafe conditions to his or her supervisor in a timely manner.

### **Reporting Unsafe Conditions or Practices**

Employees are expected to continually be on the lookout for unsafe working conditions or practices. If you observe an unsafe condition, you should warn others, if possible, and report that condition to your supervisor immediately. If you have a question regarding the safety of your workplace and practices, ask your supervisor for clarification.

If you observe a coworker using an unsafe practice, you are expected to mention this to the coworker and to your supervisor. Likewise, if a coworker brings to your attention an unsafe practice you may be using, please thank the coworker and make any necessary adjustments to what you are doing. Safety at work is a team effort.

### **Maintaining a Safe Worksite**

We expect employees to establish and maintain a safe worksite. This includes but is not limited to the following applications:

- Maintaining proper fall-protection systems.
- Properly lifting and lowering objects.
- Inspecting tools and equipment for defects before use.
- Keeping walkways clear of debris.
- Inspecting, cleaning, and properly storing tools and equipment after use.
- Following established safety rules.

### **Part Time and Young Employees**

Employees under 18 years old are not allowed on ladders or roofs.

### **Personal Protective Equipment (PPE)**

Where needed, the company provides its employees with appropriate safety equipment and devices. You are required to use the equipment provided in the manner designated as proper and safe by the manufacturer. Failure to properly use safety equipment may lead to disciplinary action, up to and including termination.

If you require safety equipment that has not been provided, contact your supervisor before performing the job duty for which you need the safety equipment. Safety equipment provided by the company includes:

- Protective eyewear – safety glasses and/or goggles
- Respirator
- Rubber boots, gloves & rain suits for chemical work
- Fall protection – safety harnesses/repelling gear for roof or high work

### **Fire Safety**

Every employee is responsible for recognizing potential fire dangers and taking an active role in preventing fires. Employees are required to observe all OSHA safety requirements and regulations. Flammable materials are to be stored in covered metal containers. Employees should not block any fire doors, fire exits, fire extinguishers, windows or doorways.

### **Reporting an Injury**

Employees are required to report any injury, accident, or safety hazard immediately to their supervisor(s). Minor cuts or abrasions must be treated on the spot. More serious injuries or accidents will be treated accordingly. Serious injuries must be reported on the injury or accident report form available in the office.

### **Hazard Communications**

MSDS sheets are supplied with each Technician vehicle as well as both paper and electronic copies in the office. If you believe that you are dealing with a hazardous material and lack the appropriate information, training and/or safety equipment, contact your supervisor immediately.

### **Return to Work**

In the unfortunate event that a workplace injury does occur, the company will follow procedures to ensure that the employee gets the appropriate medical treatment and returns to work as promptly as possible. Employees heal faster when they return to work soon after an injury. So it is in the best interests of the employee and the company to get the employee back to work as soon as a medical professional has signed-off on a Return to Work status. If the employee is placed on restricted or light duty, Roof to Deck will make every effort to accommodate the restriction and keep the employee working. Some of the light duty tasks available are:

- Letter folding/addressing
- Label courtesy spray bottles
- Filing/scanning & organization
- Courtesy phone calls – thank you
- Quote folder Stuffing
- Clean warehouse – sweeping
- Misc. warehouse activities
- Dust/clean office space
- Test equipment
- Detail clean vans
- Window cleaning helper on the job
- Sealing helper on the job
- Consolidate stain buckets
- Video training
- Machine maintenance
- Christmas lighting testing & prep

# Benefits

## PTO/Vacation

Paid Time Off is available to qualifying employees as described below.

	1 Week	2 Weeks	Additional	Calculation	Notes
<b>Salary</b>	N/A	Available immediately upon hire or promotion. Proration applies, see chart below.	After 3 calendar years of employment, employees earn one additional day per year of service, not to exceed 3 weeks total.	For each day off taken in excess of PTO allowance, employee's pay will be reduced as follows: Current gross pay-period salary divided by 10 = daily rate.	<ol style="list-style-type: none"> <li>1) PTO scheduling subject to manager approval.</li> <li>2) PTO must be requested at least one full week in advance.</li> <li>3) PTO must be taken if an employee calls in sick, has an emergency or requests immediate unplanned time-off.</li> <li>4) PTO must be taken in 1/2 day increments.</li> <li>5) PTO not taken by the end of the year expires and does not carry over to the next year ("use it or lose it").</li> <li>6) PTO not taken at the time of employment termination/notice given expires ("use it or lose it").</li> </ol>
<b>Hourly - FT</b>	Requires 1,000 hours of paid work during the previous calendar year.	Requires 1,000 hours of paid work during each of the previous 2 calendar years.	After 3 calendar years of employment, employees earn one additional day per year of service, not to exceed 3 weeks total.	PTO pay is calculated by taking the employee's prior year annual gross income (not including bonuses or commissions) and dividing that by the number of hours worked the prior year to determine an average hourly pay rate. The rate is then multiplied by 8 hours to calculate a daily rate.	<ol style="list-style-type: none"> <li>1) PTO scheduling subject to manager approval.</li> <li>2) PTO must be requested at least one full week in advance.</li> <li>3) If an hourly employee calls in sick, has an emergency or requests immediate unplanned time-off the employee can choose to use PTO or receive no pay. The default will be to receive no pay. It is the employee's responsibility to request the time be treated as PTO.</li> <li>4) PTO must be taken in full day increments.</li> <li>5) PTO not taken by the end of the year expires and does not carry over to the next year ("use it or lose it").</li> <li>6) PTO not taken at the time of employment termination/notice given expires ("use it or lose it").</li> </ol>
<b>Hourly - PT</b>	Requires 500 hours of paid work during the previous calendar year.	Requires 500 hours of paid work during each of the previous 2 calendar years.	After 3 calendar years of employment, employees earn one additional day per year of service, not to exceed 3 weeks total.	PTO pay is calculated by taking the employee's prior year annual gross income (not including bonuses or commissions) and dividing that by the number of hours worked the prior year to determine an average hourly pay rate. The rate is then multiplied by 5 hours to calculate a daily rate.	<ol style="list-style-type: none"> <li>1) PTO scheduling subject to manager approval.</li> <li>2) PTO must be requested at least one full week in advance.</li> <li>3) If an hourly employee calls in sick, has an emergency or requests immediate unplanned time-off the employee can choose to use PTO or receive no pay. The default will be to receive no pay. It is the employee's responsibility to request the time be treated as PTO.</li> <li>4) PTO must be taken in full day increments.</li> <li>5) PTO not taken by the end of the year expires and does not carry over to the next year ("use it or lose it").</li> <li>6) PTO not taken at the time of employment termination/notice given expires ("use it or lose it").</li> </ol>

## **Holidays**

Roof to Deck observes the following holidays:

- New Year's Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving
- Christmas

The corporate office will be closed on New Year's Day and Christmas Day. Holidays are additional paid time off for salaried employees only. If a holiday falls on a Saturday it will be observed on the preceding Friday. If a holiday falls on a Sunday it will be observed on the following Monday. If work is required on a holiday for salaried employees, an additional day of PTO will be added to the employee's allowance.

## **Dental Insurance**

- Employees are eligible for group dental insurance the 1<sup>st</sup> of the month after 60 days of continuous employment working at least 20 hours per week.
- Coverage may be elected for just yourself or for your entire family, if applicable.
- The employee pays the entire premium for dental coverage, but with pretax dollars
- Dental does not have any waiting periods for services once effective.

## **Retirement Plan**

- A SIMPLE IRA plan is available for eligible employees.
- To be eligible an employee must have earned at least \$5,000 in **each of any two preceding calendar years (need not be consecutive years) and be expected to earn at least \$5,000 in the upcoming year. Note: the employee does not need to have worked the entire 12 months of the preceding years to be eligible.**
- The company contribution matches up to 3% of the employee's gross wages not to exceed the employee's contribution.

## **Return-to-Work Policy**

**Note: This document is not designed as a substitute for reasonable accommodation under any applicable federal or state laws, such as Americans with Disabilities Act, The Rehabilitation Act of 1973, or other applicable laws.**

To preserve the ability to meet company needs under changing conditions, this company reserves the right to revoke, change, or supplement guidelines at any time with written notice. The policies and procedures in this return to work program are not intended to be contractual commitments and they shall not be construed as such by our employees. This policy is not intended as a guarantee of continuity of benefits or rights. No permanent employment for any term is intended or can be implied by this policy.

#### Objectives

Roof to Deck has developed a return to work policy. Its purpose is to return workers to employment at the earliest date following any injury or illness. We desire to speed recovery from injury or illness and reduce insurance costs. This policy applies to all workers and will be followed whenever appropriate.

Roof to Deck defines “transitional” work as temporary modified work assignments within the worker’s physical abilities, knowledge, and skills. Where feasible, transitional positions will be made available to injured employees in order to minimize or eliminate time loss.

For any business reason, at any time, we may elect to change the working shift of any employee based on the business needs of this company.

The physical requirements of transitional/temporary work will be provided to the attending physician. Transitional/temporary positions are then developed with consideration of the worker’s physical abilities, the business needs of Roof to Deck, and the availability of transitional work.

In case of an on the job accident:

Roof to Deck will determine appropriate work hours, shifts, duration, and locations of all work assignments. Roof to Deck reserves the right to determine the availability, appropriateness, and continuation of all transitional assignments and job offers.

#### Communication

It is the responsibility of the worker and/or supervisor to immediately notify Personnel of any changes concerning a transitional/temporary work assignment. Personnel will then communicate with the insurance carrier and attending physician as applicable

## **EMPLOYEE RESPONSIBILITIES**

### **Accident reporting**

An accident is any unplanned event that disrupts normal work activities and may or may not result in injury or property damage. All work-related accidents, injuries, and near misses must be reported immediately to Personnel.

If an accident occurs, but does not require professional medical treatment, the supervisor should immediately be informed so that an accident analysis can be completed. If first-aid treatment is needed, it should be sought onsite.

If an accident occurs which requires professional medical treatment, the worker should follow the Emergency Medical Treatment Protocol guidelines.

### **Worker's physical condition**

If professional medical treatment is sought, the worker should inform the attending physician that Roof to Deck has a return-to-work program with light duty/modified assignments available.

The worker should obtain a Release to Return-to-Work form from the doctor and completed Job Description form (if available) from Personnel. The Job Description form should be provided to the treating physician and the Release to Return-to-Work form should be returned to Personnel following the initial medical treatment.

### **Worker able to return to work**

If the attending physician releases the worker to return to work, as evidenced by completion of a Release to Return-to-Work form and Job Description Form, the form(s) must be returned to Personnel within 24 hours for assignment of light duty/modified work. The worker must report for work at the designated time.

The worker cannot return to work without a release from the attending physician.

If the worker returns to a transitional/temporary job, the worker must make sure that

he or she does not go beyond either the duties of the job or the physician's restrictions. If the worker's restrictions change at any time, he or she must notify his or her supervisor at once and give the supervisor a copy of the new medical release.

#### Worker unable to return to work

If the worker is unable to report for any kind of work, the worker must call in at least weekly to report medical status. While off work, it is the responsibility of the worker to supply Personnel with a current telephone number (listed or unlisted) and an address where the worker can be reached. The worker will notify Personnel within 24 hours of all changes in medical condition.

## **EMPLOYER RESPONSIBILITIES**

### **Accident reporting**

The supervisor will conduct an accident analysis on all accidents, regardless of whether an injury occurs. When an accident occurs which results in injury requiring professional medical treatment, Personnel will forward a completed workers' compensation First Report of Injury form to the insurance carrier within the same day of knowledge of the injury or illness.

Other information will be forwarded as soon as developed, including:

- Name of worker's attending physician
- Completed Release to Return to Work Form from attending physician and medical documentation, if appropriate
- Completed transitional/modified or regular Job Description
- Job Offer letter and responses

Personnel will notify the insurance carrier of any changes in the worker's medical or work status as soon as possible.

Medical treatment and temporary/transitional duty physical condition A Release to Return to Work form and a completed Job Description form (if available) will be provided to the worker to take to the attending physician for completion and/or approval. At the time of first medical treatment the Release to Return to Work form must be completed and returned to Personnel. If one is not, Personnel will request one from the attending physician.

The completed Release to Return to Work form will be reviewed by Personnel. A temporary/transitional Job Description form will be prepared from information obtained from the attending physician for review and approval.

#### Job offer letter

Upon receipt of a signed temporary/transitional Job Description form from the attending physician, a written Job Offer letter will be prepared by the employer. It will be emailed with return receipt received, certified mailed to the worker's last known address, or presented to the worker. The letter will note the doctor's approval and will explain the job duties, report date, wage, hours, report time duration of transitional work assignment, and location of the transitional assignment. The worker will be asked to sign the bottom of the Job Offer letter indicating acceptance or refusal of the offered work assignment.

Copies of the Job Description, Work Releases, and Job Offer letters will be forwarded to the insurance carrier.

#### Supervisor

The supervisor will monitor the worker's performance to ensure the worker does not exceed the worker's physician release.

The supervisor will monitor the worker's recovery progress through regular contact to assess when and how often duties may be changed.

The supervisor will communicate with Personnel regarding changes in work or medical status of the worker.

#### **Worker acknowledgment**

I have read and fully understand all procedures and responsibilities.

I agree to observe and follow these procedures.

I understand failure to follow these procedures may affect my reemployment, reinstatement, and vocational assistance rights.

## **Acknowledgement**

**Return to the website to acknowledge that you have read and understood this Handbook. If you have any questions, be sure to get them answered by your supervisor.**