



2024 Employee Handbook

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Welcome Letter

Greetings!

We are pleased to welcome you to the Captain Kate Renovates team. Through our interviewing process, you have shown that you will be a great asset to our team. We look forward to a positive and mutually beneficial employment relationship.

Founded in 2013, Captain Kate started with two rental homes in Denton and grew to over a dozen rental properties in Denton, Argyle and Little Elm. I went to college at 17 and paid for my education myself. I have a BBA in MIS from UT Austin with a minor in English. My first flip house was in Trophy Club in 2000. I worked for Sally Beauty for 15 years; retired from IT in 2018 to focus solely on real estate. I love helping people achieve the home of their dreams.

Some key facts:

- I have 3 companies: two LLCs for renovations and rentals, and a nonprofit.
- My nonprofit benefits survivors of Domestic Violence, of which I am one.
- My heart project is affordable housing.
- Etymology of Captain Kate: it was my nickname when I was Editor in Chief of the 1993 Cactus yearbook at UT.

There is always a lot to learn when starting new employment, not only about the work being performed to our standards, but also about our culture and certain organizational procedures. This handbook will outline our expectations for you as an employee.

We use several software applications, which you'll need to learn to some degree. Some of these are:

1. HouseCallPro

- 2. DoorLoop
- 3. QuickBooks

Key values of our company:

- We exist to make the customer's dreams come true; our opinion doesn't matter. If they want their home painted barf

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green, we do it. Complain about it out of their earshot and off the clock. Better yet, don't complain about it at all.

- Help people who want to be helped: 3 strikes rule for clients, employees and subcontractors.
- Be CAREFUL, not careless.
- Work smart AND hard.
- Keep it high & tight at work. Tears in your beer has no place here.
- Cleanliness is next to godliness.
- Waste not, want not.
- Song: "No Crying in the Club." Book: "F*ck Feelings"

We are excited to see you succeed, and there is plenty of opportunity for you to learn and grow in your position here at Captain Kate.

We are here to support you in your role. Please feel free to reach out should you have any questions.

Best,

~the Captain Kate team

INTRODUCTION

1. Basic Company Information

The company you are beginning work for is listed at the beginning of this Employee Handbook ("Handbook"). The company name is Captain Kate (the "Company"). The primary business physical and mailing addresses and phone number of the Company is:

Business:

1208 Emerson Lane
Denton, Texas 76209
940.535.4414

Mailing:

111 E University Drive
Suite 105 #115
Denton, Texas 76209

2. Ethics Code

The Company will conduct business honestly and ethically EVERYWHERE operations are maintained. We strive to

improve the quality of our services, products and operations and will maintain a reputation for honesty, fairness, respect, responsibility, integrity, trust and sound business judgment.

Our employees are expected to adhere to high standards of business and personal integrity as a representation of our business practices. We expect that employees will not knowingly misrepresent the Company and will not speak on behalf of the Company unless specifically authorized.

Violation of the Code of Ethics can result in discipline, up to and including termination of employment. The degree of discipline imposed may be influenced by the existence of voluntary disclosure of any ethical violation and whether the violator cooperated in any subsequent investigation.

3. This Employee Handbook

This Handbook describes the Company's policies, procedures, benefits and expectations regarding employees and their employment. This Handbook will cover rules related to

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employment. Complying with the provisions of this Handbook is a necessary requirement and condition of employment.

While this Handbook strives to give as much information as possible regarding the Company's practices, there will be situations that it does not cover. As such, please do not consider this Handbook a comprehensive, all-encompassing document. The policies and procedures outlined in this Handbook are meant to be a basis for and supplement to other official Company documents and any other specific information as may arise from time to time.

If there are any specific questions about anything

contained in this Handbook, the employee should consult the Owner. This Handbook replaces and supersedes all previous employee handbooks, rules, practices, or other policies, written or oral, express or implied. Individual employment agreements between an employee and the Company may adjust the terms of this Handbook.

4. Revisions

This handbook is our attempt to keep you informed of the terms and conditions of your employment, including Company policies and procedures. The handbook is not a contract.

The Company reserves the right to revise, add or delete from this handbook as needed, except the policy concerning at-will employment. When changes are made to the policies and guidelines, we will do our best to communicate them in a timely fashion, in team meetings and/or a written supplement to the handbook.

5. At-Will Employment

Your employment with the Company is on an "at-will" basis. This means your employment may be terminated at any time, with or without notice and with or without cause. Likewise, we respect your right to leave the Company at any time, with or without notice and with or without cause.

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Nothing in this handbook or any other Company document should be construed as creating a contract, guaranteed or continued employment, a right to termination only "for cause" or any other guarantee of continued benefits or employment. Only the Owner has the authority to make promises or negotiate about employment, and any such promises are only effective if placed in writing and signed by the Owner.

6. No Guarantees & Interpretation

The Company's interpretation of anything contained within this Handbook will govern and be absolute. Further, nothing contained herein should be construed to guarantee any kind of employment, any terms of employment, any continued employment or any specific relationship between any current employee and the Company. Only an executed, written employment agreement can alter the terms of this general Handbook.

2. EMPLOYMENT POLICIES

1. Employment Classification

All employees at the Company are 1099 subcontractors.

2. Confidentiality and Non-Disclosure of Trade Secrets

As a condition of employment, all employees are required to protect the confidentiality of Company trade secrets, proprietary information and confidential commercially sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.) related to the Company.

Access to this information should be limited to a "need to know" basis and should not be used for personal benefit, disclosed or released without prior authorization from the Owner. If you have information that leads you to suspect that employees or competitors are obtaining such information, you are required to inform the Owner.

Signing this Handbook constitutes a Non-disclosure Agreement (NDA) upon acceptance of an employment offer. Violation of this policy may result in discipline or termination and may subject the

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violation to civil liability. Past behavior of employees stealing our business plan, photos and intellectual property means that we take this VERY seriously.

3. Conflicts of Interest

The Company is concerned with conflicts of interest that

create actual or potential job-related concerns, especially in the areas of confidentiality, customer relations, safety, security and morale. If there is any actual or potential conflict of interest between you and a competitor, supplier, distributor or contractor to the Company, you must disclose it to Owner. If an actual or potential conflict of interest is determined to exist, the Company will take such steps as it deems necessary to reduce or eliminate this conflict.

4. Employment Applications

The Company relies upon the accuracy of information contained in the employment application as well as the accuracy of other information presented throughout the hiring process and time of employment.

References & background checks will be conducted on all candidates. Any misrepresentations, falsifications or omissions in any of this information or data may result in the Company's exclusion of the individual from further consideration for employment, or if the person has been hired, termination of employment.

5. New Hires and Introductory Periods

The first 90 days of your employment is considered an introductory period. During this period, you will become familiar with the Company and your job responsibilities, and we will have the opportunity to monitor the quality and value of your performance and make any necessary adjustments in your job description or responsibilities.

Your introductory period with the Company can be shortened or lengthened if deemed appropriate. Completion of this introductory period does not imply guaranteed or continued employment. Nothing that occurs during or after this period

should be construed to change the nature of the "at-will" employment relationship.

6. Personal Data Changes

It is your obligation to provide the Company with your current contact information, including current mailing address, email address and telephone number. Failure to do so may result in loss of benefits or delayed receipt of 1099 mailings. To make changes to this information, email Admin@yayasis.com or contact the Owner.

7. Personnel Records

The Company maintains a personnel file for all employees. Every effort will be made to keep your personnel records confidential. Access is on a "need-to-know" basis only. This includes, but is not limited to, supervisors and others in management reviewing the file for possible promotion, transfer, or layoff.

If you wish to review your personnel file, you must give the Company reasonable notice. Inspection must occur in the presence of the Owner. All requests by an outside party for information contained in your personnel file will be directed to the Owner, who is the only person authorized to provide such information.

3. PAYROLL POLICIES

Pay depends on a wide range of factors, including pay scale surveys, individual effort, profits and market forces. Pay will be the agreed upon amount at time of hire. If you have any questions about your compensation, speak with the Owner.

a. Hours of operation

Hours of operation are generally weekdays from 8am to 5pm. If you are on stand-by or on-call, you will be expected to run calls as needed. This will be discussed prior with you and additional pay provided accordingly.

b. Pay Period

The Company standard pay period is weekly for all employees. The pay period runs from Monday to Friday. Pay days are on

Friday evening of the same pay period or Saturday, the day after the pay period ends.

c. Recording Time

Federal and state laws require Captain Kate Renovates to keep accurate records of hours worked by nonexempt (hourly) employees.

- a. Clock in no more than five minutes ahead of your start time and clock out no later than five minutes after your quitting time.
- b. All nonexempt employees are required to enter their hours worked accurately. You are required to notify the Company of any pay discrepancies, unrecorded or mis recorded work hours, or any missed meal periods.
- c. Do not clock in or out for any other employees or request that they do so for you.
- d. Be sure to indicate your days off.
- e. Falsification of time records or recording time for other employees may result in discipline up to and including termination of employment.
- f. Reimbursed Expenses

Expenses incurred by an employee on behalf of the Company are reimbursable. Expenses must be approved by the Owner or Foreman, and must be related to a specific job, tool, travel or immediate need of the Company.

g. Advances

The Company does not generally provide cash advances. However, exceptions may be made based on a variety of factors. If the need arises, the employee should speak directly with the Owner or Foreman for approval.

h. Receipts

All receipts for reimbursement must be turned into the Owner within 7 days of receipt. Receipts must be labeled with the project address.

- i. Expenses deemed excessive by management will not be reimbursed and may result in disciplinary action, including but not limited to termination.

- j. Falsification of expense reimbursement will be grounds for immediate termination.

4. EMPLOYEE PERFORMANCE

1. Performance Improvement

The company will make efforts to periodically review your work performance. The performance improvement process will take place annually, or as business needs dictate. You may specifically request that the Owner assist you in developing a Performance Improvement Plan at any time.

This process is a means for increasing the quality and value of your work performance. Your initiative, effort, attitude, job knowledge and other factors will be addressed. You must understand that a positive job performance review does not guarantee a pay raise or continued employment. Pay raises and promotions are based on numerous factors, only one of which is job performance.

2. Pay Raises

Depending on financial health and other Company factors, efforts will be made to give pay raises consistent with profitability and job performance. The Company may also make individual pay raises based on merit or due to a change of job position. Generally, pay will be evaluated every 90 days.

3. Pay Decreases

The Company may see fit to decrease pay based on job performance, attendance, attitude or any other reason as determined by employee performance. The Company will do this only after an employee has been reprimanded and given an opportunity to rectify their performance, attendance, attitude or other area needing improvement.

4. Attendance

If you know ahead of time that you will be absent or late, provide reasonable advance notice to the Foreman or Owner. Reasonable depends on the situation, be it sickness, planned appointments or vacation.

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5. Outside Employment

Outside employment that creates a conflict of interest or that affects the quality or value of your work performance or availability at the Company is prohibited. The Company recognizes that you may seek additional employment during off hours, but in all cases expects that any outside employment will not affect job performance, work hours or scheduling, or otherwise adversely affect your ability to effectively perform your duties. Any conflicts should be reported to the Owner. Failure to adhere to this policy may result in discipline up to and including termination.

6. Side Work Policy

Side work refers to any paid construction work outside of designated Company work. Side work is strictly prohibited and can be grounds for termination. Use of Company property including vehicles, tools and equipment for side work will constitute theft and will also be grounds for termination.

7. Disciplinary Process

Violation of Company policies or procedures may result in disciplinary action including demotion or termination of employment. The Company encourages a system of progressive discipline depending on the type of prohibited conduct. However, the Company is not required to engage in progressive discipline and may discipline or terminate employees who violate the rules of conduct, or where the quality or value of their work fails to meet expectations at any time.

Again, any attempt at progressive discipline does not imply that your employment is anything other than on an "at-will" basis. In appropriate circumstances, management will first provide you with a verbal warning, then a written warning. If the conduct is not sufficiently altered, demotion, forced leave or termination of employment may occur.

Your supervisor will make every effort possible to allow you to respond to any disciplinary action taken. Understand that while the Company is concerned with consistent enforcement of our

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policies, we are not obligated to follow any disciplinary or grievance procedure and that depending on the circumstances, you may be disciplined or terminated without any warning or procedure.

8. Criminal Activity/Arrests

Involvement in criminal activity during employment, whether on or off Company property or time, may result in disciplinary action including suspension or termination of employment. Disciplinary action depends upon a review of all factors involved, including whether the action was work-related, the nature of the act and circumstances that adversely affect attendance or performance. Any disciplinary action is not dependent upon the disposition of any case in court.

You are expected to be on the job, ready to work, when scheduled. Inability to report to work as scheduled because of an arrest may lead to disciplinary action, up to and including termination of employment, for violation of an attendance policy or job abandonment. Any disciplinary action taken will be based on information reasonably available. This information may come from witnesses, police, or any other source if management has reason to view the source as credible.

9. Driving Record

All employees required to operate a motor vehicle as part of their employment duties at the Company must maintain a valid driver's license and acceptable driving record. The Company may run a motor vehicle department check to determine your driving record. It is your responsibility to provide a copy of your current driver's license for your personnel file. Any changes in your driving record, including but not limited to driving infractions, must be reported to the Company.

State law requires all motorists to carry auto liability insurance. It is against the law to drive without insurance. If you use your own vehicle as a part of your employment duties, you must provide management with a current proof of insurance statement or card. New proof of insurance is required every time your policy expires and renews. Failure to maintain a clean and

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insurable driving record may result in termination if job duties are unable to be performed, including driving a company vehicle.

10. Job Abandonment

If you fail to show up for work or call in with an acceptable reason for the absence for a period of 2 consecutive days, you will be considered to have abandoned your job and voluntarily resigned from the Company.

11. Termination

Since employment with the Company is based on mutual consent, both the employee and the Company have the right to terminate employment at will, with or without cause, at any time. All employee benefits will cease at termination of employment.

5. COMPANY STANDARDS

1. Personal Appearance

Your personal appearance reflects on the reputation,

integrity and public image of the Company. All employees are required to report to work neatly groomed and dressed. You are expected to maintain personal hygiene habits that are generally accepted in the community including clean clothing, good grooming and personal hygiene, and appropriate attire for the workplace and the work being performed.

Use common sense and good judgment in determining what to wear to work. Failure to comply with the personal appearance standards may result in being sent home to groom or change clothes. Frequent violations may result in disciplinary action, up to and including termination of employment.

2. Standards of Conduct

The Company wishes to create a work environment that promotes job satisfaction, respect, responsibility, integrity and value for all our employees, clients, customers and stakeholders.

We all share in the responsibility of improving the quality of our work environment. By deciding to work here, you agree to follow

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our rules. While it is impossible to list everything that could be considered misconduct in the workplace, what is outlined here is a list of common-sense infractions that could result in discipline, up to and including immediate termination of employment.

This policy is not intended to limit our right to discipline or discharge employees for any reason permitted by law. Examples of inappropriate conduct include:

- i. Violation of the policies and procedures set forth in this handbook
- ii. Possessing, using, distributing, selling, or negotiating the sale of illegal drugs or other controlled substances.
- iii. Being under the influence of alcohol or drugs during working hours on

Company property (including Company vehicles), or on Company business.

- iv. Inaccurate reporting of the hours worked by you or any other employees.
- v. Providing knowingly inaccurate, incomplete, or misleading information when speaking on behalf of the Company or in the preparation of any employment related documents including but not limited to job applications, personnel files, employment review documents, company communications or expense records.
- vi. Taking or destroying Company property.
- vii. Possession of potentially hazardous or dangerous property (where not permitted) such as firearms, weapons, chemicals, etc. without prior authorization.
- viii. Fighting with or harassment of any fellow employee, vendor, or customer.
- ix. Disclosure of Company trade secrets and proprietary and confidential commercially sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development information, customer lists, patents, trademarks, etc.) of the Company or its customers, contractors, suppliers, or vendors.

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- x. Refusal or failure to follow directions or to perform a requested or required job task.
- xi. Refusal or failure to follow safety rules and procedures.
- xii. Excessive tardiness or absences.
- xiii. Smoking in non-designated areas, such as a customer's house.
- xiv. Working unauthorized overtime.
- xv. Solicitation of fellow employees on Company premises during working time (refer to policy on non-solicitation).
- xvi. Failure to dress according to Company policy.
- xvii. Use of obscene or harassing language in the

workplace. xviii. Engaging in outside employment that interferes with your ability to perform your job at this Company.

xix. Gambling on Company premises.

xx. Lending keys or giving access codes to Company property to unauthorized persons.

Nothing in this policy is intended to limit your rights under the National Labor Relations Act (NLRA).

3. Customer Relations

i. Customer, Client and Visitor Relations

The Company strives to provide the best services and experience possible to our clients. Our clients support this business and generate your wages. You are expected to treat every client or visitor with the utmost respect and courtesy during your working time. You should never argue or act in a disrespectful manner towards a visitor or customer during your working time.

You should have the utmost respect for clients' privacy. Do not take pictures or video of their homes outside of the company approved software applications (HouseCallPro and DoorLoop). If you see a shelf full of dildos, ignore it. Act as if it's not there.

If you are having problems with a client or visitor, notify the Owner or Foreman immediately. If a client or visitor voices a suggestion, complaint or concern regarding our services, inform the Foreman or Owner.

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Lastly, make every effort to be prompt in following up on client questions. Positive client and visitor relations will go a long way to establishing our Company as a leader in its field.

ii. Products and Services Knowledge

As a representative of Captain Kate Renovates, you are expected to be familiar with the services we offer. Take

every opportunity to learn the relationship between your tasks and the rest of the Company. We consider our employees to be the best reflection of our business brand and company success.

iii. Social Media Policy

The Company is dedicated to enhancing its reputation and public profile through social media and, by supporting a positive environment for client feedback, building a loyal customer base to increase revenue.

The following definition will be used for social media and networking in the context of this section: mobile and web based applications for user-generated content, communication and social interaction. This definition may include but is not limited to the following social media platforms: blogs, online communities, discussion forums, review sites, Twitter, Facebook, LinkedIn, Snapchat, YouTube, Google+ and any other related or similar websites.

1. The Company and its employees will respect the perspectives and opinions of others and conduct themselves professionally in accordance with the best social networking methods at all times.
2. Social media is for business use only while on Company time; social media for personal use on Company time is strictly prohibited as it is distracting and takes away from work.
3. Company-related employee social networking activity can be monitored. Violation of policy guidelines is subject to employee discipline, up to and including termination.

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4. Damaging behavior and content considered harassing, dishonest or offensive will not be tolerated.
5. Employees will respect the confidentiality of the clients, suppliers, other employees and the

Company by not disclosing private information on social networks. Permission from the Owner must be obtained before any third-party content is published. All Company proprietary information and intellectual property will be respected and maintained with the utmost confidentiality.

6. The Company understands that employees have the right to opinions and speech on social media platforms that are outside of Company time and business. If you are disclosing your employee affiliation on your profile, please remember that even if you are not on Company time, you are representing the Company, our values, ethics and culture. There is no room for bigotry, prejudice, misogyny or hatred in our company or employees.

4. Security

All employees are responsible for helping to make the Company a secure work environment. Upon leaving work, lock all areas protecting valuable or sensitive material in your work area and report any lost or stolen keys, passes, or similar devices to the Owner or Foreman immediately.

Discussing specifics regarding Company security systems, alarms, passwords, etc. with those outside of the Company is strictly prohibited and will result in immediate termination. Immediately advise the Owner or Foreman of any known or potential security risks and/or suspicious conduct of employees, customers, or guests of the Company.

Safety and security are the responsibility of all employees, and we rely on you to help us keep our premises secure.

5. Problem Solving & Disputes

productive, legal and ethical work environment. To this end, we want you to bring any problems, concerns or grievances you have about the workplace to the attention of the Owner and/or Foreman. To help manage conflict resolution we have instituted the following problem-solving procedure:

- If you believe there is inappropriate conduct or activity on the part of the Company, management, its employees, vendors, customers or any other persons or entities related to the Company, bring your concerns to the attention of the Owner or Foreman privately at the Emerson home office.
- Most problems can be resolved informally through dialogue. Describe the problem, the persons involved in the problem, efforts you have made to resolve the problem, and any suggested solution you may have.

6. EMPLOYEE BENEFITS

Vacation Policy

- i. Employees must give management 30 days' notice in writing or via email to Kate@yayasis.com and receive approval prior to scheduling time off.
- ii. Vacation requests turned in earlier or later than 30 days will be considered. Consideration will be determined based on workflow and other scheduled time off.
- iii. Vacation requests must be approved by the Owner.
- iv. Any conflict in vacation requests will be decided based on urgency, seniority and Company needs.

7. COMPANY PROPERTY POLICY

1. Use of Employer Vehicles

Accident prevention is always the first order of business on any day and takes precedence over expediency or short cuts. Positive driving habits by company drivers directly create a favorable impression of the company to others. Conversely, unfavorable driving habits reflect poorly upon our company and the employees. We must be professional in our approach to managing this asset

of our organization.

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2. Telecommunication Policy

This applies to all employees of any form of the Company that use phone, voicemail, email, internet and any other telecommunication systems through onsite or remote terminals. General provisions are as follows:

- i. The system, and all data transmitted or received through the system, is the exclusive property of the Company. You should not have any expectation of privacy in any communication over this system. If you are permitted to have access to the system, you will be given a voicemail, email, and/or internet address and/or access code and will have use of the system consistent with this policy.
- ii. The Company reserves the right to monitor, intercept, and/or review all data transmitted, received or downloaded over the system. Any individual who is given access to the system is hereby given notice that the Company will exercise this right periodically, without prior notice or prior consent.
- iii. The interests of the Company in monitoring and intercepting data include, but are not limited to: protection of Company trade secrets, proprietary, and similar confidential commercially-sensitive information (i.e. financial or sales records/reports, marketing or business strategies/plans, product development, customer lists, patents, trademarks, etc.); managing the use of the computer system; and/or assisting employees in the management of electronic data during periods of absence.
- iv. You should not interpret the use of password protection as creating a right or expectation of privacy. To protect everyone involved, no one can have a right or expectation of privacy regarding the receipt, transmission or storage of data on

- the Company voicemail/email/Internet system.
- v. Any employee who violates this policy will be subject to corrective action, up to and including termination of

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employment. If necessary, the Company will also advise law enforcement officials of any illegal conduct.

3. Use of Employer Mobile Devices

Certain employees may be issued a company owned mobile device, including cell phone or tablet, to improve productivity and efficiency. Use of these devices is contingent upon continued employment with the Company and the device remains sole property of the Company. The following items should be remembered regarding all company issued electronics:

- i. Location services must be set on “Always On”, for any apps used for business purposes, including, but not limited to, HouseCallPro, DoorLoop etc.
- ii. Distracted Driving Ban: The use of electronic devices while driving is strictly prohibited. Employees are to pull their vehicle over or park before using any electronic device. Use of a hands-free device is permitted to answer incoming calls ONLY.
- iii. All devices are for business purposes and use only. Apps that are not work related are prohibited and should not be downloaded.
- iv. No employee should have any expectation of privacy in their use of company provided electronic devices. The Company reserves the unlimited right to access and review all traffic transmitted through company provided devices.
- v. No Abuse of Privilege: Company provided electronic devices are considered a benefit of employment. Devices are not to be misused or in a manner that may be harmful.
- vi. Company provided mobile devices are part of a

- “Business Plan” with shared data usage. Excessive use of data for non-business activity such as streaming is prohibited and may result in a payroll deduction for personal usage.
- vii. Employees are responsible for keeping their company provided electronics in good working order. Should a replacement be needed, contact the Foreman immediately.

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- viii. Full compliance with all company policies, including workplace conduct, discrimination and harassment policies is required when conducting company business via any mobile device or may result in disciplinary action or termination.

4. Use of Company Credit/Debit Cards & Charge Accounts

Employees have access to charge accounts at local and national vendors for purchasing. Certain employees may also be issued a company credit or debit card. Use of said credit lines or cards is a privilege and the Company may withdraw such privileges at any time. See Article II “Reimbursement Policy” for more information.

- i. Any purchase or use of company cards by an employee must be used for business purposes only. Personal purchases or use of any company credit, whether through card or charge account, are not allowed and will be deducted from employee’s payroll.
- ii. Employees are expected to exercise discretion and good judgment when incurring business expenses and are to report expenses with proper documentation including PO slips and/or receipts to the Foreman in a timely manner.
- iii. Personal tools needed to complete job duties may be purchased using company credit with prior supervisor permission. Tool purchases will go into each employee’s “Tool Account” and be deducted from the weekly payroll. If there is any question as to whether a particular purchase qualifies as a business expense, the employee

- should consult with the Owner or Foreman BEFORE they incur the expense.
- iv. Employees are responsible for any unauthorized purchases deemed by the Company to be for personal use.

8. GENERAL POLICIES

1. Workplace Privacy and Right to Inspect

To protect the employees, buildings, vehicles, equipment and Company itself, the use of video monitoring may be used in office, warehouse and common spaces. Company property,

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including but not limited to lockers, phones, computers, tablets, desks, workplace areas, vehicles, or machinery, remains under the control of the Company and is subject to inspection at any time, without notice to employee. You should have no expectation of privacy in any of these areas. We assume no responsibility for the loss of, or damage to, your property maintained on Company premises including items left on job sites or at the Company HQ.

2. Non-solicitation/No-distribution Policy

To avoid disruption of business operations or disturbance of employees, visitors, and others, the Company has implemented a Non-solicitation Policy.

For purposes of this policy, "solicitation" includes selling items or services, requesting contributions, and soliciting or seeking to obtain membership in or support for any organization. Solicitation performed through verbal, written, or electronic means is covered by the Non-solicitation Policy. You are prohibited from soliciting other employees during your assigned working time.

For this purpose, working time means time during which either you or the employees who are the object of the solicitation are expected to be actively engaged with

assigned work. You may conduct solicitations during your lunch period, coffee breaks, or other non-working time, so long as you do so when the other employees are also on non-working time.

To avoid inappropriate litter, clutter, and safety risks, you may not distribute literature or other items that are not work related in working areas at any time. Working areas do not include break/rest areas, lunchrooms or parking lots.

3. Equal Opportunity Statement

The Company is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment,

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discrimination or retaliation because of age, sex (including pregnancy), race, national origin, disability, creed, religion, genetic information, military or veteran status, or any other status protected by federal, state, or local laws.

The Company is dedicated to the fulfillment of this policy regarding all aspects of employment, including but not limited to recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination and all other terms, conditions and privileges of employment. The Company will conduct a prompt and thorough investigation of all allegations of discrimination, harassment, or retaliation, or any violation of the Equal Employment Opportunity Policy in a confidential manner.

The Company will take appropriate corrective action, if and where warranted. The Company prohibits retaliation against employees who provide information about, complain about, or assist in the investigation of any complaint of discrimination or

violation of the Equal Employment Opportunity Policy. We are all responsible for upholding the Equal Employment Opportunity Policy. Any claimed violations of this policy should be brought to the attention of the Owner and/or Foreman.

4. Workplace Harassment

The Company has a strict policy against all types of workplace harassment, including sexual harassment and other forms of workplace harassment based upon an individual's age, sex (including pregnancy), race, national origin, disability, creed, religion, genetic information, military or veteran status, or any other status protected by federal, state, or local laws. All forms of harassment of, or by, employees, vendors, visitors, customers, and clients are strictly prohibited and will not be tolerated.

1. Sexual Harassment - Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when (1) submission to such conduct is made either explicitly or implicitly as a term or condition of an individual's employment

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(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 work environment.

While it is not possible to identify every act that constitutes or may constitute sexual harassment, the following are some examples of sexual harassment:

- Unwelcome requests for sexual favors;
- Lewd or derogatory comments or jokes;
- Comments regarding sexual behavior or the

- body of another;
- Sexual innuendo and other vocal activity such as catcalls or whistles;
- Obscene letters, notes, emails, text messages, invitations, photographs, cartoons, articles, or other written or pictorial materials of a sexual nature;
- Repeated requests for dates after being informed that interest is unwelcome.
- Retaliating against another for refusing a sexual advance or reporting an incident of possible sexual harassment to the Company or any government agency.
- Offering or providing favors or employment benefits such as promotions, favorable evaluations, favorable assigned duties or shifts, etc., in exchange for sexual favors; and
- Any unwanted physical touching or assaults or blocking or impeding movements.

2. Other Harassment

Other workplace harassment is verbal or physical conduct that insults or shows hostility or aversion towards an individual because of the individual's age, sex (including pregnancy), race, national origin, disability, creed, religion, genetic information, military or veteran status, or any other status protected by federal, state, or local laws. Again, while

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it is not possible to list all the circumstances that may constitute other forms of workplace harassment, the following are some examples of conduct that may constitute workplace harassment:

- The use of disparaging or abusive words or phrases, slurs, negative stereotyping or threatening, intimidating, or hostile acts that relate to the above protected categories.
- Written or graphic material that insults,

- stereotypes, or shows aversion or hostility towards an individual or group because of one of the above protected categories and that is placed on walls, bulletin boards, email, voicemail, or elsewhere on our premises, or circulated in the workplace; and
- A display of symbols, slogans, or items that are associated with hate or intolerance towards any select group.

3. Reporting Discrimination and Harassment

If you feel that you have witnessed or have been subjected to any form of discrimination or harassment, you must immediately notify the Foreman and/or Owner. The Company prohibits retaliation against employees who, based on a reasonable belief, provide information about, complain, or assist in the investigation of any complaint of harassment or discrimination.

We will promptly and thoroughly investigate any claim and take appropriate action where we find a claim has merit. Discipline for violation of this policy may include, but is not limited to, reprimand, suspension, demotion, transfer, and discharge. If the Company determines that harassment or discrimination occurred, corrective action will be taken to effectively end the harassment.

As necessary, the Company may monitor any incident of harassment or discrimination to assure the inappropriate behavior has stopped. In all cases, the Company will follow up as necessary to ensure that no individual is retaliated

against for making a complaint or cooperating with an investigation.

9. HEALTH, SAFETY & LOSS PREVENTION

1. Health & Safety

The Company is committed to protecting the health and safety of our staff, sub-contractors, suppliers, customers, the public and other third parties in relation to our activities in our office and job sites. Our policy is to provide and maintain safe and healthy working conditions, equipment, and systems for all our staff and to provide such information, training and supervision as is needed for this purpose. To achieve this, it is important that employees follow guidelines:

1. Carry out work in a way that does not create a health or safety hazard to themselves or others.
2. Help to identify, control and minimize hazards that can lead to illness or injury.
3. Report any occupational illnesses or injuries that occur, including near misses, right away.
4. Use the RIGHT TOOLS AND EQUIPMENT for the job.
5. Inspect, clean and maintain tools and equipment in good and safe condition, including personal tools.
6. Use all required safety equipment and Personal Protection Equipment (PPE); namely, safety glasses, N95 particulate respirator (Facemask), and gloves, while performing job duties that require such.
7. Wash hands often with soap and warm water to minimize the spread of germs.
8. Report defects in workplace equipment.
9. Report employees that are not complying with these health and safety policies.

2. Policy Against Workplace Violence

As the safety and security of our employees, vendors, contractors, and the general public is in the best interests of the Company we are committed to working with our employees to provide a work environment free from violence, intimidation, and other disruptive behavior.

- i. Zero Tolerance Policy - The Company has a zero

tolerance policy regarding workplace violence and will not tolerate acts or threats of violence, harassment, intimidation, and other disruptive behavior, either physical or verbal, that occurs in the workplace or other areas. This applies to management, co-workers, employees, and non-employees such as contractors, customers, and visitors. Workplace violence can include oral or written statements, gestures, or expressions that communicate a direct or indirect threat of physical harm, damage to property, or any intentional behavior that may cause a person to feel threatened.

ii. Prohibited Conduct - Prohibited conduct includes, but is not limited to:

1. Physically injuring another person.
2. Threatening to injure a person or damage property by any means, including verbal, written, direct, indirect, or electronic means.
3. Taking any action to place a person in reasonable fear of imminent harm or offensive contact.
4. Possessing, brandishing, or using a firearm on Company property or while performing Company business except as permitted by state law.
5. Violating a restraining order, order of protection, injunction against harassment, or other court order.
6. Reporting Incidents of Violence - Report to the Foreman or Owner, in accordance with this policy, any behavior that compromises our ability to maintain a safe work environment. All reports will be investigated immediately and kept confidential, except where there is a legitimate need to know. You are expected to cooperate in any investigation of workplace violence.

7. Violations - Violating this policy may subject you to criminal charges as well as discipline up to and including immediate termination of employment.

8. Retaliation - Victims and witnesses of workplace violence will not be retaliated against in any manner. In addition, you will not be subject to discipline for, based on a reasonable belief, reporting a threat or for cooperating in an investigation. If you initiate, participate, are involved in retaliation, or obstruct an investigation into conduct prohibited by this policy, you will be subject to discipline up to and including termination. If you believe you have been wrongfully retaliated against, immediately report the matter to the Foreman.

We also caution against use of prescribed or over-the-counter medication, which can affect your ability to perform your job safely, or the use of prescribed or over-the-counter medication in a manner violating the recommended dosage or instructions from the doctor.

You must have a valid prescription for any prescription medication used while working for the Company. Inform the Owner prior to working under the influence of a prescribed or over-the-counter medication that may affect your ability to perform your job safely. If the Company determines that the prescribed or over-the-counter medication does not pose a safety risk, you will be allowed to work.

Failure to comply with these guidelines concerning prescription or over-the-counter medication may result in disciplinary action, up to and including termination of employment. A violation of this policy will result in disciplinary action, up to and including termination of employment.

The Company may assist you in seeking treatment or rehabilitation for drug or alcohol dependency. In such cases, the Company may consider your continued employment if concerns regarding safety, health, production, communication, or other work-related matters

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are adequately addressed. The Company may also require you to obtain a medical clearance and agree to random testing and a "one strike" rule as a condition of continued employment.

Closing Statement

Thank you for reading our handbook. We hope it has provided you with an understanding of our mission, history, and structure as well as our current policies and guidelines. We look forward to working with you to create a successful Company and a safe, productive, and pleasant workplace.

Article I

Staff Dress Code Standards

Your personal appearance contributes to the image that our customers have of our organization. Captain Kate expects all employees to dress in a manner that is consistent with the image of professional competence, integrity, stability and safety, which is necessary to earn our customers' trust. To ensure this, all employees will be required to dress in a manner that will project an appropriate image and a safe

work environment.

All questions regarding what dress is appropriate will be resolved by Company management. In cases where employees dress in a manner not consistent with this policy, they will be required to change into attire that is more appropriate. To assist you in determining what attire may be considered appropriate, the following are some guidelines to refer to:

ALL FIELD PERSONNEL AND MANAGEMENT

1. Uniforms - Shirt, Pants, Jackets, Caps, Shoes

- Clean for each service call day.
- Free from stains and holes.

2. Hair

- Neat, clean and combed each day.
- Hair must be cut above the collar.

3. Facial Hair

- Clean shaven each day.
- Neat and trimmed mustaches are permitted.
- Neat and trimmed beard is permitted.

4. Hygiene

- Free of offensive breath.
- Free from body odor at all times.

5. Smoking/Vaping/Tobacco

- No smoking in or around customer's residences.

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- Do not throw cigarette butts on the ground. Keep that shit to yourself.

COMPANY OWNED PROPERTY

Always clean up the job site at the end of each workday per

the Foreman's instructions.

Tools that are not in good working order or need repair should be reported to the Owner and/or Foreman for repair or replacement.

Lost items and items not returned to the Company due to negligence, carelessness or theft will be the responsibility of the employee.