



# Sonitrol of North Central Florida Employment, Policies & Procedures Manual

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SNCF at its option, may change, delete, suspend, or discontinue parts or the policy in its entirety, at any time without prior notice.

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## **1 INTRODUCTION**

This document has been developed by Human Resources Department in order to familiarize employees with Sonitrol of North Central Florida (SNCF) and provide information about working conditions, key policies, procedures, and benefits affecting employment at SNCF.

### **1.1 Welcome**

This manual is our attempt to set forth the important operating policies and procedures of the company for the benefit of all of us. This document will be reviewed from time to time and will be revised as needed.

I would appreciate your comments regarding anything in the manual that you feel requires change. However, changes to the manual may be unilaterally based on the needs of the Company.

This first Section 4.17.3.15f the manual is a short history of Sonitrol. The following pages contain information that you should be aware of and I encourage you to read the entire manual with great care.

As a member of the Sonitrol team, you are part of the most dynamic, successful security company in our area. As the company continues to grow, you will each play a vital role in our success.

### **1.2 History**

The Sonitrol concept was born in Anderson, Indiana in the early 1960's. A member of the Anderson Police Force had a good friend who was an electronic hobbyist and they combined to design and build the first live-audio system for protection against forced intrusions. They reasoned that the technology had made it possible to detect forced entry to a building by sounds created by a would-be intruder; then to transmit those sounds to a central location where they would be interpreted by a human listener; and the listener would respond by alerting the authorities who would enable the police to keep under surveillance a large number of locations at a relatively small cost; they would, therefore, be able to provide the City of Anderson better security at lower costs than had been the case with policemen and patrol cars attempting to secure the homes and businesses of that city by conventional means.

Sonitrol grew slowly through the rest of the decade until the decision was made to move the corporate headquarters to Orlando, Florida and to take the necessary steps to move the Sonitrol Corporation into position to become a national organization. That meant selling franchises and setting up distributorships and dealerships.

SNCF opened for business in November of 2004. We chose to open the North Central Florida office in Ocala, but our territory includes all of Marion, Alachua, Levy, Citrus, and Sumter counties. We firmly believe this is a growing and viable area offering tremendous



potential to build a strong business. Each and every customer is valuable and should be treated as such. Our monitoring is handled out of the Tallahassee office which opened in 1978.

The Sonitrol Corporation has continued to grow and now has over 200 dealerships. It has advanced in terms of the technology and modern sales methods and through the years had consolidated its position as a dominant force in electronic security. Our own growth has paralleled that of the Sonitrol Corporation and the future for this company, as well as for the network as a whole, is promising and bright.

### **1.3 The Sonitrol Philosophy**

Sonitrol Corporation, a security industry innovator for over thirty years, has successfully met the security needs of both the commercial and residential sectors. Dedicated to the security of property, people and information, Sonitrol meets these needs through a unique application of applied electronics and human resources. Sonitrol has over two hundred franchise markets, providing service to well over 100,000 subscribers.

This growth is based on the following factors:

- The Sonitrol system is the most effective security company on the planet. Nowhere can a subscriber find a more complete service at a more reasonable cost.
- We never lose sight of the fact that we are a customer driven company and our responsibility is to serve our customers.
- Sonitrol is not a company made up of unconnected individuals, but a team working together towards common goals. SNCF is part of that team.

By supporting our policies and following the team attitude mentioned above, you will find SNCF a good place to work. We have built our organization on the policy of being fair to all.

Recognizing that you contribute to Sonitrol's success, we wish to explain our Mission and Core Values.

MISSION STATEMENT: Exceeding Expectations

CORE VALUES:

- \* Do Right
- \* Be Honest
- \* Be Professional
- \* "Wow" the Customer
- \* Commit To Each Other's Success
- \* Treat Others the Way You Want To Be Treated

Management has responsibilities to its subscribers, employees, and owners, and works for the benefit of all three groups. Management and employees must work together to provide the finest possible security services. Employees who keep this in mind as they perform their duties will help promote the growth of the company and enable it to maintain its enviable reputation.

This manual is designed to help familiarize you with the company and its policies and procedures. We are confident that you will find your career with Sonitrol of North Central Florida satisfying. We are fortunate to have you as a team member.

## **1.4 Changes in Policy**

This manual supersedes all previous employee manuals and memos.

While every effort is made to keep the contents of this document current, SNCF reserves the right to modify, suspend, or terminate any of the policies, procedures, and/or benefits described in the manual with or without prior notice to employees.



## **2 EMPLOYEE DEFINITION AND STATUS**

An “employee” of SNCF is a person who regularly works for SNCF on a wage or salary basis.

### **2.1 Nature of Employment**

Employment with SNCF is voluntarily entered into, and you are free to resign at-will at any time, with or without cause. Similarly, SNCF may terminate the employment relationship at-will at any time, with or without notice.

Policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between SNCF and any of their employees. This handbook, and the policies contained herein, have been developed at the discretion of management and, except for its policy of employment-at-will, may be amended or canceled at any time at SNCF’s sole discretion.

### **2.2 Employment Classification**

Employees of SNCF are classified as either “exempt” or “nonexempt.” This is necessary because, by law, employees in certain types of jobs are entitled to overtime pay for hours worked in excess of forty (40) hours per workweek.

In addition to the above overtime classifications, every employee is assigned an employment status classification: regular full-time, regular part-time, temporary (full-time or part-time), regular hourly, contingent hourly, etc.

### **2.3 Probationary Period for New Employees**

All employees are on probation the first ninety (90) calendar days of employment with Sonitrol. This gives both parties an opportunity to see how well they can work together. During this time, the employee is not eligible for benefits, including paid personal time. The Company is an at-will employer. Successful completion of the probationary period does not change an employee’s at-will status.

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### **3 EMPLOYMENT POLICIES**

#### **3.1 Fair Labor Standards Act**

SNCF will comply all guidelines set forth by the Fair Labor Standards Act. Full information on the FLSA can be obtained from the Department of Labor.

#### **3.2 Equal Employment Opportunity**

SNCF provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

SNCF expressly prohibits any form of unlawful employee harassment or discrimination based on any of the characteristics mentioned above. Improper interference with the ability of other employees to perform their expected job duties is absolutely not tolerated. Any employees with questions or concerns about equal employment opportunities in the workplace are encouraged to bring these issues to the attention of the HR Manager. The Company will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. If an employee feels he or she has been subjected to any such retaliation, he or she should bring it to the attention of the HR Manager.

Retaliation means adverse conduct taken because an individual reported an actual or perceived violation of this policy, opposed practices prohibited by this policy, or participated in the reporting and investigation process described below. "Adverse conduct" includes but is not limited to:

- (1) shunning and avoiding an individual who reports harassment, discrimination or retaliation;
- (2) express or implied threats or intimidation intended to prevent an individual from reporting harassment, discrimination or retaliation; or
- (3) denying employment benefits because an applicant or employee reported harassment, discrimination or retaliation or participated in the reporting and investigation process.

Complaints of discrimination should be filed according to the procedures described in the Harassment and Complaint Procedure.

#### **3.3 Americans with Disabilities Act & Reasonable Accommodation**

To ensure equal employment opportunities to qualified individuals with a disability, SNCF will make reasonable accommodations for the known disability of an otherwise qualified individual, unless undue hardship on the operation of the business would result

Employees who may require a reasonable accommodation should contact the Human Resources Department.

### **3.4 Immigration Law Compliance**

SNCF complies with the Immigration Reform and Control Act of 1986 and are committed to employing those individuals who are authorized to work in the United States.

As a condition of employment, each new employee must properly complete, sign and date the first Section 4.17.3.15f the Immigration and Naturalization Services (INS) Form I-9. Employees must also present the original necessary document(s) to prove identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with SNCF within the past three years, or if their previous I-9 is no longer retained or valid.

### **3.5 Hiring**

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 work environment can be carried into day-to-day working relationships. Therefore, the company discourages hiring of relatives.

Former employees are eligible for rehire if they were deemed eligible for rehire at the time of termination. Former employees must go through the same application process as other applicants. Employees being rehired will be treated as new hires with regard to employee benefits.

### **3.6 Length of Service**

An employee's length of service is measured from the most recent date of hire. An employee's length of service continues during a transfer to another department, another facility, a promotion or transfer to another job within the same department or leave of absence less than one month in duration. An employee's length of service will be broken by resignation, discharge, or permanent layoff.

### **3.7 Employee Background Check**

Prior to making an offer of employment, SNCF may conduct a job-related background check. A comprehensive background check may consist of prior employment verification, professional reference checks, education confirmation, and credit check.

### **3.8 Criminal Records**

When appropriate, a criminal record check is performed to protect SNCF's interest and that of its employees and clients.

### **3.9 Anniversary Date**

The first day an employee reports to work is his or her official anniversary date. This anniversary date is used to compute the following benefits:

- Paid Time Off (PTO)
- Eligibility for other benefits

An employee's length of service is measured from the most recent date of hire. An employee's length of service continues during a transfer to another department, another facility, a promotion or transfer to another job within the same department or leave of absence less than one month in duration. An employee's length of service will be broken by resignation, discharge, or permanent layoff.

### **3.10 Personnel Records and Administration**

The task of handling personnel records and related administration functions at SNCF has been assigned to the Human Resources Department. Personnel files will always be kept confidential. All medical records, if any, will be kept in a separate confidential file.

### **3.11 Change of Personal Data**

Any change in an employee's name, address, telephone number, marital status, dependents, or insurance beneficiaries, or a change in the number of tax withholding exemptions, needs to be reported in writing without delay to the Human Resources Department.

### **3.12 Safety Program**

#### **3.12.1 Management Commitment & Involvement Policy Statement**

The management of this organization is committed to providing employees with a safe and healthful workplace. It is the policy of this organization that employees report unsafe conditions and do not perform work tasks if the work is considered unsafe. Employees must report all accidents, injuries, and unsafe conditions to their supervisors. No such report will result in retaliation, penalty, or other disincentive.

Employee recommendations to improve safety and health conditions will be given thorough consideration by our management team. Management will give top priority to

and provide the financial resources for the correction of unsafe conditions. Similarly, management will take disciplinary action against an employee who willfully or repeatedly violates workplace safety rules. This action may include verbal or written reprimands and may ultimately result in termination of employment.

The primary responsibility for the coordination, implementation, and maintenance of our workplace safety program has been assigned to:

Name: Sabrina Noble  
Title: Office Manager Telephone: (352) 369-6300

Senior management will be actively involved with employees in establishing and maintaining an effective safety program. Our safety program coordinator, myself, or other members of our management team will participate with you or your department's employee representative in ongoing safety and health program activities, which include:

- Promoting safety committee participation;
- Providing safety and health education and training; and
- Reviewing and updating workplace safety rules.

This policy statement serves to express management's commitment to and involvement in providing our employees a safe and healthful workplace. This workplace safety program will be incorporated as the standard of practice for this organization. Compliance with the safety rules will be required of all employees as a condition of employment.

### **3.12.2 Safety Committee**

#### **3.12.2.1 Safety Committee Organization**

A safety committee has been established as a management tool to recommend improvements to our workplace safety program and to identify corrective measures needed to eliminate or control recognized safety and health hazards. The safety committee employer representatives will not exceed the amount of employee representatives.

#### **3.12.2.2 Responsibilities**

The safety committee will be responsible for assisting management in communicating procedures for evaluating the effectiveness of control measures used to protect employees from safety and health hazards in the workplace.

The safety committee will be responsible for assisting management in reviewing and updating workplace safety rules based on accident investigation findings, any inspection findings, and employee reports of unsafe conditions or work practices; and accepting and addressing anonymous complaints and suggestions from employees.

The safety committee will be responsible for assisting management in updating the workplace safety program by evaluating employee injury and accident records, identifying trends and patterns, and formulating corrective measures to prevent recurrence.

The safety committee will be responsible for assisting management in evaluating

employee accident and illness prevention programs, and promoting safety and health awareness and co-worker participation through continuous improvements to the workplace safety program.

Safety committee members will participate in safety training and be responsible for assisting management in monitoring workplace safety education and training to ensure that it is in place, that it is effective, and that it is documented.

Management will provide written responses to safety committee written recommendations.

### **3.12.2.3 Meetings**

Safety committee meetings are held quarterly and more often if needed and each committee member will be compensated at his or her hourly wage when engaged in safety committee activities. Management will post the minutes of each meeting in a conspicuous place and the minutes will be available to all employees.

All safety committee records will be maintained for not less than three calendar years.

## **3.12.3 Safety and Health Training**

### **3.12.3.1 Safety and Health Orientation**

Workplace safety and health orientation begins on the first day of initial employment or job transfer. Each employee has access to a copy of this safety manual, through his or her supervisor, for review and future reference, and will be given a personal copy of the safety rules, policies, and procedures pertaining to his or her job. Supervisors will ask questions of employees and answer employees' questions to ensure knowledge and understanding of safety rules, policies, and job-specific procedures described in our workplace safety program manual. All employees will be instructed by their supervisors that compliance with the safety rules described in the workplace safety manual is required.

### **3.12.3.2 Job Specific Training**

- Supervisors will initially train employees on how to perform assigned job tasks safely.
- Supervisors will carefully review with each employee the specific safety rules, policies, and procedures that are applicable and that are described in the workplace safety manual.
- Supervisors will give employees verbal instructions and specific directions on how to do the work safely.
- Supervisors will observe employees performing the work. If necessary, the supervisor will provide a demonstration using safe work practices, or remedial instruction to correct training deficiencies before an employee is permitted to do the work without supervision.
- All employees will receive safe operating instructions on seldom-used or new equipment before using the equipment.



- Supervisors will review safe work practices with employees before permitting the performance of new, non-routine, or specialized procedures.

### 3.12.3.3 Periodic Retraining of Employees

All employees will be retrained periodically on safety rules, policies and procedures, and when changes are made to the workplace safety manual.

Individual employees will be retrained after the occurrence of a work-related injury caused by an unsafe act or work practice, and when a supervisor observes employees displaying unsafe acts, practices, or behaviors.

### 3.12.4 First Aid Procedures

Safety Coordinator	(352) 369-6300	Poison Control	(800) 222-1222
First Aid	(352) 629-3455	Fire Department	(352) 622-3456
Medical Clinic	(352) 629-5433	Police	(352) 369-7070
Clinic Address	Concentra 1109 SW 10 <sup>th</sup> Street Ocala, FL 34471	Ambulance	911

#### 3.12.4.1 Minor First Aid Treatment

First aid kits are stored in the supply closet. If you sustain an injury or are involved in an accident requiring minor first aid treatment:

- Inform your supervisor.
- Administer first aid treatment to the injury or wound.
- If a first aid kit is used, indicate usage on the accident investigation report.
- Access to a first aid kit is not intended to be a substitute for medical attention.
- Provide details for the completion of the accident investigation report.

#### 3.12.4.2 Non-Emergency Medical Treatment

For non-emergency work-related injuries requiring professional medical assistance, management must first authorize treatment. If you sustain an injury requiring treatment other than first aid:

- Inform your supervisor.
- Proceed to the posted medical facility. Your supervisor will assist with transportation, if necessary.
- Provide details for the completion of the accident investigation report.

#### 3.12.4.3 Emergency Medical Treatment

If you sustain a severe injury requiring emergency treatment:

- Call for help and seek assistance from a co-worker.

- Use the emergency telephone numbers and instructions posted next to the telephone in your work area to request assistance and transportation to the local hospital emergency room.
- Provide details for the completion of the accident investigation report.

#### **3.12.4.4 First Aid Training**

Each employee will receive training and instructions from his or her supervisor on our first aid procedures.

##### **3.12.4.4.1 First Aid Instructions**

In all cases requiring emergency medical treatment, immediately call, or have a co-worker call, to request emergency medical assistance.

###### **WOUNDS:**

Minor: Cuts, lacerations, abrasions, or punctures

- Wash the wound using soap and water, rinse it well.
- Cover the wound using clean dressing.

Major: Large, deep, and bleeding

- Stop the bleeding by pressing directly on the wound, using a bandage or cloth.
- Keep pressure on the wound until medical help arrives.

###### **BROKEN BONES:**

- Do not move the victim unless it is absolutely necessary.
- If the victim must be moved, "splint" the injured area. Use a board, cardboard, or rolled newspaper as a splint.

###### **BURNS:**

Thermal (Heat)

- Rinse the burned area, without scrubbing it, and immerse it in cold water; do not use ice water.
- Blot dry the area and cover it using sterile gauze or a clean cloth.

Chemical

- Flush the exposed area with cool water immediately for 15 to 20 minutes.

###### **EYE INJURY:**

Small particles

- Do not rub your eyes.
- Use the corner of a soft clean cloth to draw particles out, or hold the eyelids open and flush the eyes continuously with water.

Large or stuck particles

- If a particle is stuck in the eye, do not attempt to remove it.
- Cover both eyes with bandage.

Chemical

- Immediately irrigate the eyes and under the eyelids, with water, for

30 minutes.

**NECK AND SPINE INJURY:**

- If the victim appears to have injured his or her neck or spine, or is unable to move his or her arm or leg, do not attempt to move the victim unless it is absolutely necessary.

**HEAT EXHAUSTION:**

- Loosen the victim's tight clothing.
- Give the victim "sips" of cool water.
- Make the victim lie down in a cooler place with the feet raised.

### **3.12.5 Accident Investigation**

#### Accident Investigation Procedures

An accident investigation will be performed by the supervisor at the location where the accident occurred. The safety coordinator is responsible for seeing that the accident investigation reports are being filled out completely, and that the recommendations are being addressed. Supervisors will investigate all accidents, injuries, and occupational diseases using the following investigation procedures:

- Implement temporary control measures to prevent any further injuries to employees.
- Review the equipment, operations, and processes to gain an understanding of the accident situation.
- Identify and interview each witness and any other person who might provide clues to the accident's causes.
- Investigate causal conditions and unsafe acts; make conclusions based on existing facts.
- Complete the accident investigation report.
- Provide recommendations for corrective actions.
- Indicate the need for additional or remedial safety training.

Accident investigation reports must be submitted to the safety coordinator within 24 hours of the accident.

### **3.12.6 Record Keeping Procedures**

The safety coordinator will control and maintain all employee accident and injury records. Records are maintained for a minimum of five (5) years and include:

Accident Investigation Reports

Workers' Compensation Notice of Injury Reports (ACORD form or state equivalent form).

Log & Summary of Occupational Injuries and Illnesses (current OSHA or State equivalent form). The current OSHA recordkeeping information and forms can be found on their Web site: <http://www.osha.gov/recordkeeping/index.html>.

Documentation of safety and health training for each worker.

Records of hazard assessment inspections.

### **3.12.7 Safety Rules Policies & Procedures**

#### **3.12.7.1 All Employees**

##### General Safety Rules

1. Do not block or obstruct stairwells, exits or accesses to safety and emergency equipment such as fire extinguishers or fire alarms.
2. Use a ladder or step stool to retrieve or store items that are located above your head.
3. Use the handle when closing doors, drawers and files.
4. Obey all posted safety and danger signs.
5. Use caution signs/cones to barricade slippery areas such as freshly mopped floors.
6. Do not run on stairs or take more than one step at a time.
7. Do not block your view by carrying large or bulky items; use a dolly or hand truck or get assistance from a fellow employee.
8. Do not tilt the chair you are sitting in on its back two legs.
9. Use handrails when ascending or descending stairs or ramps.
10. Do not stand in front of closed doors.
11. Walk around wet, icy, slick or oily areas if possible.
12. If required to cross a slippery surface, walk slow and flat-footed. Hold onto a handrail or solid object, if present, to maintain balance.
13. Use provided aisles, walkways or sidewalks. Do not take shortcuts.
14. Clean shoes of ice, water, mud, grease or other substances that could cause a slip or fall.
15. Pull merchandise carts through areas of restricted visibility.
16. Use a flashlight, turn on lights or take time for eyes to adjust when entering a dark room or dim surroundings.
17. Do not move faster than conditions allow on slippery surfaces or in congested areas.
18. Open one file cabinet drawer at a time.
19. Use a cord cover or tape the cord down when running electrical or other cords across aisles, between desks or across entrances/exits.

##### Housekeeping

20. Straighten or remove rugs and mats that do not lie flat on the floor.
21. Do not place material such as boxes or trash in walkways and passageways.
22. Do not store or leave items on stairways.
23. Do not block or obstruct stairwells, exits or accesses to safety and emergency equipment such as fire extinguishers or fire alarms.
24. Sweep up from around equipment by using a broom and a dustpan.
25. Mop up water around drinking fountains, drink dispensing machines and ice machines.

26. Use caution signs/cones to barricade slippery areas such as freshly mopped floors.

#### Violence in the Workplace

27. Make sure you are familiar with the on-site violence policy and plan.
28. Do not resist during a robbery.
29. Do not work alone, especially at night or early morning hours.

#### Physical Threat Control Procedures

30. If you perceive the possibility of a physical threat, use emergency telephone number listed near the telephone.
31. If you perceive no immediate physical threat:
  - a. Notify other staff members and have a stand-by to render assistance.
  - b. State clearly whom you are and what you can do to help.
32. If you perceive the possibility of severe physical injury:
  - a. Assume a non-threatening physical posture and voice tone.
  - b. State in clear concise terms what you want the individual to do.
  - c. State what you can do to help.
  - d. Speak with authority.
  - e. Make direct commands.
  - f. Set a time limit. At the end of set time, seek assistance from a staff member.
33. If you are assaulted:
  - g. Leave the area.
  - h. Report assault to appropriate party(ies).
  - i. Do not return alone. Bring assistance with you.

#### Lifting Procedures

##### General

34. Plan the move before lifting; remove obstructions from your chosen pathway.
35. Test the weight of the load before lifting by pushing the load along its resting surface.
36. If the load is too heavy or bulky, use lifting and carrying aids such as hand trucks, dollies, pallet jacks, and carts, or get assistance from a co-worker.
37. If assistance is required to perform a lift, coordinate and communicate your movements with those of your co-worker.
38. Position your feet 6 to 12 inches apart with one foot slightly in front of the other.
39. Face the load.
40. Bend at the knees, not at the back.
41. Keep your back straight.
42. Get a firm grip on the object with your hands and fingers. Use handles when present.
43. Never lift anything if your hands are greasy or wet.
44. Wear protective gloves when lifting objects with sharp corners or jagged edges.
45. Hold objects as close to your body as possible.
46. Perform lifting movements smoothly and gradually; do not jerk the load.
47. If you must change direction while lifting or carrying the load, pivot your feet and turn your entire body. Do not twist at the waist.
48. Set down objects in the same manner as you picked them up, except in reverse.
49. Do not lift an object from the floor to a level above your waist in one motion. Set the load down on a table or bench and then adjust your grip before lifting it higher.

#### Ladders and Step Ladders

50. Read and follow the manufacturer's instructions label affixed to the ladder if you

are unsure how to use the ladder.

51. Do not place a ladder in a passageway or doorway without posting warning signs or cones that detour pedestrian traffic away from the ladder. Lock the doorway that you are blocking with the ladder and post signs that will detour traffic away from your work.
52. Allow only one person on the ladder at a time.
53. Do not use ladders that have loose rungs, cracked or split side rails, missing rubber foot pads, or other visible damage.
54. Keep ladder rungs clean and free of grease. Remove buildup of material such as dirt or mud.
55. Do not stand on a ladder that wobbles, or that leans to the left or right of center.
56. Do not stand on the top two rungs of any ladder.
57. When performing work from a ladder, face the ladder and do not lean backward or sideways from the ladder.
58. Do not try to "walk" a ladder by rocking it. Climb down the ladder, and then move it.

#### Climbing a Ladder

59. Face the ladder when climbing up or down.
60. Do not carry items in your hands while climbing up or down a ladder.
61. Maintain a three-point contact by keeping hands and one foot or both feet and one hand on the ladder at all times when climbing up or down the ladder.

#### Electrical

62. Do not use frayed, cut or cracked electrical cords.
63. Do not plug multiple electrical cords into a single outlet.
64. Make sure all electrical tools and equipment are grounded.
65. Before using any electrical appliances (microwaves, vacuum cleaners, polishers, etc.) make sure they are grounded.
66. Flexible cords and cables need to be free of splices or taps.
67. Do not use extension or power cords that have the third prong removed or broken off.
68. Use a cord cover or tape the cord down when running electrical cords across aisles, or across entrances or exits.
69. Turn the power switch to "off" and unplug machines before adjusting, lubricating, or cleaning them.
70. Make sure all switches and circuit breakers are labeled correctly.

### **3.12.7.2 Installation & Service Personnel**

#### Driving/Vehicle Safety

1. Turn the vehicle off before fueling.
2. Do not smoke while fueling a vehicle.
3. Wash hands with soap and water if you spill gasoline on your hands.
4. Shut all doors and fasten your seat belt before moving the vehicle.
5. Obey all traffic patterns and signs at all times.
6. Maintain a three point contact using both hands and one foot or both feet and one hand when climbing into and out of vehicles.

#### General Hand Tool Safety

7. Use tied off containers to keep tools from falling off elevated work platforms.
8. Keep the blade of all cutting tools sharp.
9. Carry all sharp tools in a sheath or holster.

10. Do not use a tool if its handle has splinters, burrs, cracks or splits, or if the head of the tool is loose.
11. Do not use impact tools such as hammers that have mushroomed heads.
12. When handing a tool to another person, direct sharp points and cutting edges away from yourself and the other person.
13. When using knives, shears or other cutting tools, cut in a direction away from your body.
14. Do not carry sharp or pointed hand tools such as screwdrivers in your pocket unless the tool or pocket is sheathed.
15. Do not perform "make-shift" repairs to tools.
16. Do not throw tools from one location to another, from one employee to another, from scaffolds or other elevated platforms.
17. Transport hand tools only in tool boxes or tool belts. Do not carry tools in your clothing.

#### Hammers

18. Use a claw hammer for pulling nails.
19. Do not strike nails or other objects with the cheek of the hammer.
20. Do not strike one hammer against another hammer.
21. Do not use a hammer if your hands are oily, greasy or wet.

#### Screwdrivers

22. Always match the size and type of screwdriver blade to fit the head of the screw.
23. Do not put your fingers near the blade of the screwdriver when tightening a screw.
24. Use a drill or a nail to make a starting hole for screws.
25. Do not force a screwdriver by using a hammer or pliers on it.
26. Use a screwdriver that has an insulated handle for electrical work.
27. Do not carry a screwdriver in your pocket.
28. Do not use a screwdriver if your hands are wet, oily or greasy.

#### Pliers

29. Do not attempt to force pliers by using a hammer on them.
30. Use pliers with an insulated handle for electrical work.
31. Do not use pliers that are cracked, broken or sprung.

#### Drills

32. Do not use dull, cracked or bent drill bits.

#### Electrical Powered Tools

33. Do not use power equipment or tools on which you have not been trained.
34. Keep power cords away from the path of drills and wire soldering and cutting equipment.
35. Do not use cords that have splices, exposed wires, or cracked or frayed ends.
36. Disconnect the tool from the outlet by pulling on the plug, not the cord.
37. Turn the tool off before plugging or unplugging it.
38. Do not carry plugged in equipment or tools with your finger on the switch.
39. Do not leave tools that are "On" unattended.
40. Do not handle or operate electrical tools when your hands are wet or when you are standing on wet floors.
41. Turn off electrical tools and disconnect the power source from the outlet before attempting repairs or service work.
42. Do not use extension cords or other grounded three pronged power cords that

- have the ground prong removed or broken off.
43. Do not remove the ground prong from electrical cords.
  44. Do not use an adapter that eliminates the ground such as a cheater plug.
  45. Do not connect multiple electrical tools into a single outlet.
  46. Do not use portable power tools unless they have a color-coded green band taped to the handle. These green labeled tools have ground Fault Circuit Interrupters incorporated into the plug end of the power cord. The use of these power tools is required when working in older buildings or temporary work locations where the work environment is often damp and the available electrical outlets may not meet wiring standards.
  47. Do not stand in water or on wet surfaces when operating power hand tools or portable electrical appliances.
  48. Do not use a power hand tool while wearing wet cotton gloves or wet leather gloves.
  49. Never operate electrical equipment barefooted. Wear rubber-soled or insulated work boots.
  50. Do not operate power hand tools or portable appliances that have a frayed, worn, cut, improperly spliced or damaged power cord.
  51. Do not operate power hand tools or portable appliances if the ground pin from the three pronged power plug is missing or has been removed.
  52. Do not operate power hand tools or portable appliances with a two-pronged adapter or a two conductor extension cord.
  53. Do not operate power hand tools or portable appliances while holding a part of the metal casing or holding the extension cord in your hand. Hold all portable power tools by the plastic hand grip or other nonconductive areas designed for gripping purposes.

#### Confined Spaces

54. Do not enter the confined space without reading and following the "confined space entry procedure".
55. Obtain a confined space entry permit from your supervisor before entering a confined space.

#### Prior to Entry

56. Get locking devices and labels from your supervisor to lock out and tag "Out of Service" all equipment in the confined space before entering the confined space.
57. Open all windows and doors of the confined space for ventilation.
58. Use a Combustible Gas Analyzer to test the confined space for an oxygen deficiency or accumulated combustible gases. Do not enter the confined space if the reading for the Combustible Gas Analyzer is above 10% LFL and the oxygen level is below 19.5% or greater than 23.5%.

#### When Entering

59. Do not enter the confined space unless an assigned observer or lookout person is posted at the entrance to the confined space. If you are assigned as the outside observer, do not go inside the confined space under any circumstances; keep the entrant in your view at all times.
60. Stay in constant view of the observer when you are working inside the confined space.

### **3.12.7.3 Outside Sales Personnel**

#### General Rules



1. If held up by a robber, comply, if possible, with the requests of the robber.

Driving/Vehicle Safety

2. Turn the vehicle off before fueling.
3. Do not smoke while fueling a vehicle.
4. Wash hands with soap and water if you spill gasoline on your hands.
5. Shut all doors and fasten your seat belt before moving the vehicle.
6. Obey all traffic patterns and signs at all times.
7. Maintain a three point contact using both hands and one foot or both feet and one hand when climbing into and out of vehicles.
8. Park in a well lighted area close to the residence or business.
9. Park the vehicle in a location where no backing up is required to park or to drive away from the location.
10. Do not leave keys in an unattended vehicle.

### 3.13 Building Security

Normal business hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. The following procedures must be followed on all building entries after normal business hours:

- Visitors are not allowed in the building after normal business hours unless a manager gives prior approval.
- Former employees are to be considered visitors. They no longer belong in the building except as visitors during normal business hours when accompanied by management.
- Proper identification is required for anyone other than employees to enter the building. Business cards, social security cards, etc. are not proper forms of identification.
- Anyone with business with the company should be able to state who he has come to see and have it verified with a supervisor before he is allowed to enter the building.
- The location of the central station and the security measures employed within are not public information.

### 3.14 Health-related Issues

Employees who become aware of any health-related issue should notify their supervisor of health status as soon as possible.

### **3.15 Visitors in the Workplace**

For safety, insurance, and other business considerations, only authorized visitors are allowed in the workplace. When planning for visitors, employees should request that visitors enter through the main reception area.

### **3.16 Weather-related and Emergency-related Closings**

At times, emergencies such as severe weather, fires, or power failures can disrupt company operations. In such instances, Executive Staff will decide on the closure and Human Resources will provide the official notification to the employees.

### **3.17 Firearm Law Policy**

Florida Statute 790.251 ensures Sonitrol of North Central Florida will not:

- Prohibit employees from possessing legally owned firearms that are locked inside or locked to a private motor vehicle in a parking lot when the employee is lawfully in the area;
- Inquire about the presence of a firearm in the employee's vehicle;
- Search a private motor vehicle in a parking lot to determine whether it contains a firearm;
- Take any action against an employee based on any verbal or written statement regarding the possession of a firearm in a private vehicle for lawful purposes;
- Condition employment on the fact that an employee or prospective employee holds or does not hold a concealed-weapons permit;
- Condition employment on an agreement by the employee or prospective employee that forbids the employee from keeping a legal firearm locked in his or her vehicle when the firearm is kept for lawful purposes;
- Prohibit or attempt to prevent any employee from entering the parking lot of the employer's place of business because the employee's vehicle contains a legal firearm that is out of sight and is being carried for lawful purposes; and
- Terminate or otherwise discriminate against an employee for exercising the right to keep and bear arms or for exercising the right to self-defense so long as the firearm is not exhibited on company property for any reason other than lawful defensive purposes.

The above provisions do not apply to motor vehicles owned, leased or rented by Sonitrol of North Central Florida or its landlord. Sonitrol of North Central Florida will be free to bar

workers from carrying weapons in vehicles provided by it for the individual's use in carrying out business.

The law also does not apply to schools, correctional institutions, nuclear-powered electricity generation facilities, properties where substantial activities are conducted involving national defense, aerospace, or homeland security, properties where the primary business conducted involves combustible or explosive materials regulated under state or federal law, or any other property on which the possession of a firearm is prohibited under any federal law, contract with a federal government entity, or Florida law.

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## **4 STANDARDS OF CONDUCT**

### **4.1 General Guidelines**

All employees are urged to become familiar with SNCF rules and standards of conduct and are expected to follow these rules and standards faithfully in doing their own jobs and conducting the company's business.

### **4.2 Attendance and Punctuality**

Punctuality is required and will be maintained. Repeated tardiness can be considered cause for dismissal. You will be considered tardy if you are not dressed accordingly and not clocked-in by your scheduled start time. If you must be late or absent from work for good reason, please arrange this in advance with your supervisor. If this is not possible, you must call a supervisor at least four hours prior to the start of your working shift.

Always report the reason for your late arrival or absence, and when you believe you will return to work. Excessive absenteeism or tardiness cannot and will not be tolerated!

### **4.3 Work Schedule**

A work schedule will be posted for all shift employees. This schedule is self-explanatory and reflects the work assignment for each employee. Any request for changes in this schedule should be submitted to your supervisor two weeks prior to the start of the week during which the change is necessary. It is your responsibility to know and comply with your schedule each week.

ALL OTHER PERSONNEL WILL BE SCHEDULED TO WORK BETWEEN THE REGULAR BUSINESS HOURS OF 8:00 A.M. AND 5:00 P.M., MONDAY THROUGH FRIDAY.

### **4.4 Unscheduled Absence**

Absence from work for three (3) consecutive days without notifying management or the Human Resources Department will be considered a voluntary resignation.

### **4.5 Scheduled Absences**

To accommodate the employee's personal needs, an excused absence of up to five days may be granted if requested in advance to the immediate supervisor and approved by

senior management. Employees must request excused absences as early as possible and the request must be made in writing. Excused absences are without pay. The employees may, however, use accrued personal time.

#### **4.5.1 Voting Time**

Employees will be allowed time off to vote in all national, state, or local elections. To exercise their right to vote, employees will have up to one hour of excused absence if the polls are open only during the regularly assigned work schedule. This time off can be taken at the beginning or end of an employee's work shift.

#### **4.5.2 Marriage**

The employee may have a reasonable amount of time off from work to get married and for a honeymoon. The employee is expected to use any personal time accrued.

#### **4.5.3 Medical Appointments**

A reasonable amount of time is available to see a doctor for the employee's own personal health, provided appointments cannot be made during nonworking hours. The employee is expected not to abuse this privilege. The employees shall use earned personal time.

### **4.6 Harassment Policy**

SNCF does not tolerate workplace harassment. Workplace harassment can take many forms. It may be, but is not limited to, words, signs, offensive jokes, cartoons, pictures, posters, e-mail jokes or statements, pranks, intimidation, physical assaults or contact, or violence.

### **4.7 Sexual Harassment Policy**

SNCF is committed to providing a work environment free of discrimination and unlawful harassment. Actions, words, jokes or comments based on an individual's sex, race, ethnicity, age, religion, disability, marital status or any other legally protected characteristic will not be tolerated. All types of sexual conduct are forms of employee misconduct that are demeaning to others, undermine the integrity of the employment relationship and are strictly prohibited. In terms of sexual harassment, there are two general categories of intolerable behavior.

**Hostile Work Environment** – Harassment that occurs when sexual or other discriminating conduct unreasonably interferes with an individual's performance or creates an intimidating, hostile, or offensive work environment. Or, when a supervisor's/manager's or employee's treatment of another employee is severe or pervasive enough that it creates a "hostile work environment", altering an individual's conditions of employment. Supervisors/Managers, co-workers or non-employees, such as customers or vendors, can create harassment.

**Quid Pro Quo** ("this for that") – Harassment that is considered a "tangible employment action". When an employee is forced to choose between giving into

a supervisor's/manager's demand or forfeiting an economic benefit, such as pay increase, promotion or continued employment.

SNCF, through its supervisor/managers, is accountable for maintaining a workplace free of any form of sexual harassment and for creating an environment where employees are encouraged to communicate their concerns. SNCF has a legal and ethical duty to investigate and eradicate any form of sexual harassment, to investigate complaints and to implement remedies for violators of this policy.

SNCF provides its employees with a convenient, confidential and reliable mechanism for reporting incidents of sexual harassment, retaliation and discrimination. If you feel that you been mistreated or if you become aware of possible sexual or other unlawful harassment or discrimination, you must promptly report the matter to a member of management. You have the responsibility to report incidents as quickly as possible so a resolution can be made.

#### **4.8 Violence in the Workplace**

SNCF has adopted a policy prohibiting workplace violence. Consistent with this policy, acts or threats of physical violence, including intimidation, harassment, and/or coercion, which involve or affect SNCF or which occur on SNCF or client property, will not be tolerated.

#### **4.9 Confidential Information and Nondisclosure**

By continuing employment with SNCF, employees agree that they will not disclose or use any of SNCF's confidential information, either during or after their employment. SNCF sincerely hopes that its relationship with its employees will be long-term and mutually rewarding. However, employment with SNCF assumes an obligation to maintain confidentiality, even after an employee leaves SNCF's employ.

#### **4.10 Ethical Standards**

SNCF insists on the highest ethical standards in conducting its business. Doing the right thing and acting with integrity are the two driving forces behind SNCF's great success story. When faced with ethical issues, employees are expected to make the right professional decision consistent with SNCF's principles and standards.

#### **4.11 Dress Code**

All employees are expected to be well groomed and to dress modestly, neatly and cleanly. Your appearance should conform to a professional business environment.

Installation and Service Department personnel are expected to be well groomed and clean and are required to wear collared approved uniforms and steel toed boots or sneakers.

#### **4.12 Use of Equipment**

Equipment is defined as tools, vehicles, parts, and any other item purchased, leased, rented, supplied or maintained by SNCF that is in the care of its employees.

SNCF will provide employees with the equipment needed, with the exception of customary hand-tools for Technicians, to do their job. None of this equipment should be used for personal use, nor removed from the physical confines of SNCF—unless it is approved for a job that specifically requires use of company equipment outside the physical facility.

Use of SNCF equipment for any reason other than for job related reasons (e.g. personal use) provides unnecessary wear and tear and subjects the equipment to being broken, lost, stolen or forgotten. SNCF will seek repair or replacement costs through payroll deduction from any employee found violating this policy.

#### **4.13 Use of Computer, Phone, and Mail**

SNCF property, including computers, phones, electronic mail, and voice mail, should be used only for conducting company business. Incidental and occasional personal use of company computers, phones, or electronic mail and voice mail systems is permitted, but information and messages stored in these systems will be treated no differently from other business-related information and messages.

#### **4.14 Use of Internet**

E-Mail and Chat features on the computer(s) are company communication tools to be used for business purposes. Such tools can and will be monitored by the Company.

E-mail and electronic communications sent, received, or stored on internal computer systems are the Company's property. As such, there does not exist personal privacy when utilizing such communication tools.

The transmission of material that is obscene, illegal, discriminatory, or intended to harass or defame others is prohibited.

#### **4.15 Use of Computer Software**

SNCF does not condone the illegal duplication of software. The copyright law is clear. The copyright holder is given certain exclusive rights, including the right to make and distribute copies. Title 17 of the U.S. Code states that "it is illegal to make or distribute

copies of copyrighted material without authorization” (Section 106). The only exception is the user’s right to make a backup copy for archival purposes (Section 117).

#### **4.16 Smoking Policy**

Smoking is prohibited in all areas of the Sonitrol offices. Smoking is allowed outside in designated areas only.

It is the responsibility of the employee to ensure smoking does not negatively affect their job performance or company image in any way. Excessive smoke breaks, smoking in areas visible to potential visitors and customers, on job sites, or in company vehicles, leaving cigarette butts on job sites, smelling like smoke while at work or representing the company and any other circumstance that leads to a negative effect on job performance or company image are considered a violation of this policy.

SNCF would prefer that its employees choose not to smoke and will support any employee’s effort to quit.

#### **4.17 Drug Free Workplace Program**

This policy is implemented pursuant to the drug-free workplace program requirements under Florida Statute 440.102 and Administrative Rule 59A-24 of the State of Florida Agency for Health Care Administration.

##### **4.17.1 Statement of Policy**

In order to establish Walter Conrad Holdings, Inc. dba Sonitrol of North Central Florida as a Drug Free Workplace and thereby increase the safety and health of our employees and their families, this Policy requires that employees of our Company shall not use drugs illegally at any time, shall not use or be under the influence of alcohol while working and shall not use or be under the influence of medications, while working, that could affect their ability to work safely.

##### **4.17.2 Definitions**

AHCA Agency for Health Care Administration, formerly HRS.

Alcohol Liquids containing ETHYL ALCOHOL (ETHANOL).

Drugs One or more of the following named substances:  
AMPHETAMINES, CANNABINOIDS (MARIJUANA), COCAINE,  
PHENCYCLIDINE (PCP), METHADONE, PROPOXYPHENE,  
OPIATES, METHAQUALONE, BARBITURATES,  
BENZODIAZEPINES,

See Section 4.17.3.12 for common brand Names.

Medications Prescription and Non-prescription substances obtained and used legally to combat illness and injury or for other therapeutic reasons.



Work (ing)	Performing any activity under any conditions during any period of time that an employee is covered by the Employer's Workers' Compensation insurance (i.e. driving, on duty, on call or performing any tasks as a part of employment duties; lease and contract employees included).
Influence	To be physically, mentally or emotionally subject to the effects of any substance.
Company	Walter Conrad Holdings, Inc. dba Sonitrol of North Central Florida
Employer	Walter Conrad Holdings, Inc. dba Sonitrol of North Central Florida
Employee	Anyone employed by or contracted with the company who is covered by workers' compensation insurance obtained by the company.
Use (ing)	As pertains to drugs, alcohol and medications; to drink, smoke, apply topically, inject, possess, solicit, distribute, dispense, manufacture or transfer. Exceptions to these rules regarding the definition of "use" will be allowed only with Management's written permission.

### **4.17.3 Policy Work Rules**

#### **4.17.3.1 Drugs**

Employees shall not use or be under the influence of drugs illegally at anytime, whether working or not working.

#### **4.17.3.2 Alcohol**

Employees shall not use or be under the influence of alcohol while working.

#### **4.17.3.3 Medication**

Employees shall not use or be under the influence of medications while working if the medications have the potential to alter or to adversely affect their judgment, motor skills, to induce sleepiness or to otherwise detract from their safe job performance. Exceptions can, of course, be made in work areas and activities of decreased safety sensitivity where the potential for accident and injury is minimal and where the effect of the medication on the employee is judged to be no factor by medical authority. It must also be acceptable to management for the employee to continue work. Exceptions to this rule (Section 4.17.3.3) will be made at least one level of supervision above the concerned employee's immediate supervisor. Employees will report their use of medications to their supervisor before beginning work; those sensitive to the disclosure of their use of certain medications may call or visit the company official (see name and telephone number in Section 4.17.3.14) in charge of the Drug Free Workplace Program, in confidence to resolve their unique work situation.

#### **4.17.3.4 Drug Free Workplace Program Monitoring**

To measure the success of, and to aid in enforcing, our Drug Free Workplace Program, the following types of drug screening tests will be administered to detect the presence of illegal drugs or alcohol.

1. Job applicants, as a condition of obtaining employment
2. Employees who are required to undergo FITNESS FOR DUTY MEDICAL EXAMINATIONS.
3. Employees as a FOLLOW-UP to a return from rehabilitation program. These employees will be tested periodically.
4. Employees who, by reliable evidence, or by their observed or reliably reported behavior, may be REASONABLY SUSPECTED of: (a) Using or being under the influence of drugs, alcohol or medications while working. (b) Tampering with a drug screen test. (c) Causing or contributing to an accident involving a reportable injury (i.e. an injury sufficient to require the attention of a medical professional), lost time and/or property damage sufficient to delay or halt work. The employees as soon as possible but not later than 32 hours after the accident must provide all specimens.

Notice of Drug Testing will be given on all vacancy announcements. In addition to the drugs named in Section 4.17.3.4 above, a test for the presence of alcohol may be administered as a result of the conditions stated in Section 4.17.3.4.4. (a), (b) and (c) above.

A copy of documentation supporting a REASONABLE SUSPICION drug and alcohol test will be completed within seven (7) days after testing, will be provided to the employee upon request, and will be retained confidentially by the company for at least one (1) year.

Testing for the presence of drugs and alcohol will be performed by an AHCA approved laboratory after obtaining urine specimens for drug tests and blood samples for alcohol tests. All positive specimens from the initial screening are then tested a second time using a different technique and chemical principal from the initial test to insure reliability and accuracy. All test results are reported to the Medical Review Officer for verification prior to being transmitted to the employee and/or employer.

#### **4.17.3.5 Consequences to Employees of:**

- (1) POSITIVE CONFIRMED DRUG OR ALCOHOL TESTS**
- (2) REFUSAL TO BE TESTED FOR DRUGS OR ALCOHOL**
- (3) ANY PLEA OF GUILTY OR NOLO CONTENDERE TO ANY VIOLATION OF CHAPTER 893 OR OF ANY CONTROLLED SUBSTANCE LAW OF THE UNITED STATES OR ANY STATE, FOR A VIOLATION OCCURRING IN THE WORKPLACE.**
- (4) CONSUMPTION OF ALCOHOL OR INTOXICATION ON COMPANY TIME.**
- (5) ADULTERATED OR SUBSTITUTED SPECIMEN SUBMITTED FOR TESTING**

1. Job Applicants will not be hired.
2. Employees being tested in conjunction with a physical examination, as a follow-up to rehabilitation, as a result of reasonable suspicion behavior, a random test

or because of contributing to or causing an accident (no injury involved) will BE TERMINATED.

3. Injured employees, in addition to above disciplinary action, may also forfeit eligibility for workers' compensation medical payments and indemnity payments.
4. Employees arrested, indicted or convicted of violating controlled substance laws will notify the employer within five (5) days of the event and if this substance abuse policy was also violated, will be disciplined up to and including termination, depending on the circumstances.
5. In the event under this policy an employee is required to seek a treatment plan, it will be at the employees' expense. The employee must provide documentation of that treatment program, and will be required to be drug and/or alcohol tested unannounced **(at employer's expense) every six months for two years. A positive confirmed test during or after treatment will result in termination of employment.**

#### **4.17.3.6 Challenges to Confirmed Positive Test Results**

A job applicant or employee will receive written notification of positive confirmed test results from the company within five (5) working days of the company's receipt of a report of a positive confirmed test result from the Medical Review Officer. This notification will also state the consequences of the positive confirmed test result. A job applicant or employee who receives written notification of (1) a positive confirmed test result and (2) the consequences to the employee of that result will have the opportunity within five (5) working days to explain or contest the result. If the explanation or challenge of the positive test result is judged unsatisfactory by the company, the job applicant or employee will be provided with a written explanation as to why the explanation of the positive test result was unsatisfactory, along with a written report of the positive test results within fifteen (15) working days. If the test was for reasonable suspicion, the employee will receive in writing within seven (7) days after the test, if requested, a detail of the circumstances, which formed the basis of the determination that enough reasonable suspicion existed to warrant the testing.

During the 180-day period after written notification of a positive test result, the employee who provided the specimen should be permitted by the employer to have a portion of the specimen re-tested at the employee's expense. Such re-testing shall be done at another SAMHSA certified laboratory, as appropriate, chosen by the employee or job applicant. All such documentation will be kept confidential and retained by the company for at least one (1) year. Should the job applicant or employee then choose to further pursue the challenge it will then be the employee's responsibility to notify the laboratory to retain the sample until the case is settled.

#### **4.17.3.7 Confidentiality of Drug Testing Information**

All written reports and related information received by the company, laboratories, employee leasing programs, drug and alcohol rehabilitation programs and their agents will be held in strictest confidence and will not be disclosed except in accordance with Florida Statutes or otherwise legally disclosed. Release of such information under any other circumstance shall be solely pursuant to a written consent form signed voluntarily by the person tested. Information on drug test results shall not be released or used in any criminal proceeding against the employee or job applicant.

Agents of our company and the laboratory conducting a drug test will, however, have access to drug test information when consulting with legal counsel in connection with actions brought against them when the information is relevant to its defense in a civil or administrative matter.

#### **4.17.3.8 Confidential Reporting of Medication Use**

The company knows that eventually most people need to take medications to combat various illnesses. Employees must realize, however, that many medications will alter or affect a drug test. An employee could possibly test positive for a drug when taking medications prescribed by a doctor or bought over the counter at a pharmacy. Medications known to alter or affect a drug test are listed in Section 4.17.3.12. The name of the testing laboratory is listed in Section 4.17.3.14. Employees who want more technical information about medications may consult the testing laboratory. To avoid the potential problems created by a false test result, the company has implemented procedures to enable employees to confidentially report the use of medications. You may report the use of medications on the back of your copy of the chain of custody form after your specimen is collected and discuss only with the MRO.

#### **4.17.3.9 Employee Assistance Program**

Our company maintains an Employee Assistance Program (EAP) that consists of referring employees and their families who suffer from alcohol or drug use problems to local drug and alcohol rehabilitation centers. The telephone directory yellow pages, under "Drug Abuse and Addiction - Information and Treatment", lists the names and locations of treatment centers. Also, the United Way, listed in the telephone directory white pages, offers many confidential services at no charge. Any costs of outside services are, however, the employee's responsibility.

Any employee who has not previously tested positive for drug or alcohol use and has not yet entered a drug and/or alcohol abuse rehabilitation program, may seek assistance for drug and alcohol problems before they lead to disciplinary actions.

No employee will be discharged, disciplined or discriminated against solely upon the employee's voluntarily seeking treatment for a drug/alcohol related problem if the employee has not previously tested positive for drug use, entered an employee assistance program for drug related problems, or entered an alcohol and drug rehabilitation program.

If an employee wishes to pursue help through the EAP, please contact the person listed in Section 4.17.3.14 for appropriate referral. In addition, Section 4.17.3.15 lists national hotline numbers for drug and alcohol problems.

#### **4.17.3.10 Authority to Establish a Drug Free Workplace Program**

The company's Drug Free Workplace Program has been established in accordance with U.S. Federal and State laws regulations and guidelines.

#### **4.17.3.11 Federal and State Laws and Regulations**

Nothing in this statement of policy shall be presumed to override, amend or change any requirements of State and/or Federal law. In the event any of the provisions of this

policy conflict with applicable laws and regulations, such laws and regulations will be deemed to control.

#### **4.17.3.12 Amendment and Severability**

The employer may amend this policy in any and all respects at any time. If any provision of this policy or the application thereof to any party or circumstance is held invalid or unenforceable, the remainder of the terms of this policy and the application of any invalid or unenforceable provisions to other parties or circumstances, will not be affected thereby, and to this end the provisions of this policy are severable.

#### **4.17.3.13 Substances Which Could Alter or Affect the Outcome of a Drug Test (Brand Names & Common Names)**

1. **AMPHETAMINES:** Abetrol, Biphedamine, Desoxyn, Dexedrine, Didrex
2. **CANNABINOIDS:** Marinol (Dronabinol, THC), Marijuana, Hash Pot
3. **COCAINE:** Cocaine HCl topical solution (Roxanne), Crack, Coke
4. **PHENCYCLIDINE:** Not legal by prescription; PCP, Angel Dust
5. **OPIATES:** Paregoric, Parepectolin, Donnagel PG, Morphine, Tylenol with Codeine, Empirin with Codeine, APAP with Codeine, Aspirin with codeine, Robitussin AC, Guaiatuss AC, Novahistine DH, Novahistine Expectorant, Dilaudid (Hydromorphone), M-S Contin and Roxanol (morphine sulfate), Percodan, Vicodin, Opium, Heroin
6. **METHAQUALONE:** Not legal by prescription
7. **BARBITURATES:** Phenobarbital, Tuinal, Amytal, Nembutal, Seconal, Lotusate, Fiorinal, Firoicet, Esgic, Butisol Mebaral, Butabarbital, Butabital
8. **METHADONE:** Dolphine, Methadose
9. **BENZODIAZEPINES:** Ativan, Azene, Clonopin, Dalmane, Diazepam, Librium, Xanax, Serax, Tranxene, Valium, Verstran, Halcion, Paxipam, Restoril, and Centrax
10. **PROPOXYPHENE:** Darvocet, Darvon N, Dolene, Etc.
11. **ALCOHOL:** Liquid medications containing ethyl alcohol (ethanol). Please read the label for alcohol content. As an example, Vick's Nyquil is 25% (50 proof) ethyl alcohol; Comtrex is 20% (40 proof); Contac Severe Cold Formula Night Strength is 25% (50 proof) and Listerine is 26.9% (54 proof); Booze, Drink

#### **4.17.3.14 Drugs sought in a test**

Drugs	Trade or Common Name
1. Alcohol	Liquor, Beer, Booze

2. Amphetamines	Biphetamine, Desoxyn, Dexedrine
3. Cannabinoids	Marijuana, Pot, Grass
4. Cocaine	Coke, Flake, Snow, Crack
5. Phencyclidine HCl	PCP, Angel Dust
6. Methaqualone HCl	Quaalude
7. Opiates	Paregoric, Morphine, Tylenol with Codeine
8. Barbiturate	Phenobarbital, Amytal, Nembutal, Seconal
9. Benzodiazepines	Librium, Valium, Halcion, Restoril
10. Synthetic Narcotics	Methadone-Polophine, Methadose, Propoxyphene-Darvocet, Darvon-N, Dolene

#### 4.17.3.15 Drug Free Workplace Policy – Information & Revision

THIS INFORMATION AND/OR REVISION NUMBER (original)

**Sonitrol of North Central Florida Drug Free Workplace Program Administrator:**  
*Sabrina Noble*

**COMPANY LOCATION:** Walter Conrad Holdings, Inc.  
dba Sonitrol of North Central Florida  
2500 NW 10th Street, Suite 103  
Ocala, FL 34475

**Your Drug Testing Laboratory is:** *Concentra*

**Your Collection Site is:** *Concentra*  
*2221 SW 19<sup>th</sup> Avenue Rd, Ste 100*  
*Ocala, FL 34471*  
*Phone Number: 352-629-9100*

**Your MRO is:** *Samer R. Choksi, M.D., M.P.H.*

**For EAP (Employee Assistance) Referral:** Section 4.17.3.15 lists national hotline numbers for drug and alcohol problems. Florida Drug Screening, Inc. at 321 728 2941 can provide a list of treatment programs in your area. In addition, under contract with Florida Drug Screening, Inc – EAP provider - **Employee & Family Assistance Consultants** (321 723 8823) is available for (EAP) initial assessment and treatment referral

Employees being tested because of causing or contributing to an accident will ensure that testing is performed for both drugs and alcohol.

#### 4.17.3.16 National Hotline Numbers

Alcohol and Drug Referral Hot Line 1-800-252-6465

Child Help's - National Child Abuse Hot Line 1-800-422-4453

National A.I.D.S. Hot Line 1-800-342-2437

National Cocaine Hot Line 1-800-262-2463

National Hepatitis Hot Line 1-800-223-0179

National Runaway Switchboard and Suicide Hot Line 1-800-621-4000

National Sexually Transmitted Disease Hot Line 1-800-227-8922

**NATIONAL ASSISTANCE GROUPS**

Alcoholics Anonymous 1-800-344-2666

Food and Drug Administration 1-301-443-1240

M.A.D.D. 1-800-438-6233

Narcotics Anonymous 1-818-780-3951

AL-ANON Family Group Headquarters 1-800-356-9996

Nat'l Institute of Drug Abuse, Drug Info., Treatment 1-800-662-4357

Families Anonymous 1-800-736-9805

S.A.D.D. 1-508-481-3568

Tough Love 1-800-333-1069

American Cancer Society 1-800-227-2345

Council of Compulsive Gambling 1-800-426-7711

**4.18 Gifts**

Advance approval from management is required before an employee may accept or solicit a gift of any kind from a client. Employees are not permitted to give unauthorized gifts to clients. All authorization must come directly from the President of the company.

**4.19 Complaint Procedure**

The complaint procedure is the problem-solving, dispute-settling machinery within the employer-employee relationship. It is the orderly means by which an employee raises and processes a claim alleging some kind of violation or serious problem.

The procedure outlined below can satisfactorily resolve the majority of disputes between parties:

The employee with the grievance and his/her immediate supervisor should discuss the problem. If the employee has a legitimate grievance, the supervisor takes the necessary corrective action or forwards the matter to a level of management that has the necessary authority to adjudicate properly or resolve the grievance.

The company prides itself on having a free flow of information between employees at all levels and management. Individual complaints and other work related problems are usually best handled through informal discussion with supervisors. Employees are encouraged to bring such matters to the attention of their supervisor for quick action.

The company recognizes, however, that some problems cannot be handled satisfactorily in this manner. An employee who has such a problem should present it to the Human Resources Officer who will then take such actions he or she deems appropriate.

#### **4.20 Corrective Procedure**

As a general rule, employees are not discharged without notice or warning. Only when there has been a serious breach of company rules such as, but not limited to, theft, vandalism, or physical assault on another employee or customer, will an employee be discharged immediately.

The following steps are normally taken for disciplinary action:

1. First infraction - Oral reprimand with a note to the personnel file for a one year period of time.
2. Second Infraction - Written reprimand - stays in file permanently.
3. Third Infraction - Written reprimand, probation, suspension, or discharge.

All infractions are cumulative and do not have to be of the same type to subject an employee to the next step in the disciplinary process.

Oral and written warnings will contain the following information:

- Description of disciplinary problem
- Action plan for correction
- Date by which improvement will be required
- Consequences of future offense or lack of improvement
- Date of warning
- Signature of employee and supervisor

#### **4.21 Crisis Suspension**

An employee who commits any serious violation of SNCF policies at minimum may be suspended without pay pending an investigation of the situation. Following the investigation, the employee may be terminated without any previous disciplinary action having been taken.



## **4.22 Transfer Policy**

SNCF recognizes that a desire for career growth and other needs may lead an employee to request a transfer to another position. An employee with proper qualifications will be eligible for consideration for transfer to another department provided that the transfer does not occur within one year of the employee's date of hire or within one year of any previous transfer.

## **4.23 Outside Employment**

You may hold an outside job as long as you meet the performance standards of your job with SNCF. All employees will be subject to SNCF's scheduling demands, regardless of any existing outside work requirements.

If SNCF determines that your outside work interferes with performance or the ability to meet the requirements of SNCF as they are modified from time to time, you may be asked to terminate the outside employment if you wish to remain with SNCF.

Outside employment that constitutes a conflict of interest is prohibited. You may not receive any income or material gain from individuals outside SNCF for materials produced or services rendered while performing your job at SNCF.

## **4.24 Employment Termination/Resignation**

Terminations fall into one of three categories: Voluntary, Involuntary, and Layoff. They are explained below:

### **4.24.1 Voluntary**

A "voluntary termination" is when the employee resigns. Any employee, who fails to report for work without notifying his or her supervisor for 3 consecutive days, is considered to have resigned.

Any employee voluntarily terminating must give a minimum of two weeks' notice. Unused personal time is not paid when an employee leaves Sonitrol.

In the event an employee gives at least four weeks' notice, unused personal time may be paid, at the company's discretion.

Once an employee tenders his resignation, no personal time may be used except in the case of illness. In this case, the supervisor may require a doctor's excuse for the absence.

The final paycheck will be prepared in the first pay period after voluntary termination. This paycheck may be picked up by the employee or mailed for his or her convenience.

Once an employee gives notice of voluntary termination, they are no longer considered a permanent employee and are not eligible for any increases in benefits or compensation.

#### **4.24.2 Involuntary**

“Involuntary termination” refers to employees dismissed by the company for unsatisfactory performance, violation of company rules, misconduct, negligence, or unexcused absences. Discharge for these reasons may result in an employee’s being ineligible for Unemployment Compensation.

Discharged employees are not eligible for rehire or recommendation.

The final paycheck for an involuntary termination will be prepared and mailed on the first workday after the termination.

Final wages will be paid to a terminated employee only when he or she complies with certain reasonable requirements, including returning tools, equipment, keys, identification badges, manuals (including this), uniforms, etc. for which he or she was responsible. If these items have been assigned to you and are not returned, their cost will be deducted from the final paycheck.

Reasons for involuntary termination include, but are not limited to, the causes for suspension, demotion, or dismissal referenced on page 11 of this handbook.

#### **4.24.3 Layoff**

While we expect that the nature of our business will provide steady and dependable employment for all of us, business conditions may sometimes indicate that some employees be laid off. This may be an overall reduction or by department.

If a layoff is necessary, employees will be laid off based on performance. All other factors being equal, the employee’s seniority will be considered but is not a guarantee against layoff. The criteria reviewed will show whether the employee possesses skills, ability, and performance superior to other employees, including those with more seniority, or possesses skills most needed by or most useful to the company.

When it is necessary to increase the work force, first consideration shall be given to reinstating laid off employees. The last employee to be laid off will normally be the first recalled.

Reassignment to another position will be considered if an opening exists and the employee is qualified. Your previous length of employment will be credited for personal time benefits if you are recalled to work.

### **4.25 Causes for Suspension, Demotion or Dismissal**

The following examples of reasons or causes for a breakdown in effective and harmonious employment are grounds for suspension, demotion, or dismissal from the company. This list is not all-inclusive.

- Incompetence or inefficiency in the performance of assigned duties.

- Insubordination including, but not limited to, refusal to do assigned work as instructed.
- Carelessness or negligence in the performance of duty or in the care or use of company property.
- Taking or using company property without proper authorization.
- Violation or disregard of the *“Drug-Free Workplace Program Policy”*.
- Working under the influence of alcohol or illegal drugs.
- Possession, distribution, sale, transfer or use of alcohol or illegal drugs in the workplace while on duty, or while operating employer-owned vehicles or equipment.
- Engaging in political activity during working hours.
- Personal conduct that reflects unfavorably on the company to include, but not to be limited to, conviction of a felony or a misdemeanor of any levels other than minor traffic violations.
- Conviction of any crime involving moral turpitude, larceny, theft or any felony.
- Repeated and unexcused absences or tardiness.
- Repeated absences for ordinarily excusable or authorized reasons after personal time benefits have been exhausted.
- Abuse of employee privileges, including but not limited to, personal time.
- Falsifying any information supplied to the company including, but not limited to, data on application forms, criminal records, employment records, or any other information required by the company.
- Violation or refusal to obey safety rules or regulations imposed by the company or any appropriate federal, state or local government agency.
- Offering anything of value or offering any service in exchange for special treatment in connection with the employee’s job or employment, or accepting anything of value or any service in exchange for granting special treatment to a fellow employee or to the public.
- Abandoning one’s position during work hours, or absence without notification to your supervisor.
- Advocating the overthrow of the federal, state, or local government by force, violence or unlawful means.
- Behavior that has an adverse effect on the work performance of other employees.

- Speaking negatively about the company or any of the company's employees.
- Fighting or threatening violence in the workplace.
- Boisterous or disruptive activity in the workplace.
- Smoking in prohibited areas.
- Unauthorized disclosure of business secrets or confidential information.
- Falsification of time-keeping records.

Any employee may be suspended immediately without pay if he or she has violated federal, state or local laws or company rules and regulations. The suspension may be with or without pay, depending on the individual circumstances as determined by the Company.

#### **4.26 Exit Interview**

In a voluntary separation situation, SNCF management would like to conduct an exit interview to discuss the employee's reasons for leaving and any other impressions that the employee may have about SNCF.

#### **4.27 Return of Company Property**

You must return all property, materials or written information issued to you or in your possession in the event of any type of employment termination, or immediately upon request. Where permitted by applicable laws, SNCF may withhold from your check the cost of any items that are not returned when required. SNCF may take legal action deemed appropriate to recover or protect its property.

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## **5 COMPENSATION POLICIES**

### **5.1 Base Compensation**

It is SNCF's desire to pay all employees wages or salaries that are competitive with other employers in the marketplace and in a way that will be motivational, fair, and equitable. Compensation may vary based on roles and responsibilities, individual, and company performance, and in compliance with all applicable laws.

### **5.2 Performance Bonuses**

Performance bonuses may be given to SNCF employees at the discretion of management. There are two factors that typically determine bonus availability and amounts: (a) Company Performance—Profits, (b) Personal Performance.

### **5.3 Timekeeping**

All employees are required to complete accurate weekly time reports showing all time actually worked.

For nonexempt employees, these records are required by governmental regulations and are used to calculate regular and overtime pay.

For all employees, the records are used to help job and labor costing reports.

### **5.4 Overtime Pay**

Overtime compensation is paid to non-exempt employees in accordance with federal and state wage and hour restrictions. All overtime work performed must receive the supervisor's prior authorization. If prior authorization for overtime is not received but is then worked, employees may be subject to regular disciplinary action.

### **5.5 Payroll and Paydays**

SNCF runs payroll twice a month on the fifteenth and the last day of the month. If the fifteenth or the last day of the month occurs on a weekend or holiday then payroll will run the preceding business day.

Payroll advances are not available. All employees of SNCF are expected to practice financial responsibility both on and off the job.

## **5.6 Payroll Deductions**

The law requires that Sonitrol of North Central Florida make certain deductions from every employee's compensation. Among these are Social Security, Medicare and applicable federal, state and local income taxes.

## **5.7 Performance and Salary Reviews**

Regular communication between management and employees should include performance related discussion. Management may conduct a more structured performance review at its discretion.

## **5.8 Opportunities for Advancement—Progression and Promotion**

SNCF would like to provide employees with every opportunity for advancing to other positions or opportunities within the company. Approval of progression moves or promotions depends largely upon training, experience, work record, and business need. However, SNCF reserves the right to look outside the company for potential employees as well.

## **5.9 Employee Alarm System Purchase Program**

After one year of service, if an employee wishes to utilize a Sonitrol Security System in his/her residence, the following terms/conditions should be reflected on the Client Agreement.

- The equipment should be purchased at cost
- Equipment should be installed by an SNCF installer; pay arrangement is between the installer and the employee.
- Monthly Monitoring and Maintenance Rate of \$1 if installed by Sonitrol (otherwise there would be a \$1 Monitoring Only Rate)

Upon the employee's departure, a new client agreement will be signed reflecting the above information including a monthly rate reflecting current market charges.

## **6 GROUP HEALTH AND RELATED BENEFITS**

### **6.1 Benefits Summaries and Eligibility**

SNCF sponsors a benefits program for eligible employees, and each benefit plan has specific eligibility conditions. The benefits are summarized in each employees welcome packet. The details of each benefit will be provided by the vendors we purchase the benefits products from.

All full-time employees will enjoy all of the benefits described in this policy and the individual plan summaries as soon as they meet all of the eligibility requirements for each particular benefit. Part-time employees may be eligible for certain benefits if they meet the eligibility conditions.

### **6.2 Supplemental Insurance**

SNCF offers access to a wide range of supplemental insurance products provided by both Aflac and Allstate.

Full- and part-time employees are eligible to participate after their 90 day probation.

### **6.3 Worker's Compensation**

All employees are entitled to Workers' Compensation benefits paid by SNCF. This coverage is automatic and immediate and protects employees from work-related injury or illness. If an employee cannot work due to a work-related injury or illness, Workers' Compensation insurance pays his or her medical bills and provides a portion of his or her income until he or she can return to work.

### **6.4 Unemployment Compensation**

Unemployment compensation is designed to provide a temporary income for those who are out of work through no fault of their own. Depending upon the circumstances, employees may be eligible for Unemployment Compensation upon termination of employment with SNCF. The Division of Unemployment Insurance of each State's Department of Labor determines eligibility for Unemployment Compensation. SNCF pays the entire cost of this insurance program.

## **6.5 Social Security**

The United States Government operates a system of mandated insurance known as Social Security. As a wage earner, employees are required by law to contribute a set amount of weekly wages to the trust fund from which benefits are paid. As employer, SNCF is required to deduct this amount from each paycheck an employee receives. In addition, SNCF matches employee contribution dollar for dollar, thereby paying one-half of the cost of employee Social Security benefits.

## **6.6 Training and Professional Development**

SNCF encourages all interested employees to take advantage of continuing education initiative and further job specific training. All courses must be approved by a supervisor and a Human Resources representative.

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## **7 TIME-OFF BENEFITS**

### **7.1 Holiday Policy**

All SNCF employees of regular status are eligible for holiday pay. Holiday pay will be based on the employment status of the employee, i.e., full-time employees will be credited with 8 hours of holiday pay and part-time employees will be credited with 4 hours of holiday pay, per holiday. SNCF recognizes the following holidays as paid holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Friday following Thanksgiving Day
- Christmas Day

Employees wishing to take paid time off on a work day immediately preceding or following a paid holiday must request that time in writing at least 30 days prior to the requested time off. If a request for time off is made with less than 30 days notice it may be denied or granted without pay. Any employee who "calls in sick" on a work day adjacent to a holiday will be required to present doctor's verification in order to receive pay (if eligible) for that day. Anyone who misses a work day adjacent to a holiday and did not follow proper request for time off procedures will not be eligible for holiday pay. Extenuating circumstances will be reviewed on an individual basis at which time pay *may* be granted.

In order to receive holiday pay, employees must not be on any type of leave: worker's comp, FMLA, disability, bereavement, military, or personal. Employees may still use vacation/paid time off(PTO) surrounding holidays so long as proper request procedures are followed and are eligible to enjoy the benefit of paid holidays.

### **7.2 Taking Paid Leave**

All employees are required to submit a Request for Time Off Form when taking planned paid leave. These form require the signature of the employee, the employee's supervisor and Human Resources. No requests for time off are guaranteed to be approved and some may be approved only with modifications.

### **7.3 Personal Time**

The Personal Time policy applies to full-time employees.

The Personal Time policy is designed to give the qualified employee paid time off for personal reasons that might include recreation and relaxation, sickness, or attendance to personal business.

Your supervisor must approve personal time. Personal Time for use other than illness must be requested in writing at least three weeks in advance.

- A year begins and ends on your employment anniversary date.
- Pay is not given in lieu of unused Personal Time.

Personal Time pay is based on the weekly earnings of the employee (usually 40 hours at the employee's regular straight time rate). Hours of paid personal time used are not included in calculations of whether overtime was incurred for a particular pay-week.

Paid Personal Time is accrued as follows:

- 1) An employee who has completed 90 continuous days of service and is qualified as shown above is eligible to accrue personal time at the rate of 3.33 hours per month (or 1.66 hours per paycheck) (1 week).
- 2) An employee who has completed 12 continuous months of service and is qualified as shown above is eligible to accrue personal time at the rate of 6.66 hours per month (or 3.33 hours per paycheck) (2 weeks).
- 3) An employee who has completed 36 months of continuous service and is qualified as shown above is eligible to accrue personal time at the rate of 10 hours per month (or 5 hours per paycheck) (3 weeks).
- 4) An employee who has completed 10 years of continuous service and is qualified as shown above is eligible to accrue personal time at the rate of 13.33 hours per month (or 6.66 hours per paycheck) (4 weeks).

Earned Personal Time may be carried from year to year to accumulate up to 1 week of paid personal leave. No employee shall take more than 4 weeks of paid personal time during any given year unless the time off is taken under the Family and Medical Leave Act.

## **7.4 Bereavement Leave**

When a death occurs in an employee's immediate family, all regular full time employees may take up to three (3) days off with pay to attend the funeral or make funeral arrangements. The pay for time off will be prorated for a part-time employee if the funeral occurs on a scheduled work day. The Company may require verification of the need for the leave.

Immediate family members are defined as an employee's spouse, parents, stepparents, siblings, children, stepchildren, grandparent, father-in-law, mother-in-law, brother-in-law, sister-in-law, son-in-law, daughter-in-law, or grandchild.

The Company understands the deep impact that death can have on an individual or a family, therefore additional non-paid time off may be granted. The employee may make arrangements with his or her supervisor for an additional four unpaid days off in the instance of the death of an immediate family member. Additional unpaid time off may be granted depending on the circumstances such as distance and the individual's responsibility for funeral arrangements.

## 7.5 Domestic Violence

In order to qualify for domestic violence leave an employee must have worked for the Company for more than three (3) months. Company will provide up to three working days of leave time within a twelve-month period to an employee who is a victim of domestic violence, or who has a family or household member who is a victim of domestic violence.

Except in cases of imminent danger to the health and safety of the employee or family or household member, employees requesting domestic violence leave must provide reasonable advance notice to Human Resources. Employees may use domestic violence leave time to:

- Seek an injunction for protection against domestic violence
- Obtain medical care and/or mental health counseling for the employee or a family or household member for physical or psychological injuries resulting from domestic violence.
- Obtain services from a victim-services organization, including, but not limited to, a domestic violence shelter or program or rape crisis center.
- Make the employee's home secure from, or seek new housing to escape, the domestic violence perpetrator.
- Seek legal assistance pertaining to, or attend a related court proceeding arising from the act of domestic violence

The company will keep all information related to an employee's domestic violence leave confidential and will refrain from interfering with, restraining or denying any employee the right to exercise the rights provided by Florida Statute 741.313.

Employees may not be demoted, suspended, retaliated against, discharged, or in any other matter discriminated against for exercising their rights under the domestic leave provision.

Employees are required to exhaust any other accrued leave time prior to taking domestic violence leave. The company reserves the right to request supporting documentation for requested domestic leave time, but no documentation is required to request domestic leave time.

For non-management personnel, domestic violence leave time is unpaid. For management personnel, domestic violence leave time is paid. Rate of pay is at the

employee's normal rate. Domestic violence leave hours paid but not worked will not be included in the determination of overtime pay.

## **7.6 Jury Duty or Summons to Appear**

If you receive a summons to jury duty or notice to appear as a witness resulting from your role at Sonitrol, notify your supervisor at once. Full-time personnel will be paid the difference between the amount paid by the courts (excluding travel expense) and the employee's regular rate of pay, not including holidays or personal time and not to exceed forty hours.

In order to be paid for days missed for jury duty, you must submit verification of jury service to your supervisor. This verification may be obtained from the Court Clerk.

If you are subpoenaed for personal reasons, this time may be taken without pay or you may use accrued personal time.

## **7.7 Military Reserves or National Guard Leaves of Absence**

A military leave of absence will be granted to employees who are absent from work because of service in the US uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Advance written notice of military service is required, unless military necessity prevents such notice or it is otherwise impossible or unreasonable.

The leave will be unpaid. However, employees may use any available paid time off for the balance.

Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

### **7.7.1 Uniformed Services Employment and Reemployment**

As an Equal Opportunity Employer, SNCF is committed to providing the basic employment and reemployment services and support as set forth in the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA).

### **7.7.2 Immediate Family Called to Active Duty**

Eligible employees are entitled to up to 12 weeks of leave because of "any qualifying exigency" arising out of the fact that the spouse, son, daughter, or parent of the employee is on active duty, or has been notified of an impending call to active duty status, in support of a contingency operation.

### 7.7.3 Military Caregiver Leave

An eligible employee who is the spouse, son, daughter, parent, or next of kin of a covered serviceman who is recovering from a serious illness or injury sustained in the line of duty on active duty is entitled to up to 26 weeks of leave in a single 12-month period to care for the service member. The military caregiver leave is available during "a single 12-month period" during which an eligible employee is entitled to a combined total of 26 weeks of all types of FMLA leave.

## 7.8 Family/Medical Leaves of Absence

Employees who (1) have worked for the Company for twelve (12) months, and (2) have worked at least 1,250 hours during the prior twelve months are eligible for leave under the Family and Medical Leave Act (FMLA). Eligible employees would be entitled to twelve weeks unpaid leave for the following reasons:

- Birth and/or care of a child of the employee;
- Placement of a child into the employees family by adoption or by a foster care arrangement;
- Care of the employee's spouse, child, or parent who has a serious health condition; or
- The employee's inability to perform the functions of the employee's position due to a serious health condition.

Eligible employees may utilize all accrued personal time to cover the period of FMLA leave.

For the purposes of this policy, a year is defined as a twelve (12) month rolling period that is measured backward from the date that an employee uses FMLA leave. Under this method, each time an eligible employee takes FMLA leave the available leave entitlement is the balance of the 12 weeks, which has not been used during the immediate preceding 12 months.

When the necessity for leave is foreseeable, the eligible employee is required to give the Company thirty (30) days notice of the intent to take leave. If the circumstance of the leave requires the employee's leave to begin in less than 30 days, the employee must give the Company notice as soon as practical. Where the leave is due to the serious health condition of the employee, the employee's spouse, child or parent and is foreseeable, the employee must consult with the Company and make a reasonable effort to schedule the leave so as not to unduly disrupt the operation of the Company. Scheduling is subject to the approval of the health care provider.

When the need for leave is unforeseeable, the employee must give the Company notice as soon as practical. Leave based on the serious health condition of the employee or the employee's child, spouse, or parent must be supported by certification from a health care provider within 15 calendar days. Failure to provide certification may result in denial of leave until the certification is received.

While the employee is on FMLA leave, the Company will continue to pay its share of any health insurance premiums. The employee must continue to pay his/her share of the premium. Failure to do so in a timely manner may result in a loss of coverage. The employee will have a grace period of thirty (30) days to bring his/her payment current. If the employee fails to return to work at the expiration of the leave period, the Company will be entitled to reimbursement of all insurance premiums paid on behalf of the employee including the Company's share of the premium. The Company is not entitled to reimbursement of the premiums paid if the employee's failure to return to work is due to his/her serious health condition or the serious health condition of a child, spouse, or parent, or circumstances beyond the employee's control.

During the FMLA leave period, the employee will not accrue personal time, pension, etc. However, benefits accrued up to the day leave began will not be lost.

The Company may require the employee on FMLA leave to report periodically on his/her status and the employee's intention to return to work. The Company may also request periodic rectification of the employee's medical condition. If the employee is out due to a work related injury and covered by workers compensation, the Company will follow the workers' compensation procedures. An employee taking leave due to his/her serious health condition will be required to obtain a fitness-for-duty certification before returning to work.

Employees who return to work from FMLA leave within or on the business day following the expiration of the twelve (12) week leave period will be returned to their job or an equivalent position without loss of benefits or pay. If you fail to report to work promptly at the end of the FMLA leave, SNCF will assume that you have resigned.

## **7.9 Extended Disability Leaves**

If a period of disability continues beyond the 12 weeks provided for within the Family/Medical Leaves of Absence section, an employee may apply in writing for an extended disability leave.

## **7.10 Personal Leaves of Absence**

A LOA is a pre-approved absence of more than five working days and up to thirty days during which the employee is not required to call in each day. The LOA may be renewed, in increments not to exceed thirty days, upon three days notice to the department Manager and approval by the President. The maximum LOA allowed is six months. All LOA shall be requested by completing a Leave of Absence Request Form.

At the time the LOA is granted, an expected date of return must be established. Unless an extension has been approved, failure to return to work within two working days after expiration of leave will be cause for termination.

Any employee receiving approval for a leave of absence must see the Human Resources Officer before leaving to complete any appropriate forms.

Misrepresenting the purpose for the LOA will be cause for termination. Employment with another organization not specifically approved in the terms of the LOA is not allowed and will be cause for termination.

Seniority accrued at the time of departure will be carried over to the time of return. Time spent on LOA will not be credited toward the accrual of vacation time or any other time accrued benefits.

All LOA's are without pay; the employee may, however, use accrued personal time.

When the LOA expires, the employee will be given the first opening for which he or she is qualified.

During medical or maternity LOA's, the employees shall still be responsible for their portion of the group insurance premium covering themselves and, if applicable, their dependents. All amounts due for such insurance coverage shall be paid in advance each month. Medical coverage can be extended for six months during sick leave.

Employees on all other types of LOA may keep their insurance coverage by paying the entire premium for themselves, and if applicable, their dependents in advance.

If the employee decides not to carry insurance, there is a waiting period before eligibility for reinstatement of coverage.

## **7.11 Leave of Absence – Extended Illness or Maternity**

A LOA will be granted for employees unable to work as certified by a physician, because of illness, non-occupational injury, pregnancy and childbirth.

The medical leave will continue until the employee has provided a medical release. On any medical LOA, your position and salary can be held open for up to six weeks for your return. From six weeks to ninety days a position at a comparable level and salary will be offered. After ninety days and until six months, any job may be offered. After six months, based on business necessity, a position may no longer be offered.

Management may request a doctor's statement at any point during the LOA to confirm continued inability to work.

Insurance coverage can be continued by paying the employee premiums for up to six months. After six months, the employee may reapply for insurance after returning to work.

Upon return from a medical LOA, the employee will be required to provide a doctor's statement confirming his or her ability to fully perform all job functions.

It is very important that you return to work on the day your approved LOA expires. If you are unable to return as scheduled, your supervisor must approve an extension. Failure to return when scheduled will subject you to disciplinary action or even termination.

## **8 VEHICLE POLICIES**

### **8.1 Introduction**

Employees operating company owned vehicles must have a valid driver's license and are expected to maintain a driving record clear of any violations. Any employee who operates a company owned vehicle that has had two or more moving violations in either his/her personal vehicle or a Company vehicle in the past three years might be subject to disciplinary action. Any employee who operates a company-owned vehicle as part of his or her normal job and whose driver's license is suspended or revoked will be subject to disciplinary action that may include termination. Any employee operating a company owned vehicle is expected to obey all traffic laws.

### **8.2 Speed**

When operating company vehicles, employees are expected to comply with all laws and ordinances. Operation of company vehicles at speeds in excess of the posted speed limit is a violation of company policy.

Lower speeds are safer for you and for others on the road. The severity of property damage and injuries in case of accident is less at lower speeds. Maximum vehicle efficiency is achieved at speeds of 30-40 m.p.h. Employees are expected to recognize these facts and reflect them in their driving patterns. Speeding or reckless driving is never justified by any business need, and will not be tolerated.

### **8.3 Driving Privileges**

**THE USE OF SEAT BELTS IS MANDATORY!**

Employees should use the same care in handling company vehicles as they do their own. In particular, excessive acceleration and braking are to be avoided. They are hazardous and increase vehicle maintenance costs.

Under no circumstances are vehicles to sit idling when unattended. Vehicles should not be operated when maintenance is indicated. When in doubt, cease operation and ask your supervisor for instructions.

### **8.4 Citations**

Employees are responsible for all parking or traffic citations received while operating a company vehicle. Upon returning to the office after receiving a citation, the employee must immediately give a copy of the citation to his or her supervisor. Failure to do so will subject the employee to disciplinary action.



## **8.5 Professional Image**

As the leading company in our industry, we are expected to maintain a professional appearance. With this in mind, each department manager is responsible for verifying that each vehicle assigned to his/her department is washed weekly, that the interiors are kept clean and uncluttered, and that all damage is promptly reported and repaired. Consequently, employees are required to report all damage or unusual events to the supervisor by the end of the shift.

Vehicle drivers are expected to wash and clean vehicles as necessary.

## **8.6 Vehicle Use**

At no time shall the operator of a company vehicle give rides to non-employees. No one other than the assigned employee shall operate a company owned vehicle.

## **8.7 Vehicle Inspection**

All employees who operate a company vehicle shall inspect said vehicle at the beginning of every work day. This inspection will include reporting any new damage, inspection of tires and vehicle fluids, and walking around the vehicle to inspect for loose items, proper operation of all lights, turn signals, and wipers. Any item attached to the vehicle (i.e. ladders) will be physically tested to ensure they are secure. Any vehicle malfunctions will be reported to the Operations Manager immediately to determine serviceability.

## **8.8 Parking**

Employees are expected to park company vehicles legally, properly locked, and in a location that is not unreasonably costly given available alternatives. Employees are responsible for paying all parking citations, and may be held responsible for unreasonable parking fees. Such costs will be withheld from an employee's pay, including his/her final check.

## **8.9 Smoking**

Smoking is prohibited in Sonitrol owned vehicles.

## **8.10 Reporting of Accidents**

If you are involved in an accident, notify the police department immediately. Don't move the company vehicle until instructed to do so by the police. For your own protection, it is important that you do not discuss the events or causes of the accident with anyone other than a law enforcement officer or your supervisor. You should notify your supervisor immediately. The Human Resources Officer should be contacted immediately so that a post-accident drug test is ordered.

### **8.11 Employee Safety Record**

Supervisors will maintain a record of each employee's compliance with safety policy. This record will be a part of the employee's review and referred to if disciplinary warnings are necessary.

### **8.12 After Hours Vehicle Storage**

Company owned vehicles shall remain at the office at the end of the workday or at the home of the designated driver. Consult with your manager for the preferred parking place.

Exceptions are those vehicles that are in service for after hours on-call or other special circumstances allowed by management.

### **8.13 Inventory Stocked Vehicles**

Vehicles carrying company inventory and/or tools are subject to inspection and count without prior notice to the driver. The Inventory Manager will conduct an inventory at least monthly. Drivers are responsible for the safekeeping of the inventory on their vehicles.

### **8.14 Gasoline Receipts**

Gasoline purchases are made with a company owned credit card. Gasoline receipts must be turned in at the end of each month. Charges that are not substantiated with a receipt can be considered a personal purchase and, therefore, deducted from the driver's paycheck. Personal purchases are prohibited from being placed on a company card.

## **9 COMPANY CELL PHONES**

### **9.1 Introduction**

Sonitrol of North Central Florida may make a cell phone available to its employees. Company cell phones fall under one of the following designations: General Use or Employee Specific.

If an employee chooses to use a personal cell rather than a Sonitrol provided cell, employee will receive reimbursement of half the monthly service charges up to \$25.00.

### **9.2 General Use**

General Use Phones are phones provided by the company that are for use of all Sonitrol Employees when designated necessary by Management. These phones are not assigned to any specific employee for use. The following guidelines apply:

- Personal use of these cell phones is limited to emergency situations.
- These cell phones are to be used to make and receive traditional phone calls and direct connect calls only. Web/internet use, text messaging and use of recreational applications are prohibited.
- These cell phones are to be returned to the office every evening and put on the charger.
- In the event that the cell phone is lost or broken, you are to notify the office immediately, if possible, or at the end of the day.

### **9.3 Employee Specific**

Employee Specific Phones are phones provided by the company that are for the use of a specified employee. The following guidelines apply:

- Personal use of these cell phones is limited to emergency situations.
- Voicemail greeting is required to be professional and up to date at all times.
- All voicemails must be returned the same business day.
- Voicemail, email and text must be checked often throughout the day and all replied to promptly.
- Any cell phone provided by SNCF is subject to GPS tracking.

- Any accessories; holders/special chargers not included with phone; headsets; batteries; apps; and others are not provided by SNCF.
- Care and maintenance of cell phone is the responsibility of the employee. Any phone damaged or mistreated while in the care of the employee, the cost of the replacement phone will be deducted from the following paycheck.

## **10 EXPENSES**

### **10.1 Introduction**

The following is a comprehensive guide to the SNCF expense policy and procedures for the reporting and reimbursement of expenses. Any manager who approves expense reports should be familiar with this policy—authorizing an expense report indicates to SNCF that the expenses reported are legitimate, reasonable, and comply with this policy.

### **10.2 Company Credit Card Purchases**

Receipts for purchases made with company credit cards are to be turned in each day. All receipts should be labeled with the name of the purchaser, the purpose of the purchase, and any applicable details (such as job/service ticket number, vehicle number, mileage, etc.).

Purchases not supported by a receipt may be supported by a receipt affidavit.

All charges to the company credit card that are not supported by a receipt or affidavit will be deducted from the employee's payroll, treated as an unauthorized personal purchase, and may result in disciplinary action up to and including termination.

### **10.3 Company Supplies, Other Expenditures**

Only authorized persons may purchase supplies in the name of SNCF. No employee whose regular duties do not include purchasing may incur any expense on behalf of SNCF. Without a properly approved purchase order, SNCF is not obligated for any purchase.

### **10.4 Expense Reimbursement**

Under ordinary circumstances, it is the policy of SNCF to reimburse travel expenses on the basis of actual expenses involved. Persons traveling on SNCF business are entitled to transportation, hotel accommodation, meals, and limited incidentals (for example, taxis and telephone calls) that meet reasonable and adequate standards for convenience, safety, and comfort.

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## **11 EMPLOYEE COMMUNICATIONS**

### **11.1 Employee Relations**

We realize that our strength and future growth depend directly upon the contribution made by every employee of the organization. We also know that high productivity and efficiency result from individual job satisfaction and happiness. Our aim is to:

- Regard each employee/applicant equally, without prejudice or discrimination based upon race, color, religion, national origin, gender, age, marital status, or physical handicap, as provided by law.
- Provide training for all employees, in order that you may fully understand your job and perform it in the best possible manner.
- Encourage you to discuss freely with management any improvements or suggestions in working conditions or procedures that affect your welfare or the welfare of the company.

We will maintain reasonable hours of work, good employee benefits and the best possible working conditions for everyone.

We will treat all employees fairly and attempt to settle any problems promptly by use of the grievance procedures outlined in this handbook.

### **11.2 Open Communication**

SNCF encourages employees to discuss any issues they may have with a co-worker directly with that person. If a resolution is not reached, employees should arrange a meeting with their direct supervisor. If the concern, problem, or issue is not properly addressed, employees should contact the Human Resources Department. Any information discussed in an Open Communication meeting is considered confidential, to the extent possible, while still allowing management to respond to the problem. Retaliation against any employee for appropriate usage of Open Communication channels is unacceptable.

### **11.3 Incident Reporting**

In the event an employee of SNCF is involved in an incident or altercation while at SNCF's offices, on a job site or while traveling for work, an Incident Report form must be completed and turned in to the employee's supervisor. These reports are for the investigation of incidents whether or not the employee was at fault. These reports can be used in the event disciplinary action is required but do not necessarily mean disciplinary action will be taken.

## **11.4 Staff Meetings**

In order to keep the communication channels open, SNCF implements a once-a-quarter company-wide staff meeting. Employees receive communications from Human Resources about the agenda and discussion topics every quarter.

Other staff meetings may be called as needed. Failure to appear at a staff meeting to which an employee has been summoned may result in disciplinary action.

## **11.5 Suggestions**

SNCF encourages all employees to bring forward their suggestions and good ideas about making SNCF a better place to work and enhancing service to SNCF customers. Any employee who sees an opportunity for improvement is encouraged to talk it over with management. Management can help bring ideas to the attention of the people in the organization who will be responsible for possibly implementing them. All suggestions are valued.

## **11.6 Closing Statement**

Successful working conditions and relationships depend upon successful communication. It is important that employees stay aware of changes in procedures, policies, and general information. It is also important to communicate ideas, suggestions, personal goals, or problems as they affect work at SNCF.

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## **12 INVENTORY & WAREHOUSE**

### **12.1 Access**

No employee is to add or remove any items directly to or from inventory or the warehouse. The warehouse is overseen by an Inventory Controller.

### **12.2 Ordering & Obtaining Materials**

Any materials that are needed for a job or service project should be requested from the Inventory Controller. The Inventory Controller will be able to provide you with whichever forms might be necessary to receive your parts.

There is a designated space in the warehouse where “kitted” parts are stored. These parts have already been assigned to technicians for specific jobs or service tickets. Do not remove these parts for any reason other than their assigned purpose.

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## 13 JOB SITE CONDUCT

- All company policies and directives should be considered at all times.
- Keep site free of clutter so that safe conditions can be maintained and company image is maintained.
- Equipment not directly needed for job at hand should be put away.
- At the conclusion of every work day all tools and equipment not yet installed should be stored in locked vehicle or brought back directly to warehouse when warranted or requested.
- No property of SNCF shall be stored at an employee's home.
- At the conclusion of every work day every area of every job site should be picked up as if no one from SNCF will be returning the next day.
- Pre planning shall apply to all duties performed. Preplanning includes but is not limited to: hardware shopping lists; inventory requirements; confirmation of appointments; all paperwork ready and organized; job plans clarified and questions answered about wiring/device diagrams if necessary; tools and rental equipment present and/or confirmed for pickup/delivery, etc.
- A minimum of one morning check in and one afternoon check in is required either in-person, via text, email or phone call to the office.
- No one not directly authorized by SNCF shall be invited on to any job site for any reason.
- Keep all company information, including client information and any business related information, confidential.
- Do not discuss negative opinions of SNCF with other SNCF employees, clients, possible clients, or employees and associates of clients.
- At no time is yelling, screaming, fighting, or any act of aggression at work acceptable. It is the responsibility of each employee to keep their cool in the presence of clients, associates, and other employees.
- Communication with subcontractors, vendors, suppliers of any type shall be professional, clear, and concise at all times.
- All codes and applicable laws shall be followed when installing and servicing devices and/or systems.
- All work should be neat and professional so both employee and company can share in taking pride in the completed job and manner in which it was completed.
- Any installation or service work found to be executed in a sloppy and unprofessional manner will result in a redo. Excessive requests to redo work for this reason will result in disciplinary action and possible termination of the employee.

## 14 HANDBOOK ACKNOWLEDGMENT

I acknowledge that I have received a copy of the SNCF Employment Policies, and I do commit to read and follow these policies.

I am aware that if, at any time, I have questions regarding SNCF company policies I should direct them to my manager or the Human Resources Department.

I know that SNCF company policies and other related documents do not form a contract of employment and are not a guarantee by SNCF of the conditions and benefits that are described within them. Nevertheless, the provisions of such SNCF company policies are incorporated into the acknowledgment, and I agree that I shall abide by its provisions.

I also am aware that SNCF, at any time, may on reasonable notice, change, add to, or delete from the provisions of the company policies.

\_\_\_\_\_  
Employee's Printed Name

\_\_\_\_\_  
Position

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date



## 15 DRUG FREE WORKPLACE PROGRAM RECEIPT

I hereby acknowledge that I have received a copy of the Company's Drug Free Workplace Program. I also acknowledge that I have received a full and complete explanation of the Program, including all policies and the availability of an Employee Assistance Program.

I further state that I have read or will read, or have had or will have read to me, all sections of this Drug Free Workplace Program. I understand that violation of any provision of this policy may lead to disciplinary action up to and including termination of employment, and that I may forfeit my workers' compensation benefits.

Finally, I agree that neither the issuance of these policies, nor the acknowledgment of its receipt, constitutes or implies a contract of employment or a guaranteed right to recall.

\_\_\_\_\_  
Date Received

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

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

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness