



# Employee Handbook

April 1, 2020

Brock Lawn and Pest Control, Inc.

# PROPRIETARY USE

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# WELCOME LETTER

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Since the inception of its pest control business, the Brock Family has endeavored to provide a safe and pleasant work environment for all team members and provide excellent service to its customers and the community in which we serve. To maintain the high level of quality and reliability that has been established over the years, each team member is expected to uphold our commitment to customer service, cooperation, teamwork, safety and productivity. The policies and procedures contained in this handbook are designed to support these goals.

Since 1968, the Brock Family has been serving the Florida Panhandle and participating in numerous professional and community organizations.

I want to welcome you to Brock Lawn and Pest Control, Inc. and thank each of you for your contribution to the Company's success.

Sincerely,

A handwritten signature in green ink that reads "TIM".

Timothy S. Brock  
President/CEO

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# INTRODUCTION

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## PURPOSE OF HANDBOOK

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The purpose of this handbook is to provide general information regarding the policies, practices, benefits, standards and safety rules of Brock Lawn and Pest Control Inc. (BLPC).

The Company reserves the right to alter the content, terms, and application of the policies, practices, benefits and rules presented herein. These changes may be implemented even if they have not been communicated, represented or substituted in this handbook.

Every team member is expected to read, understand and comply with the terms of this handbook and any subsequent alterations and revisions. Any questions regarding the contents of this handbook shall be directed to the immediate supervisor, a manager, or a Company Officer.

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## EMPLOYMENT-AT-WILL

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*Employment with Brock Lawn and Pest Control Inc. is “at will,” which means the employment relationship is voluntarily entered into, and both the employee and the Company have the right to terminate the employment relationship at any time with or without notice or cause. Neither this document nor any other Company communication or practice creates a contract for employment. Nothing in this document or other Company communication, implied or construed, changes the fact that employment is “at will” for an indefinite period unless terminated by the employee or the Company. Furthermore, no employee or representative other than the President of the Company, Tim Brock, has the authority to enter an employment contract, to change the at-will relationship, or to make any agreement contrary to the foregoing. Any such agreement must be in writing and signed by the Company President.*

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## COMPANY HISTORY

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In 1966, Ernest Brock began providing pest control services in the Florida Panhandle area. His son, Douglas Brock, joined the family business in 1968. Douglas Brock opened Douglas Pest Control in 1973 and later changed the name to Douglas Brock Pest Control Inc. Perpetuating the family’s third generation of leadership, Tim Brock joined the Company in 1997 and now serves as President/CEO of Brock Lawn and Pest Control, Inc. (BLPC).

Brock Lawn and Pest Control provides a variety of residential and commercial services including general household pest and rodent control; termite control and inspections; lawn and ornamental services; wildlife removal; and mosquito control. Through the eco-friendly pest management systems, Brock enhances the safety, health and quality of life for its customers.

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## VISION

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To be recognized by our customers, our team members and experts in our industry as the best company in the markets we service.

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## MISSION

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To protect and enhance the value and beauty of every customer's home, business and property while exceeding their expectations every step of the way.

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## COMPANY CORE VALUES

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To support the overall mission and vision of the Company, the following values have been established to guide business operations and decisions. Brock Lawn and Pest Control Inc.:

- **Quality**

We must do everything the best possible way. We are completely committed to high standards in all aspects of our business. To ensure quality we will:

- Use the best materials available and continually enhance our service offerings.
- Hire the best team and develop new leaders through mentoring and training.
- Provide the best service and continually look for opportunities to improve.
- Commit to the safest work environment with no compromises and continual vigilance.

- **Leadership**

We are a leader in our industry and our community and therefore dedicated in being the best in all that we do. As a leader, we will:

- Deliver high standards in quality and service.
- Be good environmental stewards.
- Act with integrity and professionalism with our employees, clients, vendors and peers.
- Maintain an image that supports our mission.

- **Teamwork**

We strive to work together with our customers, vendors, team members and the entire community. To foster teamwork, we will:

- Show respect for all.

- Support cooperation.
- Adapt to the ever-changing work environment.
- Provide effective communication to all.

- **Stewardship**

The efficient use of labor and materials results in a profitable company. Being profitable enables us to:

- Reinvest in new equipment, processes, facilities, and people to help us grow.
- Provide for growth and opportunities for our team.
- Help our team provide for themselves and their families.
- Give back to the community.

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**GOVERNING PRINCIPLES**

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**Own Excellence**

Make it yours: Integrate it into the way you do life

**Uphold Integrity**

A life of integrity invites the trust of those around you

**Choose Trust**

Decide in advance to believe the best about each other and expect the best from each other

**Maximize Time, Energy and Resources**

You are a steward of your time, energy and resources, as well as the company's, steward wisely

**Treat others the way I want to be treated**

Would I consider this right if I were on the other side of the table? Give loyalty publicly, clarify and correct privately.

**Be a Team Player**

Own the whole, own all the pieces, and work your own piece.

Brock Lawn and Pest Control Inc. wants each team member to know the value of his or her job and how it contributes to the total success of the Company. Company management is committed to keeping the team members informed about job responsibilities and any changes in expectations or duties. BLPC maintains an open-door policy and encourages team members to discuss at a convenient time any job-related concerns.

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**COMPANY OFFICERS**

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Brock Lawn and Pest Control Inc. is a family-owned and managed corporation. Its Company Officers include President/CEO and owner Tim Brock and Executive Vice President Derek Pumphrey.

# POLICIES

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## EQUAL EMPLOYMENT OPPORTUNITY

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Brock Lawn and Pest Control Inc. requires its employees to treat all people with respect and dignity. To that end, the Company is committed to providing a work environment free from hostility, intimidation and discrimination. It is the policy of Brock Lawn and Pest Control to make all employment decisions without regard to race, color, religion, national origin, age, sex, disability, genetic information, marital status, veteran status, or other protected status. This policy extends to all terms and conditions of employment including but not limited to recruitment, selection, placement, compensation, benefits, training, and evaluation.

Brock Lawn and Pest Control adheres to the policy of hiring only individuals who are lawfully authorized to work in the United States. In accordance with federal law, every new employee must provide proof of eligibility to work in the U.S. upon employment. Failure to provide such evidence on a timely basis will result in termination.

In compliance with the Americans with Disabilities Act and its amendments, BLPC prohibits illegal discrimination against any qualified applicant or employee based on disability. The Company will make reasonable accommodation for any applicant or employee with a disability, provided the individual is otherwise qualified to safely perform the essential functions of the job and such accommodation does not create an undue hardship or significant expense to the Company. Any employee or applicant with a physical or mental disability must inform the Company President if reasonable accommodation is needed to perform the essential functions of the job.

Any concerns regarding equal employment opportunities or workplace discrimination must be immediately brought to the attention of his or her supervisor, manager, or the Company President. Employees have the right to raise the issue of discrimination or harassment at any time without fear of reprisal.

Any form of discrimination, intimidation or hostility that is based on protected status is specifically prohibited by company policy and may constitute a violation of state and/or federal law. An employee who is found to be in violation of this policy shall be subject to immediate disciplinary action, up to and including suspension or termination of employment.

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## HARASSMENT

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Brock Lawn and Pest Control, Inc. is committed to providing a work environment free from all forms of unlawful discrimination, intimidation, bullying and harassment. Employees must treat all persons with dignity and respect. Any comment or conduct related to race, color, religion, national origin, age, sex, sexual orientation, gender identity or expression, disability, genetic information, marital status, veteran status or other protected status which fails to respect the feelings of an individual is strictly prohibited by Company policy and may constitute a violation of state and federal law. Furthermore, any form of retaliation against any individual who complains of workplace discrimination, files a charge of discrimination, or participates in an employment discrimination

proceeding is illegal and strictly prohibited. This policy applies to all employees and covers all forms of illegal workplace discrimination and harassment, including sexual harassment by co-workers, supervisors, and third parties such as customers or vendors.

Illegal harassment may include, but is not limited to jokes, verbal abuse, epithets, degrading comments, display of objects or pictures, or other unwelcome and offensive conduct based on protected status. The prohibition of harassment extends to sexual harassment, which is defined as unwelcome sexual advances, requests for sexual favors or other verbal or physical behavior of a sexual nature when:

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

No employee—male or female—should be subject to sexual harassment. Sexual harassment does not refer to occasional compliments of a socially acceptable nature, rather it is behavior that is unwelcome, is personally offensive, debilitates morale, and interferes with work effectiveness. Such behavior may include, but is not limited to: unwanted sexual advances; subtle or overt pressure for sexual favors; sexual jokes; innuendoes; propositions; verbal abuse of a sexual nature; graphic language; improper touching, pinching or assault; coerced sexual acts; suggestive, insulting, or obscene comments or gestures; workplace display of sexually suggestive objects or pictures; and other unwelcome physical, verbal or visual conduct of a sexual nature or based on an individual's sex, gender identity or sexual orientation.

Hostile environment harassment is a form of harassment that exists when the workplace is permeated with discriminatory intimidation, ridicule or insult that is sufficiently severe or pervasive as to alter the conditions of a victim's employment and create an abusive work environment.

Employees have the right to raise the issue of illegal harassment in good faith at any time without fear of retaliation or reprisal. Any employee who observes or is subjected to conduct he or she believes is harassment is encouraged to inform the offender that the behavior is unwelcome and offensive. If, for any reason, the employee is uncomfortable in confronting the offender, the confrontation does not successfully stop the behavior, or the employee is retaliated against because of making the complaint, the employee must immediately report the conduct to his or her supervisor, a manager, or the Company President. Supervisors and managers must immediately report all incidences or claims of harassment to the Company President. Allegations of harassment will be promptly investigated with due regard to confidentiality and may be raised anonymously.

Any employee found to be in violation of this policy is subject to immediate disciplinary action, up to and including suspension or termination of employment.

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## WORKPLACE VIOLENCE

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To ensure the safety and welfare of its employees, BLPC strictly prohibits any form of workplace violence including any threat or act of physical or emotional harm such as: threats of violence; physical injury to another person; aggressive or hostile behavior that reasonably creates a fear of injury or

emotional distress; intentional damage to property; brandishing a weapon; or acts of intimidation, coercion or harassment. The Company will not tolerate any talk or jokes about violence. Any employee who threatens or engages in violent conduct is subject to immediate disciplinary action, up to and including suspension or termination of employment.

BLPC reserves the right to limit access to its property to those with a legitimate business interest and to enter or inspect, with or without notice, all work areas including, but not limited to: work stations, desks, computers and storage disks, lunch boxes, purses, briefcases, and vehicles.

No employee should have an expectation of privacy when using Company equipment and/or vehicles. The Company provides several electronic tools, including telephone systems, voice mail, facsimiles, computers, global positioning systems (GPS), and other devices, for business use. During business operations, an employee's private communications or activities may be monitored, overheard or intercepted. Any comment or behavior—private or otherwise—that constitutes a threat may be used as the basis for disciplinary action.

Each employee is responsible for preventing workplace violence. Any incident that may constitute a violation of a workplace safety or security policy must be reported immediately to a supervisor, manager, or Company Officer. All reports will be promptly investigated with due regard to confidentiality, and steps will be taken to ensure workplace security. If there is an imminent threat of violence, the employee should contact local law enforcement and then notify a member of management of the incident.

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#### **WORKPLACE MONITORING AND SEARCHES**

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To enhance workplace safety and security, Brock Lawn and Pest Control, Inc. reserves the right to monitor workplace areas, business equipment, and employee activities using global positioning systems (GPS), software programs, or other surveillance or monitoring systems. Employees shall have no expectation of privacy in work-related areas or regarding the use of Company equipment or vehicles. To the extent allowed by law, the Company or its designated representatives may search, with or without prior notice, work areas and personal effects brought onto Company or customer property including, but not limited to: computers and computer storage disks; telephone systems, voice mails, e-mails, facsimiles, lunchboxes, briefcases, purses, desks, lockers, and vehicles.

Any policy violation that is indicated or evidenced through workplace monitoring or search may result in disciplinary action, up to and including suspension or termination of employment.

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#### **TOBACCO USE**

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To promote employee safety and health and comply with the Florida Clean Indoor Air Act, as amended, BLPC prohibits smoking and the use of electronic cigarettes and other tobacco products in enclosed workplace areas including, but not limited to: Company buildings, Company vehicles, and on Company or client premises.

Any employee who chooses to smoke, vape or use smokeless tobacco must do so during break periods in designated areas located outside enclosed work areas.

Failure to abide by this policy may jeopardize the safety of employees and facilities and may constitute a violation of state law. An employee who violates this policy is subject to immediate disciplinary action, up to and including suspension or termination of employment and regulatory fines.

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## **PERSONAL RELATIONSHIPS**

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Personal relationships, such as family, romantic and intimate associations in the workplace may lead to conflicts of interest, favoritism, claims of sexual harassment, and other problems that can create liabilities and impair employee morale and productivity. Therefore, the Company strongly discourages dating and romantic relationships between co-workers and strictly prohibits such relationships between supervisory and subordinate employees. While BLPC typically does not hire individuals, who are related by blood, marriage, or similar relationship, an exception may be made to Company Officers and their family members for the purpose of supporting continuity of business operations.

For purposes of this policy, “related by blood or marriage” refers to the employee’s: spouse, parent, child, sibling, in-law, grandparent, grandchild, aunt, uncle, cousin, niece, nephew, or step relative. The term “related” also refers to individuals with whom an employee has a close personal relationship like that of persons related by blood or marriage, such as a domestic partner, cohabitant or significant other.

“Dating” and “romantic relationships” include, but are not limited to casual dating, serious dating, sexual involvement, cohabitation, and any other conduct or behavior normally associated with romantic, intimate, or sexual relationships. Restrictions on romantic relationships apply regardless of the employees’ sexual orientation and apply equally to opposite-sex and same-sex relationships.

Any personal relationship that develops or exists between employees must be immediately disclosed to the Company President. Brock Lawn and Pest Control reserves the right to take prompt action if a potential or actual conflict of interest arises between employees that may affect employment decisions or the work environment. When a conflict or potential conflict of interest arises because of a personal relationship between employees, even if there is no line of authority between the two, the employees may be separated by reassignment, transfer or termination of employment.

Failure to disclose a personal relationship on a timely basis may result in disciplinary action, up to and including immediate suspension or termination of employment.

This policy shall be implemented in a nondiscriminatory manner and in accordance with applicable laws.

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## **CONFLICTS OF INTEREST**

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Employees of BLPC must avoid activities, transactions, and relationships that conflict with the interests of the Company or adversely impacts its reputation. Examples of conflicts of interest include, but are not limited to, when an employee or a member of the employee’s immediate family:

- Accepts or solicits a gift, favor or service that is intended or may appear to influence the employee’s decision-making or professional conduct.
- Accepts, agrees to accept, or solicits money or other tangible or intangible benefit in exchange for the employee’s favorable decisions or actions in the performance of his or her job.

- Accepts employment or compensation or engages in any business or professional activity that may require disclosure of the Company's confidential information.
- Engages in the same or a similar line of business that is conducted by BLPC
- Invests or holds a financial interest in a company which is a competitor of or supplier to the Company; or,
- Takes any action that is contrary to the Company's interests.

For purposes of this policy, members of the employee's immediate family include: the employee's spouse, children, and any other person sharing the same home as the employee.

Employees must immediately disclose any actual or potential conflict of interest to the Company President. Any employee who fails to disclose such information on a timely basis or does not satisfactorily resolve such conflict of interest is subject to disciplinary action, up to and including suspension or termination of employment.

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### CONFIDENTIAL INFORMATION

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The protection of confidential employee, customer, and Company information is vital to the success of BLPC. The Company has established procedures to prevent, identify and mitigate breaches of information security and to comply with the Florida Information Protection Act.

To ensure information security, the Company prohibits the unauthorized collection, access, use, storage, disclosure, transmission, and disposal of confidential personal information of customers, employees and job applicants. This includes unauthorized copies of information and storage on personal electronic devices or personal files. It is the responsibility of each employee to protect and secure all data and records containing personal information of individuals-regardless of format-including but not limited to:

- Names, including first name or first initial and last name.
- Address.
- Social Security Number.
- Driver's License/Identification card number, passport number, military identification number, or other number issued on a government document used to verify identity.
- A financial account number, credit or debit card number.
- Financial account security code, access code or password.
- Medical history, mental or physical condition, medical diagnosis or treatment or genetic information.
- Health insurance policy number or subscriber identification number used by a health insurer to identify an individual.
- Username or email address with a password or security question and answer that would permit access to an online account.
- Company marketing and pricing strategies.
- Company documents and records.
- Trade secrets and other business practices; and,
- Other confidential information.

Some employees may be required to sign a Noncompeting/Nondisclosure/No solicitation Agreement as a condition of employment.

No employee can collect, store, access, use, transmit, disclose, or dispose of confidential personal information unless he or she is authorized and has a legitimate business purpose. The employee must protect such information during and after the term of employment.

Any breach or suspected breach in information security must be immediately reported to the Company President. The Company will promptly investigate the incident, evaluate the risk of identity theft, and implement steps to mitigate the adverse impact on affected individuals and the company.

Any violation of this policy, including the improper or unauthorized collection access, use, transmission, storage, disclosure or disposal of confidential or personal information or failure to report an information security breach, may result in immediate disciplinary action, up to and including suspension, or termination of employment and prosecution under applicable state and/or federal law, even if the employee or individual does not directly or indirectly benefit from the disclosure of information.

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### **ELECTRONIC COMMUNICATION**

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BLPC provides several electronic communication devices, such as telephones, wireless communication systems, facsimiles, global positioning systems (GPS), computers and tablet devices with internet services, and other equipment for business purposes. Therefore, it is necessary to limit personal use of such tools to an absolute minimum. Please instruct family members and friends to limit phone calls, texts and emails during work hours to those that are urgent and important.

Employees shall not have any expectation of privacy with respect to business or personal communications sent, received or stored on the company's email, voicemail, computer, facsimile, or other communications equipment. Any electronic messages sent or received, such as memos, forms, letters, and documents created by an employee during the scope of his or her employment are considered property of BLPC.

The Company provides wireless communication devices to field and other employees with limited personal use. If the employee exceeds his or her personal minute or data usage allocation, additional charges may be payroll deducted.

Use of electronic communications equipment and systems are subject to the following conditions:

- Any data, records or messages created transmitted or stored on the company's computer, voicemail, facsimile, email or other electronic equipment are considered property of the company and may be accessed by authorized employees or agents of BLPC for the purposes of monitoring compliance with policies and regulations, conducting internal investigations, or managing the Company's resources.
- Extreme caution must be used when sending confidential or sensitive information. E-mail, facsimiles, voice mail message and other communications may be disclosed to or read by individuals other than the intended recipients due to a variety of system and human errors that may result in inadvertent disclosure.
- Employees using the electronic mail system will be assigned an account and must use a confidential password to gain access. Any communication sent from the employee's account is that employee's responsibility. Passwords, therefore, must not be disclosed and should be

changed on a periodic basis. No employee can use another employee's e-mail account or password.

- When using e-mail, an anti-virus program must be used to screen files and software. Failure to detect viruses could result in corruption or damaged to files, unauthorized entry into the Company's computer network and a breach of security.
- Limited personal use of the electronic devices is permitted provided such use is conducted during break or lunch periods and does not:
  - Interfere with employee productivity or business operations.
  - Disclose confidential or proprietary information.
  - Include internet sites that could be deemed offensive.
  - Constitute unethical, improper or illegal conduct; or,
  - Cause embarrassment or harm to the Company or its employees or customers.
- Long distance calls shall not be charged to BLPC unless prior arrangements are made to reimburse the Company for the fees.
- Unauthorized access or disclosure or disclosure of confidential information via electronic mail to a party not entitled to the information is strictly prohibited.
- The execution of contracts by electronic mail is strictly prohibited. All contracts must be executed through normal channels and must be properly authorized in writing by management.
- Since large file transfers or excessive storage may deplete system resources, consideration shall be given to system limitations.
- Any participation in social networks, news groups, mail lists, bulletin boards, or other discussion forums, must be restricted to business purposes.
- Any message that may act as the "voice" of the Company or is publicly distributed using Company equipment must be approved in advance by the Company President.
- Unless sending an approved official message, any employee who comments on any aspect of the Company's business must include a disclaimer that the views are his or her own and not those of the Company.
- Any identification of an employee, including username, picture, logo, or profile web pages shall not use the Company logo, trademarks, or other intellectual property without prior approval from the President.
- Employees must observe all copyright and trademark laws when installing, reproducing, downloading, or otherwise using software, materials from the internet, or other licensed or legally protected items.
- Use must not involve any prohibited activity including, but not limited to:
  - Illegal, fraudulent or malicious activities.
  - Activities on behalf of organizations with no professional or business affiliation with the Company.
  - Communication or storage of offensive, obscene, or defamatory material.
  - Annoying or harassing others.
  - Unwelcome or unsolicited e-mail of a personal nature.
  - Unauthorized use of another's identity or account.
  - Attempting to test, circumvent or defeat security or auditing systems without prior management approval; and,
  - Distributing or storing chain letters, solicitations, or other inappropriate materials.

BLPC reserves the right to monitor employee usage of electronic systems through software and/or other tracking systems.

To prevent software infringement, employees may only use software as allowed by the software license agreement. Illegal duplication of software and other protected items is a violation of Company policy and federal copyright laws.

Any employee who violates the Company's policy regarding electronic communications is subject to immediate disciplinary action, up to and including suspension or termination of employment. Furthermore, any employee who uses such devices for illegal purposes or who gains access to unauthorized areas of the Company's computer system is also subject to civil and/or criminal prosecution.

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### **BLOGS & SOCIAL NETWORKS**

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The quantity of data on the Internet about individuals and organizations is growing exponentially. There is no guarantee of privacy on information communicated via the Internet and/or sent electronically.

If an employee fails to act responsibly, the information and content placed on the Internet or communicated via other media can have a harmful effect on our Company, employees, customers and others associated with our company.

All social-media activities (e.g., Myspace, You Tube, Facebook, Twitter, LinkedIn, Instagram, etc.) are subject to all existing company policies and may be accessed by the company for compliance monitoring at any time without prior notice.

The Company expects all its employees to be respectful, exercise good judgment and practice the highest degree of professionalism and confidentiality always.

Accordingly, all employees must adhere to these guidelines:

- If an employee creates or maintains a web site or blog about him/herself (e.g., Myspace, You Tube, Facebook, Twitter, LinkedIn, Instagram etc.), he/she must exercise good judgment, never posting confidential material regarding the company, customers or other employees. Postings/blogs or any related activity is not permitted during work hours.
- Never disclose information about the company, its customers, employees or vendors. Employees should not use the name, trademarks, logos, photos, or copy-protected material of the company or its clients.
- Content placed on the Internet or transmitted via other media, including texting, must not be potentially or actually defamatory, vulgar, sexual, racial, abusive, threatening, harassing, discriminatory, invasive of privacy, or injurious to the company or anyone who is now associated, or could become associated with the company.
- Do not identify yourself as a company employee on your personal social media site.

- Supervisors and managers are prohibited from the personal social media pages or sites of their subordinates
- Employees may not list their company e-mail address unless the social networking site, such as LinkedIn, is used purely for professional purposes.

A violation of this Policy may result in disciplinary action, up to and including termination of employment.

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#### OUTSIDE EMPLOYMENT

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An employee may hold an outside job if he or she meets the performance standards of his or her position with BLPC. All employees will be judged by the same performance standards, and will be subject to the Company's scheduling demands, regardless of any existing outside work requirements.

If the Company determines that an employee's outside work interferes with the requirements of his or her position with BLPC (which may change from time to time), the employee may be asked to choose between the outside employment and the job with BLPC.

Outside employment that constitutes a conflict of interest is prohibited. Employees may not receive any income or material gain from individuals outside the Company for products or services rendered while performing their jobs with BLPC.

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#### DRIVING/VEHICLE POLICY

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Vehicle accidents can be costly from the standpoint of human injury, lost work time, property damage, and increased insurance premiums. The purpose of this policy is to establish minimum qualifications for employees who drive within the scope of their jobs and standards for vehicle operation and maintenance.

An employee may operate a Company vehicle *only* if he or she is:

- Acting at the direction and with the specific permission of BLPC.
- A holder of no more than one driver's license.
- A holder of an appropriate and valid state driver's license for the class of vehicle in question.
- Approved by the Company's insurer and added to the list of authorized drivers on the Company's policy; and,
- Otherwise qualified under federal and state regulations to drive the vehicle in question.

Any employee who is taking a prescribed or over-the-counter medication that may impair his or her ability to safely drive or perform job duties must report such use to his or her supervisor. The employee may be temporarily re-assigned to other duties until treatment is completed.

Any employee responsible for operating a Company vehicle may be required to verify that he or she has an acceptable driving record. A driving record report may be ordered initially and periodically throughout the term of employment to verify the driving record of any employee who is subject to

operate a Company vehicle within the scope of his or her job. Any changes in driver's license status must be reported immediately to the Company President.

The following driving violations may render an employee ineligible to drive a Company vehicle:

- Consumption of an alcoholic beverage or illicit drug in a Company vehicle at any time, by passenger or driver.
- Driving a motor vehicle under the influence of alcohol, a controlled substance, or any drug that impairs driving ability.
- Refusing to submit to a test to determine drug or alcohol concentration while operating a motor vehicle.
- Using a motor vehicle in the commission of a felony.
- Unlawfully leaving the scene of an accident.
- Committing a major traffic offense over the prior 24-month period including, but not limited to: reckless or careless driving, or a major moving traffic infraction.
- Receiving a felony revocation of driving privileges or felony or misdemeanor driver's license suspension within the prior 24-month period; or,
- Unlawfully transporting a controlled substance.

While additional provisions may apply to positions requiring a commercial driver's license, any employee operating a personal or Company-owned vehicle while on Company business must:

- Observe applicable speed limits always.
- Obey all traffic rules and regulations.
- Avoid preventable distractions while operating a vehicle.
- Stop the vehicle in a safe location before attempting to input or search addresses using a GPS or global positioning system.
- Maintain the safety and security of chemicals, tools, equipment and other materials transported by the vehicle.
- Drive defensively and anticipate driving hazards such as bad weather or bad drivers.
- Report any accidents in which they are involved to the appropriate law enforcement agency and their supervisor; and,
- Assure the proper use of appropriate seat belts or restraint devices by all occupants of the vehicle.

Company employees may not use cell phones, smart phones, mobile devices, tablets or other electronic device to make or receive calls; read, send or receive text messages; view applications, take pictures or utilize the internet while operating a motor vehicle under any situation regardless of whether a hands-free device is used.

Only an approved, appropriately licensed, and properly insured employee may operate a Company-owned vehicle. Transport of non-Brock employees is prohibited. Authorization for use includes only Brock company business. If you are authorized to keep the vehicle at your home (this authorization is at the sole discretion of the company), the vehicle is to be used only to perform service work, travel from home to work and work to home. Any other use not authorized by management is prohibited.

Any Company vehicle in which the safety belt is inoperable cannot be used until the seat belt is repaired. Employees who discover an inoperable restraint system must report the defect to the Vice President of Operations. Prompt action must be taken to replace or repair the system.

Employees must also keep vehicles in clean and safe operating condition. Employees are responsible for overall vehicle appearance including washing, waxing, vacuuming and general cleaning. Employees are also responsible for maintenance to include, but not limited to tire pressure, oil and fluid levels. Employees are prohibited from smoking or vaping inside Company vehicles. An employee operating a Company-owned vehicle must notify the Vice President of Operations of any maintenance and repair needed by the vehicle.

Employees will be provided written instructions regarding accident procedures. The “In Case of Accident” card must be kept in each Company-owned vehicle and is intended to provide the employee with easy access to actions to be taken in the event an accident occurs. In general, the guidelines require employees to:

- Report traffic accidents to local law enforcement and then the supervisor.
- Avoid signing or making statements regarding their responsibility or fault for a traffic accident that occurs while they are operating a Company-owned vehicle.
- *Not* describing or explaining the accident to anyone except the appropriate law enforcement personnel, the supervisor, claims adjuster, or attorney for the Company’s insurance carrier.
- Obtain names, addresses, phone numbers and license numbers of other drivers and passengers involved; and,
- Collect insurance company contact information and the address and phone number of the law enforcement agency where the accident report will be prepared.

The Company is not responsible for any personal property left inside the vehicle or any fines related to speeding, parking, or other traffic violations. Furthermore, any employee who drives negligently, fails to report changes in license status, or otherwise violates this policy is subject to immediate disciplinary action, up to and including suspension or termination of employment.

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#### **WIRELESS COMMUNICATION DEVICES/SMART PHONES**

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Although cell phones, smart phones, radios, tablets and other wireless communication devices substantially increase accessibility and efficiency, they can also create hazardous distractions to those who are operating a motor vehicle. Therefore, to reduce accidents related to wireless communication devices, BLPC prohibits employees from talking, texting, taking pictures, e-mailing or otherwise using any wireless communication device while operating a motor vehicle, whether the employee has a hands-free headset or not. To avoid distractions that can lead to accidents, employees shall:

- Turn off wireless devices while driving.
- Allow incoming calls, texts or messages to go to voice mail or message file.
- Inform regular callers when you will be on the road and provide a schedule of availability.

While a wireless communication device may be provided for business purposes, no employee is expected to make or take calls or messages while operating a motor vehicle. Employees shall periodically check messages when it is safe to do so.

The Company provides wireless communication devices to field and other employees with limited personal use. If the employee exceeds his or her personal minute or data usage allocation, additional charges may be payroll deducted.

Since communications using wireless devices may be intercepted or overheard, care must be taken to avoid discussions involving confidential or sensitive information when using these devices.

Work related use of any wireless device for calls, emails or text messages after hours is prohibited unless this has been authorized in advance or in the case of an emergency. Under those conditions, if you make or receive a call, email or text message that is work related, you must record this time on your weekly time sheet.

Employee use of personal cell phones or wireless devices is prohibited during work hours. While employees may use their personal communications devices during breaks and meal periods, such devices must be turned off or put in a “no ring” mode during work time to avoid distracting others. Exceptions may be granted under extenuating circumstances.

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## **DRUG-FREE WORKPLACE POLICY**

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The influence of on- and off-the-job use of drugs and alcohol may pose serious health and safety risks to the user, co-workers, customers and the public. In efforts to ensure the well-being of its employees and customers, BLPC has adopted and implemented the following Drug-free Workplace Policy in accordance with §440.101-440.102, Florida Statutes, and Administrative Rules 69L-9 of the Division of Workers’ Compensation.

### **GENERAL STATEMENT**

It is the policy of BLPC to prohibit the use, sale, distribution, dispensation, manufacture or possession of illegal drugs or controlled substances, or the unauthorized use of alcohol while on Company or customer premises, while on duty, or while operating Company vehicles. The Company also prohibits reporting to work or working under the influence of drugs and/or alcohol to the extent of possible impairment, whether resulting from on-or off-the-job use, unless such use is prescribed by a licensed physician. The abuse of prescribed or over-the-counter medications will be treated in the same manner as the abuse of illegal drugs. Any employee found to be in violation of this policy is subject to immediate disciplinary action, up to and including suspension or termination of employment—even for the first offense.

### **DEFINITIONS**

“Drug:” alcohol, including a distilled spirit, wine, a malt beverage, or an intoxicating liquor; an amphetamine; a cannabinoid; cocaine; phencyclidine (PCP); a hallucinogen; methaqualone; an opiate; a barbiturate; a benzodiazepine; a synthetic narcotic; a designer drug; or a metabolite of any of these substances.

“Legal Drug:” a prescribed drug or nonprescription medication that has been legally obtained and is being used for the purpose for which it was prescribed or manufactured.

“Illegal Drug:” Any drug that: (a) is not legally obtainable; (b) may be legally obtainable, but has not been legally obtained; or, (c) is being used in a manner or for a purpose other than as prescribed.

“Job Applicant:” a person who has applied for a position with the employer and has been offered employment conditioned upon successfully passing a drug and alcohol test and may have begun work pending the results of such test.

## TESTING OF APPLICANTS

All applicants who are considered final candidates for employment with BLPC will be tested for the presence of drugs and alcohol as part of the screening process. Applicants will be required to sign an acknowledgment, consent and release form.

## TESTING OF EMPLOYEES

Employees of Brock Lawn and Pest Control, Inc. may be required to submit to drug and alcohol testing under the following conditions:

- **Routine Fitness for Duty:** An employee may be tested as part of a routine medical examination.
- **Reasonable Suspicion:** An employee is subject to testing when there is a reasonable suspicion that he or she is using or has used drugs or alcohol. Reasonable suspicion may arise from observable phenomena including, but not limited to: witnessing drug use or possession; observing physical symptoms of drug or alcohol use; abnormal or erratic conduct; arrest or conviction for a drug-related offense; reliable or credible information; or, evidence that the employee has tampered with a prior drug test.
- **Post-Accident:** An employee who is involved in or suspected of causing or contributing to an accident that results in injury or substantial property damage will be subjected to drug and alcohol testing.
- **Follow-Up:** An employee who has been determined to have used drugs or alcohol or who has participated in a treatment or counseling program for drug or alcohol abuse is subject to testing on a random basis.
- **Additional Testing:** Additional drug and alcohol tests, including random tests, may be conducted as required or allowed by applicable state or federal laws, rules, or regulations, or as deemed appropriate by the Company.

## DRUGS TO BE TESTED

The list below represents the drugs for which employees may be tested. These drugs are presented by common and street name. Specimens will be collected and analyzed by licensed providers using established collection, chain-of-custody, and analysis procedures.

- **Alcohol:** Booze, hooch, drink, beer, liquor, wine and moonshine.
- **Amphetamines:** Bennies, black beauties, crystal, speed, uppers and crank.
- **Cannabinoids:** Marijuana, hashish, maryjane, grass, reefer, pot and dope.
- **Cocaine:** Coke, crack, blow, nose candy, toot, and snow.
- **Opiates:** Heroin, horse, smack, and powder.
- **Barbiturates:** Barbs, rainbows, downers, goofballs, reds, yellows, and blues.
- **Benzodiazepines:** Ativan, Azene, Cionopin, Dalmane, Diazepam, Librium, Xanax, Serax, Tanxene, Valium, Verstran, Halcion, Paxipman, Restoril, and Centrax.
- **Methadone:** Dolopohine and Methadose.
- **Propoxyphene:** Darvocet, Darvon N, Dolene, etc.
- **Methaqualone:** Ludes, Quaalude, optimal, parest, somnafac, and sopor.
- **Phencuclidine:** PCP and angel dust.
- **Hallucinogens:** psilocybin, LSD, DMT, mescaline, MDMA (Ecstasy).

- **Synthetic narcotics:** hydrocodone, oxycodone, methadone, Demerol and Pethadol (meperidine or synthetic heroin).
- **Designer drugs:** fentanyl, MPPP, China White (alpha-methylfentanyl), synthetic cannabinoids, bath salts.

#### USE OF MEDICATIONS

Nothing in this Drug-free Workplace Policy is intended to prohibit the prescribed use of legally obtained medications, many of which contain otherwise illegal substances. *All prescribed and over-the-counter medications must be kept in their original containers.* Since potentially impairing side effects could endanger the employee, co-workers or the public, upon being prescribed such medications, the employee shall confer with his or her physician or the Medical Review Officer (MRO) regarding the potential effects of such medication. The employee shall notify the supervisor or President if the use of the prescribed medication is likely to impair his or her judgment, driving ability, performance or behavior. The Company may temporarily reassign the employee to other duties until treatment is completed.

#### DRUGS THAT MAY AFFECT TEST RESULTS

Since the legitimate use of over the counter or prescribed medications may interfere with test results, employees and applicants will be given the opportunity before and after testing to confidentially report any medications they have used within the prior thirty (30) day period. Drugs for which employees may be tested are listed below with some of the medications by brand and/or chemical name that may alter or affect test results. Additional information is available through the MRO or testing laboratory.

- **Alcohol:** All liquid medications containing ethyl alcohol (ethanol), such as Comtrex, Nyquil, Contac Severe Cold Formula, Listerine, etc. Read the label for alcohol content.
- **Amphetamines:** Obetrol, Biphedamine, Desoxyn, Dexedrine, Didrex.
- **Cannabinoids:** Marinol (Dronabinol, THC).
- **Cocaine :** Cocaine HCL topical solution (Roxanne).
- **Opiates :** Paregoric, Parepectolin, Donnagel PG, Morphine, Tylenol with Codeine, Empirin with Codeine, APAP with Codeine, Aspirin with Codeine, Robitussin AC, Guiatuss AC, Novahistine DH, Novahistine Expectorant, Dilaudid (Hydromorphone), M-S Contin and Roxanol (morphine sulfate), Percodan, Vicodin, etc.
- **Barbiturates:** Phenobarbitol, Tuinal, Amytal, Nembutal, Seconal, Lotusate, Fiorinal, Fioicet, Esgic, Buitsol, Butabarbital, Butabital, Phreneline, Triad, etc.
- **Benzodiazepines:** Ativan, Azene, Cionopin, Dalmane, Diazepam, Librium, Xanax, Serax, Tranxene, Valium, Verstran, Halcion, Paxipam, Restoril, Centrax.
- **Methadone:** Dolophine, Methadose.
- **Propoxyphene :** Darvocet, Darvon N, Dolene, etc.
- **Methaqualone:** Not legal by prescription.
- **Phencyclidene:** Not legal by prescription.
- **Designer Drugs:** Not legal by prescription.
- **Hallucinogens:** Not legal by prescription.
- **Synthetic Narcotics:** hydrocodone, oxycodone, methadone, Demerol and Pethadol (meperidine or synthetic heroin).

### **MEDICAL REVIEW OFFICER**

A Medical Review Officer (MRO) will review all negative and confirmed positive drug test results. The Company's MRO is licensed and certified physician. Although an agent of the employer, the MRO's primary duty is to assure employees and applicants are not falsely accused of illegal drug or alcohol use. Positive results will only be reported to the employer after the MRO is certain that personal prescriptions or other legal substances do not account for a positive laboratory finding. Investigations may include, as appropriate, telephone or personal contact with the employee or applicant, prescribing physicians, and or pharmacies.

### **CONFIDENTIALITY**

All information, including interviews, reports, statements, memoranda, and drug test results, written or otherwise, received by the employer, laboratories, MRO, Employee Assistance Programs, drug and alcohol rehabilitation providers, and their agents who receive or have access to information concerning drug test results originating from testing performed in conjunction with the Policy, is to be treated as confidential communications. Such information may not be used or received in evidence, obtained in discovery, or disclosed in any public or private proceedings unless release, including consultation with legal counsel, is required to defend related civil or administrative matters such as determining compensability, unless such release is compelled by a hearing officer or court of competent jurisdiction pursuant to an appeal taken under this section, unless deemed appropriate by a professional or occupational licensing board in a related disciplinary proceeding, or unless it is necessary to introduce a positive confirmed test result into an arbitration proceeding pursuant to a collective bargaining agreement. Any information obtained by the employer regarding drug or alcohol test results shall be the property of the employer.

Release of such confidential information under any circumstances other than as set forth above shall be pursuant to a written consent form voluntarily signed by the person tested. Information on drug test results shall not be released for use in any criminal proceeding against the employee or job applicant, and if released contrary to this section, the information shall be inadmissible as evidence in any such criminal proceeding.

### **PAYMENT FOR TESTING**

BLPC will pay the costs associated with initial and confirmation drug and alcohol tests required of employees and applicants. An employee or applicant is responsible for all costs associated with any additional testing not required by the Company.

### **DRUG CONVICTIONS**

Any employee, who is arrested, convicted of, pleads guilty to, or enters a plea of no lo contendre for a violation of a criminal drug statute in the workplace must notify the Company President in writing within five (5) calendar days of such conviction. NOTE: This is only required if you are a federal contractor/subcontractor or receive funds from the federal government.

### **CONSEQUENCES OF VIOLATIONS**

Refusal to submit to drug testing upon request, tampering with a specimen, testing positive for drugs and/or alcohol, and other violations of this Drug-free Workplace Policy will result in the following consequences:

- Any job applicant who violates this Drug-free Workplace Policy will be deemed ineligible for hire.
- An employee who is injured in the scope of employment and deemed to be in violation of this policy may be denied Worker's Compensation medical and indemnity benefits. Any employee who violates this Drug-free Workplace Policy will be subject to immediate disciplinary action, up to and including suspension or termination of employment and may be ineligible for Unemployment Compensation benefits.

#### **EMPLOYEE ASSISTANCE PROGRAM**

Brock Lawn and Pest Control encourages employees and their families to seek assistance for drug and alcohol abuse through community rehabilitation and treatment facilities. It is the responsibility of each employee to voluntarily seek treatment before substance abuse problems lead to disciplinary action. Once a violation of this policy occurs, subsequent voluntary participation in a rehabilitation program will not necessarily lessen disciplinary action and may, in fact, have no bearing on the determination of appropriate disciplinary action. The employee's decision to seek prior assistance from a treatment facility will not be used as the basis for disciplinary action nor be used against the employee in any disciplinary proceeding. Alternatively, participation in a treatment program will not prevent disciplinary action when facts that reveal a violation of this policy are obtained outside of a treatment facility. Accordingly, the purposes and practices of this policy and a substance abuse treatment program are not in conflict but are distinctly separate in their applications.

At the discretion of management, an employee may be granted a leave of absence with a conditional return to work, contingent on successful completion of the agreed upon appropriate treatment regimen which will include random follow-up testing. The cost of substance abuse treatment is the responsibility of the employee. While some health insurance plans may have provisions for substance abuse treatment, there are also several community agencies that provide rehabilitative assistance. While some local rehabilitation and treatment programs are listed below, a list of names, addresses, and telephone numbers of local treatment facilities are available through the Company President. Local services include:

- **Chemical Addictions Recovery Effort**, 4000 E. 3rd St., Panama City, FL (850) 872-7676.
- **Emerald Coast Behavioral Hospital**, 1940 Harrison Ave., Panama City, FL (850) 763-0017
- **Unlimited Path**, 902 Grace Ave. Panama City, FL (850) 873-6415.
- **Twelve Oaks**: 2068 Healthcare Av., Navarre, FL ((855) 994-3131.

#### **CHALLENGING TEST RESULTS**

A job applicant or employee who receives a positive confirmed test result may contest or explain the result to the Medical Review Officer (MRO) within five (5) days after written notification of the positive test result. If the applicant's or employee's explanation or challenge is unsatisfactory to the MRO, a positive result will be reported to the employer. A job applicant or employee who receives a positive confirmed test may submit a challenge or explanation of test results to the MRO within five (5) working days. If the applicant's or employee's explanation or challenge is unsatisfactory to the MRO, a positive result will be reported to the employer. Within five (5) working days after receipt of a positive confirmed test result from the MRO, the Company shall inform the employee or applicant in writing of the positive result, the consequences of such results, and the options available to the employee or applicant. Upon request, the Company will provide a copy of the test results to the employee or applicant.

Within five (5) working days after receiving notice of a positive confirmed test result, the employee or applicant may submit information to the employer explaining or contesting the test results. If the

explanation or challenge is unsatisfactory to the employer, a written explanation as to why the explanation is unsatisfactory, along with the report of positive test results, shall be provided to the employee or applicant within 15 days of the receipt of the explanation or challenge. All such documents will be confidentially retained by the Company for at least one (1) year.

It is the responsibility of the applicant or employee to notify the testing laboratory of any administrative or civil action brought pursuant to §440.102, Florida Statutes. The lab will maintain the sample until the case or administrative appeal is resolved.

#### **SEARCHES**

Where there is reasonable cause and without prior notice, BLPC, its agents, or authorized representatives may search vehicles, toolboxes, lunch boxes, and other related personal areas to ensure a workplace free of illegal drugs, alcohol or other paraphernalia. Any employee found to have illegal drugs or other prohibited materials will be subject to disciplinary action, up to and including suspension or termination of employment.

#### **EMPLOYMENT AT WILL**

The drug-free workplace guidelines presented herein are statements of the Company's current policy and are subject to change. These guidelines are not intended to create a contract between BLPC and the employee or applicant. Nothing in these guidelines binds the Company to a specific or definite period of employment or to any specific policies, procedures, actions, rules or terms and conditions of employment. Employees are required to abide by these policies as a condition of employment.

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#### **OPEN DOOR POLICY**

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BLPC is committed to creating the best work environment - a place where everyone's voice is heard, where issues are promptly raised and resolved, and where communication flows across all levels of the company. Openness is an essential to quickly resolve employee and customer concerns and to recognize business issues as they arise.

The essence of BLPC's Open Door Policy is open communication in an environment of trust and mutual respect that creates a solid foundation for collaboration, growth, high performance and success across BLPC.

**It provides for a work environment where:**

- open, honest communication between managers and employees is a day-to-day business practice.
- employees may seek counsel, provide or solicit feedback, or raise concerns within the company.

Managers hold the responsibility for creating a work environment where employees' input is welcome, advice is freely given, and issues are surfaced early and are candidly shared without the fear of retaliation when this input is shared in good faith.

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## **GRIEVANCE PROCEDURES**

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An employee who has a complaint shall bring the problem, in the form of a written grievance, to the immediate attention of his or her supervisor, within five (5) business days of becoming aware of the problem. If the problem is related to the supervisor, or if the employee is uncomfortable discussing the problem with the supervisor, the grievance shall be taken to a Company Officer. Grievances will be promptly investigated with due regard to confidentiality. In addition, an employee has the right at any time to file a written grievance regarding the issue of harassment or discrimination with the supervisor, a manager or the Company President without fear of reprisal.

If appropriate, the grievance shall be resolved initially by this member of the management team, who shall provide a written response to the employee within five (5) business days of receiving the employee's written grievance. If the employee is not satisfied with the response, the employee may request in writing within five (5) business days a review of the grievance by the Company's President, Tim Brock. The President shall resolve the grievance and present a written response to the employee within ten (10) business days. The President's resolution of the grievance shall constitute the final resolution of the grievance procedure. In addition, if the alternative dispute resolution procedure described below is not timely invoked by the employee, the President's resolution of the grievance and complaint shall be final and binding on the Company and on the employee.

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## **ALTERNATIVE DISPUTE RESOLUTION**

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While BLPC hopes that employment-related disputes will not occur, if such disputes do arise, it is in the mutual interest of all concerned to handle them promptly and with minimal disturbance to the Company and the lives of its employees. Therefore, BLPC has established an Alternative Dispute Resolution (ADR) Procedure applicable to all employees that involves mandatory non-binding mediation and, if necessary, binding arbitration to expedite the resolution of certain employment-related disputes. Under the ADR Procedures, the employee and BLPC must make good faith efforts to resolve employment-related disputes through the grievance procedures defined above prior to submitting a covered dispute to mediation. Such matters that are not resolved by the grievance procedures must be submitted to mandatory non-binding mediation before a neutral third party. Mediation is an informal process where the parties in a dispute meet to reach a voluntary resolution, using a third party as a facilitator. If a covered dispute is not resolved by mediation, either party may submit the dispute for final binding confidential arbitration under the ADR Procedures. Non-binding mediation and, if necessary, binding arbitration shall be conducted under the Employment Arbitration Rules and mediation Procedures of the American Arbitration Association (AAA) in accordance with state law and procedure. A copy of the National Rules may be obtained from the American Arbitration Association, (800) 778-7879 or [www.adr.org/aaa](http://www.adr.org/aaa).

Through written consent to the Alternative Dispute Resolution Agreement, both the employee and BLPC are mutually bound by the provisions of the Agreement and waive any constitutional or statutory right to have covered claims decided in a court of law before a judge or a jury. The Company's ADR Agreement does not preclude an employee from filing a complaint with a federal, state or other governmental administrative agency and allows for the same remedies and relief that would be available to the parties had the matter been heard in court.

Under no circumstances will an employee of Brock Lawn and Pest Control be retaliated against in any way for invoking the ADR Procedure in good faith to seek the resolution of a dispute. Furthermore, the Company's ADR Procedure does not in any way alter the at-will employment status of the employee.

# PRACTICES

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## EMPLOYEE CLASSIFICATION

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For purposes of pay administration, determining eligibility for benefits, and complying with state and federal laws, Brock Lawn and Pest Control (BLPC) classifies employees as follows:

- **Full-time:** Except for group health insurance purposes, full-time employees are hired to work forty (40) hours per week on a continuous basis. Full-time employees may also be classified as exempt or non-exempt and regular, temporary or introductory. Employees who work thirty (30) hours per week or more on a continuous basis are considered full-time for group health insurance purposes.
- **Part-time:** Employees hire to work less than forty (40) hours per week on a continuous basis. Part-time employees may also be classified as exempt or non-exempt and regular, temporary or introductory. Unless eligible for group health benefits, part-time employees are generally ineligible for paid leave, retirement and other non-mandated benefits.
- **Temporary:** Part-time or full-time employees hired to work for the duration of specific projects or assignments or for a period that typically does not exceed one (1) year.
- **Regular:** Part-time or full-time employees who have successfully completed the ninety-day introductory period and are hired to work for an indefinite or unspecified period.
- **Introductory:** An employee who is within the first ninety (90) days of employment with BLPC.
- **Exempt:** An employee who is exempt from state and federal minimum wage provisions and is not entitled to overtime payments. Exempt employees are paid on a salary or fee basis.
- **Non-exempt:** An employee who is subject to state and federal minimum wage requirements and, unless otherwise exempted, may be entitled to an overtime premium for hours worked more than forty (40) per work week. Non-exempt employees may be paid on an hourly, salary or commission basis.
- **Contract:** Self-employed individuals or employees of other enterprises with which the Company has contracted services. Contract employees are not considered employees of BLPC and are ineligible for Company benefits.

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## INTRODUCTORY PERIOD

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Brock Lawn and Pest Control makes every effort to hire only the individuals it believes are most capable, motivated and well-suited for the job. However, actual job performance is the best indicator of job suitability. Therefore, the first ninety (90) days of employment are considered an introductory period during which the employee and the Company can evaluate the employment relationship. While the employee's performance will be monitored throughout the term of employment, new employee will be more closely observed during the initial introductory period by his or her supervisor to determine suitability for continued employment. During this period, the supervisor will spend more time counseling, instructing and evaluating the employee, and the employee will have the opportunity to evaluate the Company as an employer. Following the initial orientation period, the employee is expected to continue to meet the performance standards established for his or her position. The

employee may be terminated at any time if it becomes apparent that he or she does not meet job requirements or performance standards.

In accordance with §443.131(3)(a)(2), Florida Statutes, if an employee is terminated for unsatisfactory job performance within the first ninety (90) days of employment, the Company may contest any Unemployment Benefits the employee may attempt to obtain. The Company reserves the right to challenge any claims for Unemployment Benefits thereafter as permitted by law.

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#### **EMPLOYEE INFORMATION**

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In striving to balance the employee's right to privacy with business needs, BLPC maintains a confidential personnel file on each employee. The personnel file includes such information as the employee's application for employment, résumé, training records, performance data, salary history, and other employment information. Personnel files are the property of BLPC and access to the information they contain is restricted. Generally, only supervisors and managers with a legitimate purpose are allowed access to an employee's personnel file.

To maintain accurate records for benefits, payroll and other administrative purposes, any changes in name, address, telephone number(s), marital status or dependents must be reported immediately to the Company Administrative Operations Manager, Lisa Pierce. The privacy, confidentiality and security of such information shall be preserved.

No personal employee data, other than the verification of earnings and dates of employment, shall be released without prior written consent of the employee, unless such disclosure is otherwise required to be revealed to governmental agencies, insurers and others in the normal course of business operations or pursuant to a court order or subpoena.

Employees may review their own file with reasonable advanced notice in the presence of a designated management representative. No documents may be removed, copied, or altered without prior approval from the Company President. Information in the employee's personnel file may be contested by the submission of a written statement.

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#### **ATTENDANCE**

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The Company's ability to provide good customer service depends upon each employee carrying out his or her job duties in a prompt, efficient and reliable manner. Employees are, therefore, expected to report to work on time and ready to work as scheduled.

When illness, injury or other uncontrollable circumstance prevents an employee from reporting to work as scheduled, the employee is required to immediately notify his or her supervisor as soon as the absence or delay becomes apparent. The employee must speak to the supervisor personally and keep the supervisor informed daily, or as otherwise agreed, as to when the employee is expected to return to work. If the employee is incapacitated, an immediate family member must contact the supervisor on behalf of the employee. Upon returning to work, the employee must complete and submit an absenteeism report to his or her immediate supervisor indicating the amount and purpose of the leave. For an absence of three or more days due to illness or injury, an employee may be required to provide a physician's excuse and/or a medical release to return to work.

Since absenteeism places a burden on other employees and can erode the effective and efficient operation of the Company, excessive tardiness or absenteeism will result in disciplinary action, up to and including suspension or termination from employment. Excessive absenteeism and tardiness will be based on the following guidelines:

- Three (3) occurrences of unplanned absence in a six (6) month period; or,
- Three (3) occurrences of tardiness in a three (3) month period; or,
- Any combination of the two.

Under these guidelines, an absence of consecutive days is considered one (1) occurrence. Authorized leave taken in accordance with the Company's leave policies will not be considered in evaluating an employee's attendance record. Failure to provide adequate notice or receive supervisory approval will be considered unauthorized leave. Furthermore, an absence of one (1) or more days without supervisory notice or approval will be considered a voluntary separation, and the employee will be removed from the Company payroll.

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#### **TIME-KEEPING**

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Federal law requires that accurate records be maintained of actual time worked by non-exempt employees. Therefore, employees are required to accurately report the beginning and end of their work shift, meal and break periods, and the type and amount of any leave taken. Any corrections or modifications made to the time record must be verified and initialed by both the employee and supervisor. The falsification, alteration or tampering with a time record is considered fraudulent and may result in disciplinary action, up to and including suspension or termination from employment.

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#### **MEAL BREAKS**

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Employees are provided a one-hour meal break, which may be taken at any time between 11 a.m. and 1 p.m., upon supervisory approval. While a non-exempt employee may stay on-site, he or she must be relieved of all work duties during meal and other unpaid breaks. To ensure efficient and effective operations, strict adherence to the work schedule must be observed.

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#### **OVERTIME**

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Unless otherwise excluded from overtime requirements, non-exempt employees may be eligible to receive a premium of up to 1½ times their regular hourly wage rate for time worked more than forty (40) hours per workweek. Occasionally, supervisors may request that employees work overtime to meet business demands. Since overtime substantially increases operational costs, employees are required to obtain prior authorization from the immediate supervisor before working beyond the normal schedule or incurring overtime. Failure to seek prior authorization for overtime may result in disciplinary action, up to and including separation or termination.

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#### **PAYROLL**

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Payroll is issued on a semi-monthly basis, on the 15<sup>th</sup> and 30<sup>th</sup>. Commissions are distributed on the 15<sup>th</sup> of the month. If a payday falls on Saturday or a scheduled holiday, payroll will be distributed

on the workday prior to the scheduled payday. If a payday falls on Sunday, payroll will be distributed on the workday following the scheduled payday.

It is the policy of BLPC to deny all requests for early paychecks and pay advances for personal reasons. Requests for pay advances based on legitimate business reasons must be submitted in advance and in writing to the President.

The Company is legally required to make certain deductions from every employee's pay including, but not limited to withholdings for applicable local, state, and federal income, Social Security, and Medicare taxes. Any court-mandated deductions, such as garnishments for child support, will be withheld as required with related administrative fees and in accordance with applicable law. The Company offers benefits and programs beyond those required by law. Eligible employees may voluntarily authorize deductions to cover the cost of participation in these programs.

The Company prohibits improper deductions in employee pay. Any concerns regarding specific deductions, payroll calculations, error or other issues must be brought to the immediate attention of the Company Vice President. The issue will be investigated at once and, if it is determined that a deduction has been improperly made, the Company will reimburse the employee the appropriate amount by the next payday.

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#### **PERFORMANCE EVALUATIONS**

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During employment with Brock Lawn and Pest Control, employees are subject to periodic performance evaluations to determine how well each is meeting job expectations. Whether formal or informal, the performance appraisal provides an opportunity for goal setting, feedback, and a salary review. Merit increases are not guaranteed and depend on the performance of the Company and its employees. When business conditions and individual accomplishment warrant, merit increases may be awarded in accordance with the Company's compensation plan and objectives.

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#### **EMERGENCY CLOSURE**

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In the event of an emergency closure due to inclement weather, national crisis or other situation, the Company will attempt to notify all employees. If there is any doubt about the work schedule, the employee should contact his or her supervisor, manager or the office for information. Unless otherwise advised, employees shall report to work as scheduled if it is safe to do so. Employees will be expected to communicate with the Company's management team to determine when to report back to work following an emergency closure.

Typically, emergency closure leave is unpaid. Employees may use any available PTO benefits he or she has accrued during unpaid emergency closure leave.

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#### **COMPANY PROPERTY AND EQUIPMENT**

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BLPC provides a variety of tools and equipment to employees to assist them in the performance of their assigned job duties. Each employee is responsible for the equipment assigned to him or her. Such equipment must be properly cleaned, stored, and maintained. While normal wear and tear to be expected, the loss or damage to equipment caused by the employee's carelessness or negligence is unacceptable and may result in disciplinary action, up to and including suspension or termination.

Since each employee is held accountable for equipment issued to him or her, equipment shall not be loaned to or borrowed to or from another employee without supervisory approval.

Chemical applicators must be cleaned, and pumps shall be covered at the end of each workday. Special precautions may be required to protect equipment from freezes or other extreme conditions.

Employees are required to read and follow the instructions on the Safety Data Sheet for each chemical used, including the directions for cleaning and disposing of containers.

Employees must return all Company property issued to them prior to separation from employment. Failure to maintain or return equipment as required may result in legal steps to protect or recover Company property.

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### **PERSONAL VISITS**

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Brock Lawn and Pest Control, Inc. restricts access to Company property to those with a legitimate business interest. Friends and family members of employees are discouraged from visiting the office during work periods and are prohibited from visiting a work site or customer location. Office visits during meal and break periods are acceptable under restricted conditions and if approved in advance by a Company Officer. To ensure the safety and security of employees, visitors, and Company property, all visitors must check in with the front office and are restricted to areas designated by management.

Unauthorized visitors must be immediately directed to the main office or reported immediately to a supervisor. If imminent danger exists, call 911 and report the incident to local law enforcement officials and, then, notify the supervisor.

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### **CUSTOMER RELATIONS**

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It is the policy of BLPC to provide its customers with the best possible service in a courteous and thoughtful manner always. Employees must strive to meet customer expectations while working within established Company procedures. To optimize professionalism, calls to the office phones shall be answered in a pleasant voice, with, "Brock Lawn and Pest Control. How may I help you?"

Employees are required to:

- Keep all customer information confidential.
- Place telephone calls to customers at a reasonable time of day, generally between 8:00 a.m. and 5:00 p.m., unless otherwise directed by the customer.
- Calls must be made by a BLPC employee, and not by a family member.
- Return calls shall be promptly made and on the same day, if possible.
- Service calls for new services, re-treatments, and odd jobs shall be made promptly on the same or following workday.
- Technicians and sales personnel shall not make unscheduled visits to a customer's home. Appointments shall be scheduled the day before, if possible.
- Communications with customers and appointment scheduling is everyone's job including sales and service staff.

- Upon arrival, the technician shall attempt to see and talk with the customer before beginning service or inspection activities.
- No service shall be performed without first talking with the customer.
- Try to stay on schedule. If it appears you will be late or miss your appointment, call the customer immediately, explain the delay, and rescheduling for a more convenient time, if required.

Good communication is the key to good customer service!

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### **PERSONAL APPEARANCE**

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Employee appearance can greatly influence the impression customers, applicants, vendors, and the public has of the Company. Therefore, every employee is expected to report to work clean, groomed, and properly attired for his or her assigned job duties. Decisions regarding personal appearance should conform to local business standards. While safety and comfort must be considered in choices regarding attire, the following standards have been established as a guideline for assisting employees in these decisions.

All employees are required to wear appropriate foundation garments. Clothing with offensive, suggestive or obscene slogans, emblems or pictures is strictly prohibited. Hair and clothes must be clean and neat always. Facial hair may be prohibited for safety reasons. Permissible facial hair is limited to a neat and trimmed mustache that does not constitute a safety hazard or interfere with the effective use of respiratory protection. Tattoos must be covered, especially when interacting with customers. All jewelry and clothing must conform to safety and business standards. Extreme hair color, nose-rings, body-rings, and similar ornamentation are prohibited. Field employees must wear authorized uniforms and close-toed shoes, unless a specific application or job duty requires the use of rubber boots or other specified personal protective equipment.

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### **UNIFORMS**

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BLPC uniforms will be issued to service technicians, sales associates, administrative staff and field personnel upon hire. The Company shares in the cost of providing uniforms, and the employee's portion of the uniform fee will be deducted from each paycheck. Employees who are issued uniforms must report to duty in a clean uniform each day. All uniforms must be returned upon separation from the Company for security reasons.

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### **EMPLOYEE PARKING**

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In efforts to reserve adequate space for customers, suppliers and visitors, BLPC has designated a separate area for employee parking. Employee parking is on a first-come, first serve basis. Under no circumstance shall an employee park in the area reserved for customer or visitor parking or in a manner that may block delivery or truck access to Company facilities. The Company is not responsible for any loss of personal property or damage to employee vehicles parked on the Company lot. All personal vehicles shall be locked, and personal effects secured.

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## SEPARATION FROM EMPLOYMENT

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Employment with BLPC is at-will, which means both the employee and Company have the right to terminate the employment relationship at any time without cause or notice. In the event an employee voluntarily resigns or retires, he or she shall provide the Company with two (2) weeks' notice to arrange for an orderly reassignment of job duties, an exit interview, and the return of Company property. An involuntary termination or failure to provide notice or return Company property may result in the forfeiture of accrued paid time off (PTO).

BLPC retains the right to make changes in staff, including the elimination of positions, in its sole discretion. While the Company strives to provide stable employment, business and economic conditions could necessitate a downsizing of the workforce through layoffs or reductions-in-force. While these involuntary terminations are generally for non-disciplinary reasons, if a layoff or reduction-in-force was necessitated, an employee's work performance will be considered with other factors including, but not limited to, length of service, skill, and staffing needs. Employees who are laid off or dismissed through a reduction-in-force may be entitled to Reemployment Benefits if no suitable work is available. Although generally eligible for re-hire, employees who are not recalled within six (6) months of a lay-off or reduction-in-force must reapply to be considered for reemployment.

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## SALES AND MARKETING ACTIVITIES

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All service technicians are responsible for expanding his or her route through:

- Retention of present customers through high quality service and effective customer relations.
- The acquisition of new customers within the employee's present service area through referrals from existing customers; and,
- The sale or expansion of new services to existing customers.

It is the policy of BLPC to grow its business through factual and honest information and avoid the use of intimidation or scare tactics.

In situations where either the service technician or sales associate makes the contact, closes the sale and signs the contract with the customer, he or she is entitled to receive a commission for the sale. Since the sales and service representatives are required to sell as part of their assigned job duties, it is important to sell through referrals from satisfied customers. The manager or supervisor shall assist the sales or service representative in preparing pricing and sales proposals.

Eligible employees can receive a commission for the sale of various types of services performed through the Company, excluding published bids and renewal work that must go through the bidding or re-bidding process. To receive a sales commission, all the following conditions must be met:

- Contracts and related documents must be completed, signed and submitted, and work must be initiated.
- The sales associates name must appear on the sales slip.
- All sales must be made in accordance with the pricing schedule in effect at the time of the sale.
- All sales agreements must comply with the Company's servicing and treatment procedures and practices in effect at the time of the sale.

- The salesperson must document any specific instructions or special equipment requirements before initiating the work.
- Measurements, building type structure type, linear and square footages, slab type, insect type, grass type and other relevant information must be complete and accurate.
- Sales made from any sales lead, including a lead that comes through the office, will be paid at 50% the stated commission rate.
- Sales made involving two service or sales representatives will be split, with 50% the stated commission rate payable to each.

Any exceptions to the above must have prior management approval. Failure to comply with these requirements may result in disciplinary action. Any documentation related to sales commissions shall be submitted prior to the end of the month during which the sale was made. The amount of commission paid to an employee on contracts that are terminated early for nonpayment or cancelled prior to the end of the service contract shall be charged against the employee's future commissions on a pro-rated basis. A sales commission will be credited in the month in which the initial work is performed. Sales commissions will be distributed on the 15<sup>th</sup> of the month following the month the commission is earned and credited.

Some technicians may receive a commission for leads for various types of services offered by the Company. To receive a lead commission, the lead must result in the actual sale of the product or service and the technician must complete and submit the sales lead slip to the Sales Manager prior to the submission of a sales commission report.

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#### **PAPERWORK/ELECTRONIC RECORDS**

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All paperwork/electronic records must be filled out completely, accurately, and legibly and must be submitted on a timely basis. All services and visits to customer homes and businesses, including re-treatments and no-fee services, must be documented on the Daily Route Summary. Failure to complete or submit service invoices, Daily Route Summaries, or other documents as required may result in disciplinary action, up to and including suspension or termination of employment.

# BENEFITS

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## ALTERATIONS

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BLPC reserves the right to make and implement changes in its benefits plans at any time, with or without prior notice. These changes may be implemented even if they have not been communicated, represented, or substituted in this or any other handbook, employee manual, or document.

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## SOCIAL SECURITY

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Federal law requires employers to withhold a portion of the employee's earnings for Social Security and Medicare contributions. The Social Security program provides limited retirement, disability, and death benefits to qualified employees. BLPC generally matches the employee's contribution for this benefit, dollar for dollar.

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## UNEMPLOYMENT BENEFITS

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Under certain circumstances, employees who are terminated from employment may be eligible for unemployment benefits and reemployment assistance. BLPC pays for this benefit without any contribution from the employee. Unemployment benefits are not guaranteed. An otherwise qualified employee may be denied unemployment benefits if he or she is terminated at any time for misconduct related to work; a violation of the Company's Drug-free Workplace Policy; a violation of an established safety rule; or as otherwise allowed by law. Additionally, in accordance with §443.131(3)(a)(2), Florida Statutes, BLPC may challenge any unemployment benefits an employee may attempt to obtain if the employee is terminated within the first ninety (90) days of employment for unsatisfactory job performance.

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## WORKER'S COMPENSATION

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BLPC insures employees for work-related injuries and illnesses as required. Employees must immediately report all work-related injuries, no matter how insignificant, to their supervisor or the President, Tim Brock. The Company is required to promptly submit a Notice of Injury to its insurance carrier.

Failure to report a workplace injury or to follow the Worker's Compensation insurer's managed care procedures on a timely basis may lead to the denial of a Worker's Compensation claim. A violation of established safety rules or the Drug-free Workplace Policy may result in disciplinary action, up to and including suspension or termination of employment, and forfeiture of Worker's Compensation medical and indemnity benefits.

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## GROUP HEALTH INSURANCE

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BLPC recognizes the needs of employees for financial protection against medical expenses. Therefore, on the first of the month following successful completion of the initial sixty (60) days of employment, a full-time regular active duty employee who regularly works thirty (30) hours or more per week is eligible to enroll in the Company's group medical and dental plans. The Company contributes a portion of the employee's premium for coverage under these plans, and the employee may elect coverage for eligible dependents. The balance of the premium cost for the employee and covered dependents will be payroll deducted.

Details regarding the terms of the insurance plans and eligibility requirements are available in the Summary Plan Descriptions. Any questions regarding these benefits shall be directed to the Plan Administrator or Company President, Tim Brock.

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## CONTINUATION OF COVERAGE

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Pursuant to the Consolidated Omnibus Budget Reconciliation act of 1986 (COBRA), a covered employee and his or her eligible dependents may elect to continue medical and/or dental insurance benefits for a limited time under specific conditions under which coverage would normally end. The following are COBRA qualifying events:

- The covered employee's reduction in hours or termination of employment, unless such termination is for gross misconduct.
- The covered employee's death.
- The covered employee's divorce or legal separation.
- The covered employee's eligibility for Medicare; or
- A covered child exceeds the maximum age for eligibility under the plan.

While continuation coverage is generally limited to a total of 18 months, a qualified beneficiary may be eligible for an extension of continuation coverage if a qualified beneficiary is disabled or a second qualifying event occurs. In the event of a disability, continuation coverage may be extended for 11 months for a total of 29 months. Under specific circumstances, a second qualifying event may result in the qualified beneficiary's eligibility for an 18-month extension of continuation coverage for a total maximum of 36 months.

Special provisions apply for loss of coverage due military service. In accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA), health insurance coverage shall remain in effect if an employee is called into uniformed service for a period of thirty-one (31) days or less. If the employee's military leave extends beyond 31 days, the employee and covered beneficiaries will be eligible for COBRA benefits for a maximum of 24 months.

Continuation coverage will be terminated before the end of the maximum period if:

- Any required premium is not paid in full on time.
- A qualified beneficiary becomes covered, after electing continuation coverage, under another group health plan that does not impose any pre-existing condition exclusion for a pre-existing condition of the qualified beneficiary.

- A qualified beneficiary becomes entitled to Medicare benefits (under Part A, Part B, or both) after electing continuation coverage; or
- The employee ceases to provide any group health plan for its employees.

Continuation coverage may also be terminated for any reason the Plan would terminate coverage of participant or beneficiary not receiving continuation coverage (such as fraud).

Employees are required to notify the President, Tim Brock, of any changes in status that would make the employee or his or her dependents ineligible for health insurance. Furthermore, any changes in the name, address, telephone number, or marital or dependent status of the employee and/or dependents shall be reported immediately.

For more information about the continuation of medical or dental coverage under COBRA, please contact the COBRA Administrator or the President, Tim Brock. Failure to elect COBRA benefits or make required premium payments on a timely basis will render the employee and otherwise qualified dependents ineligible for the continuation of health care benefits.

As an alternative to COBRA, health insurance coverage may be obtained through the Health Insurance Marketplace at [www.HealthCare.gov](http://www.HealthCare.gov) or call 1-800-318-2596. Coverage through the Health Insurance Marketplace may cost less than COBRA continuation coverage.

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#### RETIREMENT PLAN

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To help employees save for retirement, BLPC has established a SIMPLE IRA, which allows eligible employees to invest a portion of their incomes on a tax-deferred basis. Therefore, on the first of the month following successful completion of the initial ninety (90) day orientation period, a full-time regular employee is eligible to enroll in the Company's retirement plan. As a savings incentive, BLPC will match employee contributions by an amount to be determined annually, up to 3% of the employee's salary. Employees may individually determine how their contributions are allocated among a family of investment funds.

To be eligible to participate in the SIMPLE Plan, an employee must reasonably expect to earn at least \$5,000 for the current calendar year. Once eligible, the employee may enroll in the plan or change the deferred salary amount on January 1 or July 1. On enrollment, the employee may elect to reduce his or her salary by a stated dollar amount or specified percentage each pay period, subject to limits. The salary deferral contributions reduce the employee's income for federal tax purposes, but do not affect the employee's Social Security taxes or other group benefits. An employee may choose to terminate the salary reduction at any time during the calendar year but will not be allowed to resume reductions for the remainder of that calendar year.

Employees are immediately 100% vested in the amount contributed by salary reduction and by the Company. Employees may make withdrawals from their IRA at any time; however, the amount withdrawn is included in their gross income and may be subject to early distribution penalties.

For more information regarding the BLPC retirement plan, please contact the BLPC Administrative Assistant or the Plan Administrator.

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## EMPLOYEE SAVINGS PLAN

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As a benefit of employment at BLPC, employees are eligible for membership in Bay Credit Union. Employees may authorize payroll-deducted contributions to a savings account at the Credit Union on an after-tax basis. For more information regarding this benefit, please contact the BLPC Administrative Operations Manager.

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## HOLIDAYS

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BLPC generally closes in observation of the following holidays:

- New Year's Day (January 1<sup>st</sup>).
- Memorial Day (Last Monday in May).
- Independence Day (July 4<sup>th</sup>).
- Labor Day (First Monday in September).
- Thanksgiving Day (Fourth Thursday in November); and,
- Christmas Day (December 25<sup>th</sup>).

Since commissioned employees generally do not suffer a loss of income during short absences, they are granted holiday leave without pay. Following the successful completion of the initial ninety (90) day orientation period, full-time regular active duty employees who are paid on an hourly or salary basis are eligible for holiday leave with pay, provided they work the scheduled workday immediately before and after the holiday. This attendance requirement may be waived if an eligible employee is on other paid leave approved by the Company President. If a scheduled holiday falls during a period the employee is on paid leave for other reasons, the day will be charged as a holiday. Persons observing other religious holidays will be granted time off without pay, if requested in advance and if it does not create an undue hardship on the company.

Holiday pay will be based on the employee's base salary or hourly wage rate, excluding overtime, bonuses, commissions or other earnings, not to exceed eight (8) hours per day. Under no circumstance will holiday leave be used in the computation of overtime.

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## PAID TIME OFF

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To help employees balance career and personal demands, BLPC has established a Paid Time Off (PTO) policy that provides eligible employees with time away from work to recover from illness or injury, enjoy rest and relaxation, and attend to personal business or interests. This PTO policy provides a flexible approach to time off and allows employees greater control over paid leave benefits. While employees are encouraged to maintain adequate PTO reserves to cover reasonably anticipated situations that require time away from work, additional leave may be granted in accordance with the provisions below for military service, jury or witness duty, and time off to vote, or to attend the funeral of an immediate family.

Full time active employees will accrue PTO on the first of the month following ninety days of continuous service. Part-time and temporary employees are ineligible for PTO. The PTO accrual schedule is based on the employee's basis of earnings and length of service. Although employees begin accruing PTO on the last day of the first full month following ninety days of continuous employment,

PTO cannot be taken until the employee has completed six (6) months of continuous full-time employment unless the need for leave is for medical purposes.

PTO will not accrue during periods of disability, unpaid or extended leave, or when the employee is otherwise not on active duty employment status. In accordance with the PTO schedule below, employees become eligible for higher accrual rates on the first day of the pay period following the anniversary date of their employment.

<b>MONTHS OF SERVICE</b>	<b>ACCRUAL RATE</b>
<b>4 to 36 Months</b>	<b>6.66 hours per month Up to 10 days per year</b>
<b>37 to 72 Months</b>	<b>10 hours per month Up to 15 days per year</b>
<b>73 or More Months</b>	<b>13.33 hours per month Up to 20 days per year</b>

Employees who are paid on an hourly or salary basis will receive PTO at their basic wage rate, excluding bonuses, overtime, commissions or other earnings. Since commissioned employees do not generally lose income for short absences, they will receive PTO at a rate of \$75 per day of PTO. PTO will not be used in the determination of overtime.

To help offset the loss of income due to short-term disabilities, employees will be allowed to accrue up to twenty-five (25) days of PTO. Unused PTO exceeding the 25-day maximum will be forfeited.

Whenever possible, all requests for scheduled PTO must be submitted to the supervisor at least thirty (30) days in advance. Supervisory approval will be dependent upon departmental staffing needs, business demands, and other operational considerations. In the event an employee must be away from work; the employee is required to personally notify the supervisor as soon as possible. If the employee is incapacitated, an immediate family member must notify the supervisor on behalf of the employee. (See "Attendance" for related provisions.) Since understaffing adversely impacts the Company's ability to serve its customers, unscheduled absences will be closely monitored. Excessive absenteeism or tardiness will result in disciplinary action, up to and including termination of employment. Furthermore, an absence of one (1) or more days without supervisory notice or approval will be considered a voluntary resignation, and the employee will be removed from the Company's payroll.

Non-exempt employees may take PTO in 1-hour increments, while exempt employees must record any leave of half-day (4-hour) increments or more. If an exempt employee exhausts his or her PTO leave, any additional leave must be taken in full-day increments and may result in a reduction of salary in accordance with state and federal regulations.

Accumulated PTO may not be taken in lieu of proper notice of resignation or for missed time due to tardiness. An employee who voluntarily terminates employment in good standing may cash in unused accrued PTO provided at least two weeks' notice is given and all Company property is returned on a timely basis.

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**MEDICAL OR PERSONAL LEAVE OF ABSENCE**

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If you need extended time away from the Company because of illness, disability, pregnancy, or related conditions, discuss the matter with your supervisor. If you have completed the introductory

period, you may be granted a leave of up to thirty (30) days. This leave is without pay and must be approved by the Vice President or the President. While on leave, the Company does not pay its part of your insurance premiums, so before taking leave, you must plan to pay the full insurance premium.

To be considered for a personal or medical leave of absence, employees must fill out the *Request for Personal/Medical Leave of Absence* form, which is available through the Administrative Operations Manager. You must also provide BLPC with documentation from your physician outlining the reasons behind your request for leave. The letter from your physician must state when you must stop working, as well as when you will be able to return to work. This type of leave does not require us to hold your position open, nor are we required to re-instate your employment at the time of your return. When you can return to work, you must provide us with a note from your physician that states you are able to perform the full duties of the position for which you were hired, with or without a reasonable accommodation. Please contact your supervisor at least 3 days before you wish to resume working.

If you return from leave within thirty (30) days, and your original position is no longer available, you will be considered for the next available opening for which you are qualified, which may be a different job at a different pay rate. Employees whose leave lasts longer than thirty (30) days will be separated, and Employees who fail to return from leave will be presumed to have voluntarily resigned. Employees, who refuse a job offer, even if it is a different job at a lower pay rate, will be separated. Vacation and sick leave do not accrue during leaves of absence. Employees on leave do not receive holiday pay for holidays which occur during the leave.

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#### **JURY OR WITNESS LEAVE**

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Employees are encouraged to fulfill their civic responsibilities by serving when called for jury duty or subpoenaed as a witness. An employee who is summoned for jury duty or as a witness will be granted jury leave in accordance with state and federal law. Since commissioned employees generally do not lose income during short absences, they are typically ineligible for paid jury leave. Full-time active employees who are paid on an hourly or salary basis will receive jury leave at their regular base rate of pay, excluding overtime, bonuses, commissions and other pay, not to exceed eight (8) hours per day for a maximum of ten days per year. Under no circumstance will jury or witness leave be used in the determination of overtime.

Either BLPC or the employee may request an excuse from jury duty if, in the Company's judgment, the employee's absence would create a substantial hardship for the Company.

To reduce the impact of this absence, the employee is required to notify his or her immediate supervisor of the jury summons or court order as soon as possible. During jury service, employees must return to work as the court schedule permits.

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#### **FUNERAL LEAVE**

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Full-time regular employees who have successfully completed the initial ninety (90) day orientation period will be granted up to three (3) consecutive days of funeral leave without pay for the death of an immediate family member. For purposes of this policy, immediate family members include: the employee's spouse, child, sibling, parent, grandchild, grandparent, stepparent, stepsibling; or stepchild; and his or her spouse's parent, sibling, child, stepparent, stepsibling, stepchild, grandchild or grandparent. Special consideration will be given to any other person whose association with the employee was like any of the above relationships.

Requests for funeral leave must be submitted to the immediate supervisor as soon as the need is known. At the employee's discretion, accrued PTO may be used for funeral leave. Under no circumstance will funeral leave be used in the determination of overtime.

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#### **MILITARY LEAVE**

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Any employee required to serve a tour of duty with the Armed Services will be granted an unpaid leave of absence and returned to the same or an equal position with no break in seniority in accordance with federal law, provided the employee returns to work within the designated period following honorable separation or discharge from the Armed Services. An employee who is a member of the Reserves or National Guard unit will be granted unpaid leave to attend the regular summer training programs (normally two weeks). At the employee's discretion, accrued PTO may be used for military leave. Under no circumstance will military leave be used in the determination of overtime.

An employee who needs to take military leave shall provide a written request with a copy of the military orders to his or her immediate supervisor as soon as practical.

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#### **TIME OFF TO VOTE**

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Employees are encouraged to fulfill their civic responsibility by participating in elections. Generally, employees should be able to find time to vote either before or after their regular workday. If an employee is unable to vote during non-work hours, the Company will grant up to two (2) hours of unpaid leave to vote.

An employee must submit a request for time off to vote to the immediate supervisor at least two (2) working days prior to Election Day. Notice is required to schedule the necessary time off at the beginning or end of the work shift, whichever provides the least disruption to the normal work schedule.

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#### **BUSINESS EXPENSES**

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Brock Lawn and Pest Control will reimburse employees for reasonable incidental expenses incurred for legitimate business purposes. Such expenses must be approved in advance by the Service Manager, whenever possible.

Expense reports must be submitted with receipts of purchase no later than the last day of the month.

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#### **PROFESSIONAL MEETINGS AND TRAINING**

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The Company encourages professional development through employee participation in workshops and conferences. The employee must submit a request in advance to his or her supervisor with information regarding the program topic, estimated costs, and an explanation of how the workshop or conference is related to the employee's job. If the request is approved, the employee will be reimbursed 100% of conference-related expenses, including travel, registration fees, workbooks, and lodging not included in the program fee.

The Company also requires initial training for new hires and on-going training of all employees.

Since commissioned employees generally do not lose income during short absences, they are ineligible for paid time off for professional meetings and training. Full-time active employees who are paid on an hourly or salary basis will receive their regular base rate of pay, excluding overtime, bonuses, commissions and other pay during meetings and training. Meals (not included in program fees) will be reimbursed at the following rates:

Breakfast - \$13.00: When travel begins before 6 am and extends beyond 8 am.

Lunch – \$14.00: When travel begins before noon and extends beyond 2 pm.

Dinner - \$23.00: When travel begins before 6 pm and extends beyond 8 pm.

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### EDUCATIONAL ASSISTANCE

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To encourage employees to take advantage of professional development opportunities, BLPC will reimburse an eligible employee the cost of any state Pest Control examination, not to exceed \$300 per examination, to a maximum of \$1,200.00 for all four exams. To be eligible, the employee must have completed at least one year of continuous full-time employment with the Company and have received prior management approval for educational reimbursement.

The employee must submit a request for examination reimbursement to his or her supervisor or manager with proof of payment and successful completion of the examination. Copies of grade reports or other evidence of successful completion must be submitted within 30 days of completing the examination. Unsuccessful certification attempts will not be reimbursed to the employee.

Supervisors and managers may adjust the employee's work schedule when the course is only administered during normal work hours. Upon supervisory approval, full-time active employees who are paid on an hourly or salary basis will receive their regular base rate of pay, excluding overtime, bonuses, commissions and other pay state pest control exams. Since commissioned employees generally do not lose income during short absences, they are ineligible for paid time off.

Employees may be required to sign an Educational Assistance Agreement, which specifies that the employee will reimburse the total amount of educational assistance received if the employee voluntarily terminates employment within one (1) year following receipt of educational assistance. This agreement will specify the arrangements for reimbursement of Educational Assistance benefits, which may include a promissory note.

# STANDARDS OF CONDUCT

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## GENERAL WORK RULES

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To ensure orderly operations and provide the best possible work environment, BLPC has established the following standards of conduct designed to preserve the dignity, safety and interests of employees and the Company. While it is not possible to provide a complete list of every offense that may result in disciplinary action, the following is a list of unacceptable behaviors that are prohibited by the Company. As a general guideline, any conduct that is unprofessional, potentially embarrassing, or detrimental to the interests or image of the Company, its employees, customers, or the public, is prohibited.

The following conduct may result in disciplinary action, up to and including suspension or termination of employment:

- 1) Malicious or willful destruction or damage to Company property, equipment, materials or the property of another person.
- 2) Theft of unauthorized possession, use, or removal of Company or customer property.
- 3) Obtaining employment or employee benefits by giving false or misleading information; falsifying or omitting any material information on an employment or other Company document; falsification of timekeeping, travel, or other Company records; or misrepresentation or falsification regarding any Company activity or transaction.
- 4) Dishonesty of any kind in relations with the Company or its customers, vendors, suppliers, or regulatory agencies.
- 5) The use, sale, distribution, manufacture, possession or working under the influence of alcohol or illegal drugs while on Company property or while on duty or operating a vehicle on behalf of the Company.
- 6) Insubordination or other disrespectful conduct including refusal to perform lawful tasks assigned by a supervisor.
- 7) Fighting, threats or acts of violence, or possession or brandishing of weapons on Company or customer property, while on duty, or while conducting Company business.
- 8) Negligent or improper conduct leading to property damage.
- 9) Boisterous or disruptive activity or horseplay in the workplace or while on duty.
- 10) Failure to follow any safety or health rule, cooperate in inspections or audits, or promptly report any unsafe condition or accident to management.
- 11) Smoking, vaping or the use of tobacco products in prohibited areas.
- 12) Harassing, threatening, intimidating or coercing another person.
- 13) Possession of dangerous, hazardous, or unauthorized materials such as explosives, firearms, or weapons in the workplace without proper authorization.
- 14) Pleading guilty to, or being convicted of, any crime other than a minor traffic violation.
- 15) Excessive absenteeism or tardiness, or any absence without supervisory notice or approval.
- 16) Unauthorized or inappropriate use of telephones, radios, facsimiles, electronic mail, computer systems, or other Company-owned equipment.
- 17) Unauthorized collection, access, use, transmission, storage, disclosure or disposal of confidential or proprietary information about the Company, its customers, employees, or vendors.

- 18) Failure to disclose a personal or business relationship that may create a conflict of interest.
- 19) Failure to return to work on a timely basis after the termination of an approved leave of absence.
- 20) Unsatisfactory performance or conduct including, but not limited to gross misconduct, malfeasance, negligence or flagrant disregard for Company policies or work rules.

Employment with BLPC is “at will” and is at the mutual consent of both the employee and employer. Either party may terminate the employment relationship at any time with or without cause or notice.

# SAFETY

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## GENERAL SAFETY POLICY

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Brock Lawn and Pest Control strives to provide its employees with a safe and healthful work environment. To accomplish this goal, managers and employees must demonstrate safe work behaviors and eliminate unsafe conditions.

The Company has developed and implemented a comprehensive safety program which includes, but is not limited to: the designation of a safety coordinator, an employee-representative safety committee, hazards identification and abatement, accident investigations, a written safety manual, safety reporting and record-keeping, emergency response and first aid procedures, protective equipment, and employee training. Due to changes in workplace chemicals, equipment, and safety protocol, the safety guidelines may change from time to time. Although the Company will try to communicate these changes as they occur, it is up to the employee to read and follow all instructions on product warning labels and in the corresponding Safety Data Sheets (SDS'S); operation instructions provided by the equipment manufacturer warning signs or notices posted in the workplace, and other instructions.

The Company will provide appropriate personal protective equipment for assigned job tasks. The employee is responsible for cleaning, inspecting, storing and maintaining the equipment in proper working condition. Any personal protective equipment that has tears, holes, or other damage shall not be used and must be replaced immediately.

Employees are required to report all unsafe conditions, workplace injuries or accidents to their supervisors, regardless of how insignificant, and must refrain from performing any work considered unsafe. No such report will result in retaliation, penalty or another disincentive. The supervisor shall take appropriate steps to correct unsafe conditions. Any employee who willfully or repeatedly violates the Company's workplace safety rules or fails to report accidents, injuries, or unsafe conditions will be subject to immediate disciplinary action, up to and including suspension or termination of employment. Any employee who violates the Company's safety rules may jeopardize receipt of Worker's Compensation medical and indemnity benefits to which he or she may otherwise be entitled.

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## GENERAL SAFETY RULES

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While specific safety procedures may apply to certain jobs, the following general safety rules apply to all employees. Failure to abide by these, and other established safety rules, may result in disciplinary action, up to and including suspension or termination of employment. Please refer to the Company's Safety Manual for more information.

- 1) Observe and practice the safety procedures established for all employees and each position.
- 2) Immediately report all work-related accidents, injuries, illnesses, and unsafe conditions to the supervisor.
- 3) Immediately clean up spilled liquids, oil, and grease; use caution signs or cones to barricade slippery areas such as freshly mopped or greasy floors.

- 4) Use a ladder or step stool to retrieve or store items located above your head.
- 5) Use handrails when ascending or descending stairs or ramps.
- 6) Straighten or remove rugs and mats that do not lie flat against the floors.
- 7) Do not wear loose clothing or jewelry around machinery; keep long hair secured and wear appropriate footwear in good repair for adequate protection.
- 8) Do not distract another employee as you may cause him or her to become injured.
- 9) Do not pile materials, boxes, or equipment where they will block access to aisles, exits, fire extinguishers, or power panels.
- 10) Keep your work area clean; good housekeeping promotes safety.
- 11) Observe smoking rules. Smoking and the use of e-cigarettes is only permitted outside in designated areas. All ashes and butts must be disposed of properly.
- 12) Lift properly using the legs, not the back. For heavier loads, ask for assistance or use proper lifting equipment
- 13) Do not operate vehicles, equipment or machinery unless trained and authorized to do so by your supervisor.
- 14) Do not adjust, clean, or oil machinery unless trained and authorized to do so by your supervisor.
- 15) Do not participate in horseplay or other activities that are inconsistent with reasonable common-sense safety rules.
- 16) Avoid workplace distractions; do not use personal wireless devices except in during break periods.
- 17) Do not text, make or take calls, check e-mails, program or use electronic devices while operating a motor vehicle.
- 18) Do not use, possess, distribute or report to work under the influence of illegal drugs or alcohol.
- 19) In the event of a robbery attempt, do not resist or argue with the robber. Always keep hands visible and warn the robber of any movements you are going to make. Do not attempt to pursue or capture the robber. Call the police as soon as the robber leaves.

## **HURRICANE PREPAREDNESS**

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### **HURRICANE BASICS**

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A hurricane can be a massive storm that begins to form over water and moves towards land. Hurricanes can include heavy rain, strong winds, flooding, rip currents and tornadoes. The hurricane season for our area runs from June 1 to November 30 with a higher peak time of mid-August though late October.

#### **Preparedness Tips:**

- Have a place to evacuate to. If you are ordered to evacuate, know local routes to take and have a place to stay.
- Have an emergency supply or go bag which includes flashlight, batteries, cash, first aid supplies, medications and copies of pertinent information you may need.

- If you are not ordered to evacuate, have supplies for your home in case you lose power or water for several days.
- Contact your local emergency management agency for more information
- Have emergency contact information with fellow employees and leadership positions to check in with each other.

#### Home Preparedness Tips:

- Secure rain gutters and downspout and clear clogged areas to prevent water damage to your property.
- Strong winds can cause trees and branches to fall, so trim or clear damaged limbs to keep your property safe.
- Secure windows and doors with wood or reinforcing doors such as garage doors.
- Purchase a portable generator to use for power outages. NEVER try to power a home by plugging a generator into a wall outlet.

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### **BROCK HURRICANE PREPAREDNESS**

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#### Employee Preparedness: Communications

- We will have employee contact information as well as some other contact number to keep in touch with each other.
- We will provide a list of those emergency contact numbers to certain individuals to be the go-to person and those people will report back to a member of management.
- Stay in touch with your contact buddies before, during and after the storm to see how everyone is doing and if we can help in any way.

#### Employee Preparedness: Planning for Home and Family

- Secure rain gutters and downspouts and clear clogged areas to prevent water damage to your property.
- Strong winds can cause trees and branches to fall, so trim or clear damaged limbs to keep your property safe.
- Secure windows and doors with wood or reinforcing doors such as garage doors.
- Purchase a portable generator to use for power outages. NEVER try to power a home by plugging a generator into a wall outlet.

#### Employee Preparedness: Brock

- Make sure every vehicle is filled up with gas as well as any gas cans for all other equipment.

- Make sure technicians only mix up what is needed for that day. This will provide empty tanks to help prevent chemical spills if vehicle is struck by a tree limb or other flying debris.
- Secure buildings and warehouse areas in the best way possible to make sure buildings are reinforced to help prevent damage.
- Make sure vehicles are parked away from trees to keep them safe from damage.

#### Employee Preparedness: Assessing Damage and Back to Work

- Safety #1 Priority
- DO NOT drive down severely flooded roads.
- DO NOT put yourself in harm's way.
- We will identify one or more employees to check and inspect office after the storm.
- Back to work will be largely dependent on the size and the strength of the storm, but rest assured that our employee's safety is our #1 concern.