



## EMPLOYEE HANDBOOK

LAST REVISION DATE: 5.16.13

**TITUS RESTORATION SERVICES, INC.  
EMPLOYEE HANDBOOK ADDENDUM****IMPORTANT NOTICE**

Titus Restoration Services, Inc. (hereinafter referred to as the "Company" or "Titus Restoration") and each of its Employees acknowledges that their relationship is "at will". This means that either you or the Company can terminate that relationship at any time for any reason or no reason and with or without notice. The Company reserves the right, at its complete discretion, to modify, alter, or eliminate any and all of the policies and procedures set forth herein at any time, or to create new policies and procedures. Neither this handbook nor its contents constitute, in whole or in part, either an express or implied contract of employment or any other kind of contract between the Company and any Employee, and they should not be construed or interpreted as such by anyone.

The statements contained in this Handbook regarding the Company's policies, benefits, and employment practices are necessarily in condensed form. While this Handbook is not intended to state all of the conditions of employment and all of the principles that will help to guide you as Employees in the performance of your duties, it and any supplementary booklets or notices will give you general information in regard to certain guidelines and benefits that are in effect at this time. All Employees are also subject to the Company's established policies and procedures in effect during the period of their employment.

The information contained in this Handbook supersedes any prior versions of Company's Employee or manual that may have been used prior, including that of a prior Company. You are expected to read and understand the contents of this Handbook and to comply with the rules, policies, and procedures set forth in it.

No Employee, Supervisor, or representative has any authority to bind the Company to any legally-binding employment contract or agreement with any Employee or to modify or amend this handbook. Any such employment contract or modification or amendment to this Handbook must be in writing and must be approved by the Company's Human Resources Department, appropriate Executive Staff Member and/or its General Counsel. Verbal or written statements on the part of any Supervisors or other Employees of the Company concerning an Employee's conditions of employment are superseded by the written policies and procedures of the Company that are the basis of this handbook. No such verbal or written statement or explanation constitutes a contract or modifies any term or provision of this handbook or any of the Company's policies or procedures unless that statement or explanation has been issued or approved in writing by the Human Resources Department, General Counsel and the appropriate Executive Staff Member.

It is the Employee's responsibility to ensure full compliance with this handbook on behalf of all individuals on Property who are not customers. At times, and in some cases, the application of these policies and procedures may be affected by existing or future State or Federal regulations.

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**COMPANY JURISDICTION**

An Employee is considered to be under or within "Company Jurisdiction" whenever the Employee is:

- On Company property, parking lots, trucks, trailers, client offices, or facilities of customers.
- On Company time, even if off Company premises (including traveling, paid lunch and rest periods, post office, bank runs and store errands, to name a few).
- On the property and/or at the facilities of customers, clients and/or vendors of the Company for Company related reasons or purposes.
- Driving or riding as a passenger in a private vehicle for which the Company is reimbursing expenses.
- Driving or riding as a passenger in a Company vehicle.
- At a job site.

This definition applies to contract, seasonal, and temporary workers in those instances and situations in which the Company deems it applicable.

Any policies contained in this Handbook Addendum will supersede those policies contained in the Employee Handbook or any state-specific handbook you may have been given.



## **Welcome to Titus Restoration Services, Inc.!**

We are pleased to have you on our team! Titus Restoration believes in the TEAM ENVIRONMENT. You were hired due to your work ethic that will only help in strengthening us as a Company. The information contained in this Handbook is to be used as a guide for all Employees of Titus Restoration. We want all Titus Restoration Employees to be well-informed and aware of our policies, procedures, and benefits programs.

Throughout your employment we anticipate changes will be made to this handbook as well as additions and changes to the Policies and Procedures, in order to keep you updated. Titus Restoration will communicate any such information through means such as meetings, memos, and bulletin boards.

We encourage constant communication! Should you have any suggestions for positive changes with Titus Restoration, please contact your Supervisor immediately! We continue to grow and become a better Company based on EVERYONE'S ideas!

**We are happy to have you with us!**

## **INTRODUCTION**

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This Handbook is designed to provide Employees of Titus Restoration with information regarding our policies, procedures, and practices that may apply to them. Titus Restoration Services, Inc. is referred to as the "Company" in this Handbook. You and your fellow Employees are referred to as "Employees" in this Handbook. The references to "Human Resources Department" mean the person(s) designated as the Human Resources Department and designated as the Company Senior Management.

- The Company Safety Department is located at the Corporate Office in Woodstock, GA.
- The references to "Supervisor" mean your direct Supervisor.
- The references to "Senior Management" mean the Company President or Vice President.

Should you have any questions about any of the information in this handbook, please contact your immediate Supervisor or the Human Resources Department at 678-494-6893.

## **ABOUT OUR COMPANY**

Titus Restoration Services, Inc. is a privately held Company based in Woodstock, GA. It was founded in 2005.

Since our founding, Titus Restoration has built its business and operates in all 48 lower states. It is Titus Restoration's mission to satisfy all of our customers concrete floor polishing and floor coating needs. Titus Restoration will continue to focus improving and modifying our operations to improve our ability to service needs and opportunities that are presented to us. Titus Restoration is continuing to acquire and develop new equipment, methods, and materials in our current markets and is exploring new markets as opportunities present themselves.

## **A LEADER IN THE INDUSTRY**

SAFETY is what has helped us in being the BEST! We are always observant and take action to ensure a safe environment for ourselves, co-workers and our customers. Safety will always be our #1 PRIORITY at our offices, shop, on the road, and on our job sites!

Making a positive and lasting impression on our customers is vital to our business. Going that extra mile is what has made Titus Restoration a true LEADER in the Industry.

By acknowledging our customers with a smile, listening to our customers, and thinking ahead to anticipate their needs, even before they ask, this shows our commitment to superior results. Titus Restoration facilities and equipment are always kept clean. By keeping ourselves and our surrounding areas neat, organized and spotless, our clients feel comfortable doing business with us because they see we care. We have borrowed the cleanliness motto from McDonalds founder Ray Kroc: "If there is time to lean, there is time to clean".

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## 1. BENEFITS

**1.1 Medical Insurance:** Eligible employees who work an average of 30 hours or more each week may enroll in a single, a single plus one dependent, or a family contract on the first of the month following sixty days of employment. Eligibility may be defined by state law and/or by the insurance contract. Information and enrollment forms may be obtained from human resources.

To assist you with the cost of this insurance, our company offers a plan to employees who are in certain positions that pays 100 % of the employee only health insurance portion. The employee is responsible for the insurance deductibles or medical procedures not covered by the insurance.

The employee may elect to add a dependent, or a family to this contract. The employee is responsible for paying the balance through payroll deduction. The cost of dependent or family medical insurance is fully paid by the employee. Participating employees are also covered under our medical insurance plan's prescription drug and employee assistance programs. A booklet containing the details of the plan and eligibility requirements may be obtained from human resources, refer to the actual plan document and summary plan description if you have specific questions regarding this benefit plan. **Those documents are controlling.**

Upon discharge you may be entitled to continuation or conversion of the group medical insurance plan in accordance with the terms of the policy and/or applicable state and federal law. For more information, contact human resources.

**1.2 Dental Insurance:** Dental is optional insurance and not paid for by the employer. Eligible employees who work an average of 30 hours or more each week may enroll in a single, a single plus one dependent or a family contract on the first of the month following sixty days of employment. The cost of this insurance is fully paid by the employee. Information and enrollment forms may be obtained from human resources. A booklet containing the details of the plan and the eligibility requirements may be obtained from human resources.

Refer to the actual plan document and summary plan description if you have specific questions regarding this benefit plan. Those documents are controlling.

Upon discharge you may be entitled to continuation or conversion of the group dental insurance plan in accordance with the terms of the policy and/or applicable state and federal law. For more information, contact human resources.

**1.3 Vision Care Plan:** Vision care is optional insurance and not paid for by the employer. Eligible employees who work an average of 30 hours or more each week may enroll in this plan on the first of the month following sixty days of employment. The cost of this insurance is fully paid by the employee. Complete details of this plan may be obtained from human resources.

Refer to the actual plan document and summary plan description if you have specific questions regarding this benefit plan. Those documents are controlling.

Upon discharge you may be entitled to continuation or conversion of the group vision care insurance plan in accordance with the terms of the policy and/or applicable state and federal law. For more information, contact human resources.

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**1.4 Life insurance:** Life insurance is optional and not paid for by the employer. Eligible employees who work an average of 30 hours or more each week may enroll. The cost of this insurance is fully paid by the employee. You must complete an insurance form and designate your beneficiary. You also have the option of purchasing additional insurance through our group plan. Complete details of this plan may be obtained from human resources.

**1.5 Section 125 Plan:** Section 125 plans are optional to the employee and not contributed to by the employer. Our company offers a pretax contribution option for employees. This employee benefit is known as a Section 125 plan or Flexible Spending Account.

A Section 125 plan is a benefit plan that allows you to make contributions toward premiums for medical insurance and dependent care expenses on a “before tax”, rather than an “after tax” basis. Your premium contributions and qualified expenses are deducted from your gross pay before income taxes and Social Security is calculated.

To participate in this plan, complete an election form and return it to human resources.

You cannot make any changes to your pretax contributions until the next open enrollment period, unless your family status changes or you become eligible for a special enrollment period due to a loss of coverage. Family status changes include marriage, divorce, death of a spouse or child, birth or adoption of a child or discharge of employment of your spouse. A change in election due to a change in family status is effective the following month.

**1.6 Disability Leave:** Disability leave is optional insurance and not paid for by the employer. Full-time employees are eligible for an unpaid disability leave after ninety days of employment. Disability leave due to non-occupational illness, injury or pregnancy related disability is not to exceed four weeks. The cost of this insurance is fully paid by the employee.

Granting this leave prior to the completion of the eligibility period and/or beyond the maximum period stated above may be required as a reasonable accommodation in accordance with the Americans with Disabilities Act.

Employees requesting leave must provide written notice of the disability, including a doctor's certificate stating the nature of the disability and the expected date of return to work. The company will not seek genetic information in connection with requests for disability leave. All medical information received by the company in connection with a request for leave under this policy will be treated as confidential.

You may continue your medical insurance, dental insurance and vision care insurance coverage by making arrangements with human resources to pay the entire monthly premium in advance each month.

When you are able to return to work, give us at least one week's advance written notice. Include a doctor's certificate stating that you are medically able to return to your normal duties. We reserve the right to require a physical examination by a physician of our own choosing prior to your resumption of duties, as allowed by state law.

We will return you to the same or similar position you held prior to the disability leave, subject to our staffing and business requirements. Your continued absence from work

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beyond your disability (as determined by your physician) will be deemed a voluntary discharge of your employment.

This leave may run concurrently with any other leave where permitted by state and federal law.

**1.7 Worker's Compensation insurance:** Workers' compensation insurance is provided in all states. The cost of workers' compensation insurance is paid by the Company for its Employees. Any on-the-job injury or illness must be immediately reported to your Supervisor, if they are unavailable, you must contact the Human Resources Department even if you consider it insignificant. Only in this way can necessary medical attention be provided and incident information be obtained. We are required by law to maintain accurate records of work-related injuries and illnesses. Therefore, prompt reporting of any incident is important to both you and the Company. You must keep in regular contact with the Company as well as your treating doctor and the Workers Compensation Carrier. Failure to do so will result in immediate disciplinary action and will result in investigation of your claim and your position with the Company. In the event of a loss of time accident, your fringe benefits will continue for 30 days. If the loss of time accident exceeds 30 days the Employee will have to serve a new introductory period for fringe benefits.

**1.8 Employee Assistance Program:** Eligible full-time employees may participate in our employee assistance program after completing their introductory period.

Our BalanceWorks®, Employee Assistance Program (EAP), and Work/Life Benefit help eligible employees and their immediate families with a wide range of problems. Situations addressed by the EAP include marriage and family problems, emotional problems, alcoholism and alcohol abuse, drug abuse and dependency, financial problems, compulsive gambling and eating disorders. Your conversations and all records are strictly confidential.

Additional information regarding this program is available at [www.eniweb.com](http://www.eniweb.com) or by calling 1-800-EAPCALL. Complete details of this program may be obtained from human resources.

In addition, for all employees, as a part of our Drug Free Workplace program, an online Employee Assistance Program resource guide is available for your use.

To access this resource guide, use the login name and password on the Website address listed below. The login name and password will be the same for all employees and users, while all searches will remain completely confidential.

[www.eapworklife.com](http://www.eapworklife.com)

Click on login at the top of the webpage

Username: council

Password: livedrugfree

Employee family members are also welcome to use this service. Simply provide them with the login name and password.

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## 2. COMMUNICATIONS

**2.1 Employee Relations Email Hotline:** The purpose of the Employee Relations Email Hotline is to provide you an avenue of open, confidential, and direct communications with the Human Resources Department without fear of reprisal. You are encouraged to resolve problems first through your Supervisor. If you believe that the problem is not being, or cannot be, resolved through your Supervisor, you are welcome to email the Employee Relations Email Hotline to register complaints, alert the Company to problems or concerns, make comments or suggestions, ask questions, or request information. You should keep in mind that a proper investigation and the complete resolution of the problem may not be possible in all cases to keep your identity confidential.

To access the Email Hotline, email the Human Resources Department directly by sending an email to [hr@titusrestoration.com](mailto:hr@titusrestoration.com). If you send a message and a contact telephone number, you will be contacted the following business day to discuss your issue.

**2.2 Suggestions:** Your ideas are always welcomed. We are always pleased to receive any idea that you believe will improve our operations or save time and money. If you have a suggestion you believe should be considered by the Company. You are encouraged to submit it in writing through your Supervisor. If your suggestion is implemented, you will be considered for formal recognition.

**2.3 Employee Meeting and Announcements:** We want you to know what is going on with the Company. Please remember that facts are a much better source of information than rumors or gossip. You may be asked to attend (either in person or on a conference call or other means of communication) As necessary, such meetings will be held to offer opportunities for Employees to exchange information, express opinions, and to make known problems or suggestions regarding the Company's business and the operation of the Corporate Office or jobsite. Additionally, meetings may be held to keep you informed of various Corporate Office or Property events and to advise you of Employee benefits and practices. Employee memos and bulletins will be posted with announcements of importance to you, including clarifications and modifications of this Handbook and other Company Policies and Procedures. In addition, you are always free to ask questions or pass on suggestions to your Supervisor or the Human Resources Department.

**2.4 Electronic Communications Policy / Mail:** The Company's electronic-mail systems, voice-mail systems, computers, and Internet connections, and other electronic communications systems ("Electronic Communications Systems") are necessary for conducting our business and should be used only for Company business. Personal use of these Systems may delay the Company in fulfilling its obligations to its Customers other Employees, and others.

Accordingly, any personal use of any Electronic Communications Systems is prohibited unless approved in advance by your Supervisor and limited to non-working hours. Any excessive use of the Electronic Communications Systems for non-business purposes or any use in violation of Company Policies and Procedures may subject you to disciplinary action.

The Electronic Communications Systems belong to the Company and are provided by the Company to assist in the conduct of its business. All Electronic Communications belong

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solely to the Company and constitute the legal and proprietary Corporate Office or Property of the Company. As an Employee, you do not have any privacy or ownership rights or interest in any such communications or information, including, but not limited to, the computer files, data, and images accessed through, created, or stored in any Company computer or other system you use. The Company reserves the right, at any time, to access, view, copy, and delete any and all files, data, images, programs and other forms of communication you access, create, view, copy, or store using the Electronic Communications Systems. Information contained in any Electronic Communication System is to be provided only to authorized Employees or third parties who have a reasonable business need for such information. Distribution of or reproducing the Company's business information on or through any Electronic Communication System is strictly prohibited unless approved in advance by your Supervisor. Personal telephone calls during your scheduled work time should be limited to emergency situations and any excessive use of the Company's or Corporate Office or Property's telephones for personal uses may subject you to disciplinary action.

You may not use any Company or jobsite stationery, packaging, or supplies for personal correspondence or items.

This policy is not intended to prohibit any communications that are permitted under applicable labor laws. This policy is not intended to prohibit any communications that are permitted under applicable labor laws.

At no time may any Employee alter or change the Company Logo. The Company Logo is trademarked. All changes or any use of the Logo **MUST** be approved prior by the Corporate I.T. Department. No other Department or Individual of the Company, with the exception of the Company Officers may alter or change the Company Logo or give permission to alter, change or use the Company Logo.

You are not allowed to use any Electronic Communication System to access, create, store, copy, duplicate, forward, transmit, download, or display any pornographic, offensive, derogatory, or disruptive messages, images, or data. If such material is sent to your Company computer by electronic mail or otherwise through the Internet you should promptly delete it. You are also not allowed to use any Electronic Communication System for any illegal activities, personal gain, soliciting of personal business, selling any products, or the advancement of any personal views or causes. Any Electronic Communication that includes negative or derogatory remarks about a person's race, religion, color, gender, age, national origin, sexual orientation, disability, or veteran's status is a violation of this Policy. Files, documents, or data that are necessary for your job or that you are directed to maintain by your Supervisor should be stored on your computer's hard drive or on the Company's mainframe computer or saved as hard copies and filed in the Company's files. Email should be managed; non-essential emails should be deleted within 30 days.

You are not authorized to install or use any computer password or other electronic-access restriction to limit access to any part of an Electronic Communication System unless the password or restriction is approved by the Company's or Corporate Office or Property's information services department and the password is disclosed to the information services department.

Neither the Corporate Office or Property nor the Company assumes any liability or responsibility for the acceptance or delivery of any personal mail or parcels delivered to a Corporate Office or Property or Company address. Personal telephone messages for you may not be forwarded to you during your shift except in identified emergencies. Violation of this Policy may subject you to disciplinary action.

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Additionally, Titus Restoration Services, Inc. policy with regard to the access and disclosure of electronic mail messages created, sent or received by Titus Restoration Services, Inc.'s Employees using Titus Restoration Services, Inc.'s electronic mail system include not only the above, but the following rules that require strict adherence at all times. Any infraction thereof could result in corrective and/or disciplinary action, up to and including termination; the severity of the infraction governs the severity of the corrective and/or disciplinary action.

- The e-mail system hardware and software is the Property of Titus Restoration Services, Inc. Additionally, all messages composed, sent or received on the electronic mail system are and remain the Property of Titus Restoration Services, Inc. They are not the private property of any Employee.
- Employees are authorized to use the e-mail system in the course of official business and for business purposes only. Employees are not authorized to use the e-mail system for personal use before, during, or after work hours.
- The e-mail system may not be used to send chain letters or to solicit or persuade for commercial ventures, religious or political causes, outside organizations or other non-job-related solicitations or activities. This does not apply to requests authorized by Titus Restoration Services, Inc.'s corporate offices.
- The e-mail system is not to be used to create any offensive or disruptive messages. Among those which are considered offensive are any messages which contain sexual implications, racial slurs, gender-specific comments, or any other comment that offensively addresses someone's age, sexual orientation, religious or political beliefs, national origin, or disability.
- The e-mail system shall not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information, or similar materials without permission from Titus Restoration Services, Inc. and the copyright holder.
- Titus Restoration Services, Inc. reserves the right to review, audit, intercept, access and disclose or delete all messages created, received and/or sent over the electronic mail system at any time, for any purpose.
- The confidentiality of any message should not be assumed. Confidential information should not be sent via e-mail. Even when a message is erased, it may still be possible to retrieve and read that message. Further, the use of passwords for security does not guarantee confidentiality.
- E-mail attachments that are received via the Internet must be scanned with virus detection software before opening. All appropriate precautions should be taken to detect for a virus and if necessary, to prevent it's spread. Any suspected virus/suspicious activity should be reported to the I.T. Department immediately. At no time should virus software be disabled or circumvented to download email unless specific direction and authorization is given beforehand from the I.T. Department.
- If opening an email that is obviously spam, DO NOT click on the unsubscribe link on the page as quite often, doing so results in information being taken from your computer and allowing spyware to be installed.
- Notwithstanding Titus Restoration Services, Inc.'s right to retrieve and read any electronic mail messages, such messages should be treated as confidential by other Employees and accessed only by the intended recipient. Employees are not authorized to retrieve or read any e-mail messages that are not sent to them.
- Supervisors are responsible for ensuring that Employees are adhering to the policy and if violations or loss of productivity occur, notify the appropriate personnel and take appropriate action to rectify the situation.
- Etiquette: Please make sure you use the correct punctuation and grammar in composing your emails. Please do not use all CAPS when you compose your email. Please do not use abbreviated or phone text language. Always sign your email with your name, store number, and email address.

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## 2.5 Contact With the Media

All media inquiries regarding the company and its operations must be referred to human resources or an Officer of the Company. These people are the only people authorized to make or approve public statements on behalf of the company.

**2.6 Social Media:** The Company has in place policies that govern use of its own electronic communication systems, equipment, and resources which employees must follow. The company may also have an interest in your electronic communications with co-workers, clients, vendors, suppliers, competitors, and the general public on your own time. Inappropriate communications, even if made on your own time using your own resources, may be grounds for discipline up to and including immediate termination. We encourage you to use good judgment when communicating via blogs, online chat rooms, networking internet sites, social internet sites, and other electronic and non-electronic forums (collectively "social media"). The use of social media is not permitted on company owned devices nor is it permitted on company time. The following is a general and non-exhaustive list of guidelines you should keep in mind:

- Make it clear that the views expressed in social media are yours alone. Do not purport to represent the views of the company in any fashion.
- Do not disclose confidential or proprietary information regarding the company, your co-workers or the company's vendors and suppliers. Use of copyrighted or trademarked company information, trade secrets, or other sensitive information may subject you to legal action. If you have any doubt about whether it is proper to disclose information, please discuss it with human resources.
- Do not use company logos, trademarks, web addresses, pictures, email addresses or other symbols in social media. You may not use the company name or other identifying information to endorse, promote, denigrate or otherwise comment on any product, opinion, cause or person.
- Be respectful of the privacy and dignity of your co-workers. Do not use or post photos of co-workers without their express consent.
- Harassing or discriminatory comments, particularly if made on the basis of gender, race, religion, age, national origin, or other protected characteristic, may be deemed inappropriate even if the company name is not mentioned. If social media or any other communications whatsoever in any way may adversely affect your relationships at work or violate company policy, you may be subject to discipline up to and including immediate termination under various company policies.
- Ensure that engaging in social media does not interfere with your work commitments.
- Social media and similar communications have the potential to reflect on both you and the company. We hope that you will show respect for our employees, clients, affiliates and competitors.
- Do not open email or attachments from unknown sources.
- The company may appoint an employee to use social media for marketing or other purposes. Only employees appointed by the company may use social media on company equipment or during work hours.

Nothing contained herein shall preclude an employee from engaging in conduct protected by Section 7 of the National Labor Relations Act.

**2.7 Recording Devices in the Workplace:** Except as otherwise provided for in this policy, no employee may photograph, tape, or otherwise record any person, document, conversation, communication, or activity that in any way involves the company or employees of the company, any clients or any other individual with whom the company is doing business or intending to do business in any capacity (for example, vendors, suppliers, consultants,

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attorneys, or independent contractors). The authorized copying of documents in the ordinary course of business for the benefit of the company is not prohibited by this policy.

“Photographing,” “taping,” and “recording” under this policy include taking still or video pictures (film or digital), or recording any conversation or communications, regardless of whether the conversation or communication takes place in person, over the telephone, or via any other communications device or equipment, and regardless of the method used to tape or record (for example, tape recorder, video recorder, mechanical recording, or wire-tapping equipment), and regardless of where the conversation or communication takes place, i.e., on or off the company's premises. “Taping” or “recording” also include photographing or recording digital images through cameras of any kind (for example, camera phones, PDA cameras, or concealed cameras). Limited exceptions will apply where the photographing, taping, or recording is being conducted by an individual who has been provided advance written authorization for the activity by an authorized member of company management.

Violations of this policy may result in disciplinary action against the offending employee(s), up to and including discharge. Where the conduct engaged in is illegal, violators may also be subject to prosecution under applicable federal, state, or local laws.

Nothing contained herein shall preclude an employee from engaging in conduct protected by Section 7 of the National Labor Relations Act.

### **3. CONDUCT AND APPEARANCE**

The Company expects you to maintain high standards of personal conduct and appearance. You are a representative of the Company, both on and off the job. To Customers and the public, you are the Company. The following rules and regulations are published to establish the best possible relationship between you and the Company. Certain rules and procedures are addressed in more detail elsewhere in this Handbook and additional rules and procedures may apply in your department or work area. We expect you to know and abide by these rules. If you have any questions, you should discuss them with your Supervisor. Adherence will make your work environment safer and protect the Customers, other Employees, Company Property, and the Company.

**3.1 Confidentiality:** At no time should grievances be discussed with or in front of our customers. At no time should the suggestion, comment, or grievance become the source of jobsite unrest, unprofessional behavior, or work stoppage. It is expected that all such issues be handled through proper channels as outlined herein. Violations of this policy may result in immediate termination of your employment. If at any time you do not feel comfortable speaking with your supervisor or the next level of management, discuss your concern with any other member of management with whom you feel comfortable.

**3.2 Confidentiality of Client Matters:** We demand that every employee maintain the highest degree of confidentiality when handling client matters. To maintain this professional confidence, no employee shall disclose client information to other clients, friends, or members of one's own family. Questions concerning client confidentiality may be addressed with your immediate supervisor.

**3.3 Discussions with Clients:** Employee discussions with the client are a violation of company policy. You may be asked by the client to offer specific suggestions or comments regarding the job or his or her practices all questions concerning the job MUST be referred to the Supervisor. NO EXCEPTIONS. Violations of this policy may result in immediate termination.

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**3.4 Proper Conduct at Client's Office or Jobsite:** The opinions and attitudes that clients have toward our company may be determined for a long period of time by the actions of one employee. It is sometimes easy to take a client for granted, but if we do, we run the risk of losing not only that client but also his or her associates, friends or family who may also be clients or prospective clients. The nature of our company may require that employees perform work connected with a client's assignment at the client's office/jobsite. The importance of professional conduct when working in a client's office cannot be emphasized enough. Professional conduct is a broad term that is open to many interpretations. The following guidelines describe appropriate conduct when working at a jobsite:

- Limit discussions with client employees to matters that concern their department and level of responsibility. Long, personal discussions with client personnel are discouraged during working hours on the client's worksite. Such disruptions of work will only offend client executives and client employees.
- Do not discuss internal affairs with client personnel during working hours on the client's worksite.
- Avoid comments or criticisms involving other companies and their particular work or fees.
- Refrain from discussing shortcomings or idiosyncrasies of client employees.
- Avoid conversations involving client matters in all places that would violate client confidentiality.
- Avoid discussing procedural problems with management while client employees are present.
- Do not solicit clients for charitable donations.
- Refer all client inquiries to the job supervisor.
- Entertain clients only after first receiving approval from your immediate supervisor.

Each employee must be sensitive to the importance of providing courteous treatment in all working relationships. Violations of this Conduct at Client's Office / Jobsite policy may result in immediate termination.

**3.5 Personal Conduct:** The Customer's first impression often influences his or her decision to work with us again, therefore your behavior provides a lasting impression the Customer will remember. Make the most of the opportunity. Rude, discourteous, or uncooperative behavior or any other conduct that is unprofessional will not be tolerated and such conduct may subject you to disciplinary action. Certain patterns of personal conduct are expected. The following are to be kept in mind:

- Be Courteous -- Always treat others as you would expect to be treated, whether it be a Customer, another Employee or a vendor. Personal courtesy always helps in the performance of any task.
- Be enthusiastic -- A sincere, positive attitude often leads to a positive response.
- Be Neat -- An orderly approach toward your work will produce accuracy and save time. Doing things over always takes longer than doing them carefully the first time.
- Be well-groomed -- Follow company guidelines.
- Be Cooperative —You are representative of the Company and you should assume that responsibility is not limited to your assigned tasks. You should welcome the opportunity to be of greater service to Customers and to your fellow Employees whenever possible.

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**3.6 Customer Service:** If we don't make our customers happy, we haven't accomplished our most important goal. Titus Restoration is committed providing the highest level of customer service that we can offer. Key elements of such service include:

- Excellent follow-through on requests and questions
- Useful product information
- High quality products.
- When in doubt, do the right thing.
- We earn customer loyalty one customer at a time.
- Problems are not problems they are opportunities in disguise.
- Attitude is a state of mind.
- The customer is depending on me.
- Product knowledge is the cornerstone.
- Keep your workplace in order.
- There can be no substitute for honesty and integrity.
- Workplace presentation is a true reflection of team pride.
- Teamwork simplifies the task and improves the odds of success.

If at any time, you are not sure how to handle a situation involving a customer, or can't determine what "the right thing to do" would be, contact your Supervisor immediately.

**3.7 Gifts and Gratuities:** You are not allowed to accept gifts or gratuities from any vendor or other person who solicits business from Titus Restoration without the prior written approval of the Supervisor or the Human Resources Department. You are not allowed to solicit a gratuity or to imply in any way that gratuities are expected or required for service. No solicitations or collections for such purposes are permitted. This policy represents management guidelines. For more information, please speak to human resources.

**3.8 Telephone Calls:** It is important to keep our company telephone lines free for client calls. Although the occasional use of the company's telephones for a personal emergency may be necessary, routine personal calls should be kept to a minimum.

Personal cellular telephones are NOT allowed on the jobsite. They must be kept in the truck or trailer during working hours and while on company premises or while on the jobsite.

Employees are prohibited from using cellular telephones to text message during working hours while on company premises or jobsite. Violation of this policy may result in immediate termination.

Employees' shall have access to the company phone number or the supervisor's phone number in case of an emergency. All emergency messages will be passed on to the employee as soon as practical. Employee shall be allowed to call concerning this emergency.

Our business, like many others, depends on the professional and effective use of the telephone. Keep in mind that you represent Titus Restoration at all times during telephone conversation. A telephone call from a customer should not be viewed as an interruption, but rather as an opportunity for business and to display courtesy and provide excellent customer service.

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Because the telephone is so important, use should be limited to business use, unless in case of emergency. If calls are made of a personal nature, they should be held to an absolute minimum. Long distance or toll calls of a personal nature are absolutely prohibited.

**3.9 Smoking in the Workplace:** Our Company is committed to providing a safe and healthy environment. Smoking is not permitted. Smoking is not permitted in any Customers' building, company vehicles, company trailers, company property, company storage yard, or the Corporate Office. Smoking may only occur on authorized breaks or when off the clock in outdoor areas approved by the Titus Supervisor. All smoking materials shall be thoroughly extinguished, placed in a fire proof container and safely disposed of as designated by the Supervisor. Such guidelines will reflect the Company's awareness of the need to control workplace smoking for economic, social, and health reasons. Such guidelines will be subject in each case to the requirements of local law. Please note that such local laws may substantially restrict or prohibit smoking. Violations of this policy may result in disciplinary action, up to and including discharge.

**3.10 Drug Free Workplace / Substance Abuse:** The Company has vital interests in ensuring a safe, healthy and efficient working environment for our employees, their co-workers and the clients we serve. The unlawful or improper presence or use of controlled substances or alcohol in the workplace presents a danger to everyone. Titus Restoration is a "Drug Free Workplace." Violation of this policy may result in immediate termination.

The Company has implemented a drug testing program in compliance with Federal DOT laws and the state of Georgia laws. Employees are prohibited from reporting to work under the influence or working while using illegal or unauthorized substances. Employees are prohibited from reporting to work or working when the employee uses any controlled substance, except when the use is pursuant to a doctor's orders and the doctor advised the employee that the substance does not adversely affect the employee's ability to safely perform his or her job duties.

In addition, employees are prohibited from engaging in the unlawful or unauthorized manufacture, distribution, sale or possession of illegal or unauthorized substances and alcohol in the workplace including: on Company paid time, on company premises, in Company vehicles, or while engaged in Company activities. Our employees are also prohibited from reporting for duty or remaining on duty with any alcohol in their systems. Employees are further prohibited from consuming alcohol during working hours, including meals, breaks, and while traveling on Company business.

Your employment or continued employment with the Company is conditioned upon your full compliance with the foregoing substance abuse policy. Any violation of this policy may result in disciplinary action, up to and including discharge.

Consistent with its fair employment policy, the Company maintains a policy of non-discrimination and reasonable accommodation with respect to recovering addicts and alcoholics, and those having a medical history reflecting treatment for substance abuse conditions. We encourage employees to seek assistance before their substance or alcohol use renders them unable to perform their essential job functions or jeopardizes the health and safety of themselves or others. The Company will attempt to assist its employees through referrals to rehabilitation, appropriate leaves of absence and other measures consistent with the Company's policies and applicable federal, state or local laws.

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The Company further reserves the right to take any and all appropriate and lawful actions necessary to enforce this substance abuse policy including, but not limited to, the inspection of Company issued lockers, desks or other suspected areas of concealment, as well as an employee's personal property when the Company has reasonable suspicion to believe that the employee has violated this substance abuse policy.

- **"CONTROLLED SUBSTANCE"**

The term "controlled substance" means a drug or controlled substance listed as such in the Federal Controlled Substance Act and includes, but is not limited to, amphetamines, marijuana, cocaine, opiates, barbiturates, hallucinogens, depressants and stimulants. Controlled substances also include prescription drugs used in any manner inconsistent with their intended or stated use.

- **"POSSESSION"**

The term "possession" means actual custody or control of and access to, including, without limitation, items, including drug paraphernalia, held by a person or stored in an Employee's work station, office, locker, lunch box, purse, briefcase, bag, automobile or other areas under Company Jurisdiction.

- **"REASONABLE SUSPICION"**

The term "reasonable suspicion" means a belief that an Employee is using or has used controlled substances, prescription/over-the-counter drugs or alcohol in violation of this policy or has otherwise violated this policy. Such belief shall be drawn from objective facts and reasonable inferences drawn from those facts. This can include the observation of ingestion or possession by any credible witness, or observation of any known symptoms for "under the influence" behavior as documented through the use of the Reasonable Suspicion Checklist.

- **"UNDER THE INFLUENCE"**

For purposes of this policy, "under the influence" means having any of the body's sensory, cognitive or motor functions in any way affected, altered or impaired; being unable to perform work in a safe and productive manner; being in physical or mental state which creates a risk to the safety and well-being of the affected Employee, other Employees, the public or Company Corporate Office or Property; and/or having any detectable level of alcohol, drugs or controlled substances in the body. Possessing, consuming, buying, or distributing alcohol, or having a blood/alcohol, (or urine equivalent) level of .02 or higher is a violation of Company policy. In some cases, consuming alcohol may be approved by the Human Resources Department during a work function, meeting, sales call or while entertaining

- **"PRESCRIPTION AND OVER-THE-COUNTER DRUGS"**

For purposes of this policy, "prescription drugs" means drugs or medications lawfully prescribed by a physician and taken in accordance with such prescription. An "over-the-counter drug" means a drug or medication authorized pursuant to federal or state law for general distribution and use without a prescription. Prohibitions Employees are prohibited from reporting for work or being on the job or under Company Jurisdiction while under the influence of any controlled substance or alcohol. Using prescription or over-the-counter drugs that may adversely affect such Employee's ability to safely and/or efficiently perform his/her job and/or when such use is not in strict adherence to a physician's directions or labeling instructions.

- **OFF PREMISES**

Possessing, using, selling, offering to provide, buying or distributing alcohol or controlled substances when not on the job or under Company Jurisdiction if such activity constitutes a threat to or may adversely affect Titus Restoration, its reputation, Employees or Customers.

- **MISUSE OF CHEMICALS OR SUBSTANCES**

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Misusing chemicals or substances in any manner or means to affect the body's sensory, cognitive or motor functions as described the section titled "Under the Influence:

The Titus Restoration Substance Abuse policy and the prohibitions are not intended to apply to alcohol which is served, sold, or consumed at events sponsored or hosted by the Company and attended responsibly by Employees.

All Employees, whether on or off duty, are expected to remain responsible, professional and sober at all times when in Company Jurisdiction. Further, the policy is not intended to apply to the moderate consumption of alcohol by executive, sales, and other Employees who consume alcohol in connection with client entertainment or other authorized Company business activities.

Use of Prescription and Over-The-Counter Drugs Possession and use of prescription and over-the-counter drugs are permitted - provided that such drugs are taken in strict accordance with your physician's directions and/or labeling instructions and the use of such drugs does not adversely affect an Employee's ability to safely and/or efficiently perform assigned duties. If an Employee believes he or she is taking a prescription and/or over-the-counter drug(s), which may adversely affect his or her ability to safely and/or efficiently perform assigned duties, the Employee is obligated to notify his or her Supervisor or the Human Resources Department. The Employee need not reveal the name or type of medication or why he or she is taking the medication. The Company reserves the right to require medical verification that the medication(s) will not adversely affect an Employee's ability to safely and/or efficiently perform his or her job. An Employee may be reassigned or not scheduled pending Company receipt and review of the requested medical verification.

The only information sought by the Company is whether the medication may adversely affect the Employee's ability to safely and/or efficiently perform his or her job.

**3.11 Visitors:** Your family members, friends, and other visitors are not allowed in the non-public areas of the Corporate Office or without the prior approval of your Supervisor in each case

**3.12 Off Duty Hours:** To keep all facilities available for our Customers, you are not to socialize in working areas of the Corporate Office or Jobsite during your non-working hours. In addition, you should not enter the working areas of the Corporate Office or Jobsite more than fifteen minutes before the start of your shift and you should vacate those areas no later than fifteen minutes after the end of your shift unless approved prior by your Supervisor.

**3.13 Socializing:** Titus Restoration encourages the interaction and development of friendships among its staff members. We believe the opportunity to socialize with and cultivate friendships among a wide group of people is one of the unique benefits of joining the Titus Restoration Team. The Company does discourage intimate, romantic or dating relationships which, in the Company's opinion:

- Could interfere with a staff member's performance of his or her responsibilities.
- Could lead to conflicts of interest or sexual harassment.
- Could give the appearance of conflicts of interest or sexual harassment.

Accordingly, the Company prohibits any intimate, romantic or dating relationships between a staff member and his or her direct or indirect Supervisor. The Company reserves the right to prohibit other intimate, romantic or dating relationships which, in

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the Company's opinion, may result in a conflict of interest. In the event an intimate, romantic or dating relationship develops between a staff member and his or her Supervisor, it is the responsibility of the Supervisor as the highest ranking individual to report the relationship to the Human Resources Department. The Company will review the situation and determine the course of action it deems most appropriate. This may include, but is not limited to:

- Giving the Employees the option to terminate their relationship.
- Transferring at least one of the Employees to an alternative position within the Company.
- Accepting the resignation of one or both of the Employees.

The final decision as to which course of action should be followed remains solely in the Company's discretion. Any Employee who violates this policy will be subject to appropriate disciplinary action up to and including termination

**3.14 No Solicitation/Distribution:** No solicitation or distribution of literature of any kind for any purpose is permitted during your working hours. This no-solicitation policy also applies to communications through the Company's Electronic Communications Systems. Persons not employed by the Company are prohibited from soliciting contributions or support for any cause and from distributing notices, literature, pamphlets, or other material for any purpose in any public or work areas of the Company or offices. You should notify your Supervisor immediately should you become aware of any such activity. This policy is not intended to apply to communications that are specifically permitted under applicable labor laws.

**3.15 Policy against Harassment Including Sexual Harassment:** The Company strives to maintain a work environment that is free of unlawful discrimination and harassment of our Employees, applicants, vendors, or Customers. Harassment occurs if an intimidating, hostile, or offensive work environment is created that is based upon an individual's race, religion, color, gender, age, national origin, sexual orientation, disability, veteran status, or any other status protected by law, whether overt or subtle. Such harassment is against the Company's policies and will subject you to disciplinary action. Harassment may take many forms. These forms may include but are not limited to:

- Offensive conduct, such as sexual, racial, ethnic, or other derogatory slurs, jokes, remarks, or comments, and sexual advances or requests for sexual favors.
- Offensive visual conduct, such as the display of posters, cartoons, drawings, photographs, gestures, or other communications including electronic-mail messages, websites. Internet programs or video presentations in any form.
- Offensive physical actions, such as staring or gesturing, or physical contact, such as touching, or actions.
- Comments or actions that make another person or another employee uncomfortable or afraid to be alone with the offender. The offender is considered to be creating a hostile work environment.
- Threatening statements, requests, demands, or pressure for sexual or other favors.
- Any such offensive conduct that results in an intimidating, hostile, or offensive working environment constitutes a prohibited form of harassment in violation of these policies. Should you observe or be the victim of any of the foregoing conduct, you should report the incident as discussed below. Further, you should report the following conduct:
- A promise or implied promise of preferential treatment or negative consequence is made that is related to any employment decision or status; and such conduct:
- Has the effect of creating an intimidating, hostile, or offensive work environment

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- Unreasonably interferes with a person's work performance; and a third party could reasonably be expected to be offended by the conduct, harassment, or communication.

If you feel that you are being harassed in any way that you believe violates this Company policy or find the conduct of any other Employee, Supervisor, vendor, or Customer to be hostile or offensive toward you or toward any Customer or other Employee in any way that you believe violates this Company policy, you are not required to confront the person or persons responsible. However, you must immediately report the incident of harassment to your Supervisor. If any employee is aware of such behavior and does not report it, they could be subject to corrective action and possible termination. If your Supervisor is unavailable or if your Supervisor is the person you believe is responsible for the harassment or offensive conduct, or you believe it would be otherwise inappropriate to contact their Supervisor, you should immediately contact the Human Resources Department at 678-494-6893.

Any Employee of the Company who receives a report of possible sexual or other unlawful harassment must promptly advise the Human Resources Department or an Officer of the company. **NO OTHER PERSON SHOULD BE INVOLVED.** If you violate this Policy, you may be subject to disciplinary action.

If you are in compliance with these policies and honestly and in good faith report or respond to a bona fide complaint of discrimination or harassment, appear as a witness in the investigation of a complaint, or serve as an investigator of a complaint. The Company will not retaliate against you. Such retaliation or attempted retaliation is also a violation of these policies and any Employee who does so may be subject to disciplinary action.

During the investigation of any report of harassment, the Company will take all reasonable precautions to safeguard the privacy of both persons who complain of or report harassment and of the alleged harasser, if that is requested, to the extent such safeguards are feasible and still allow the Company to investigate and resolve the reported harassment.

**3.16 Alleged Sexual Harassment or Misconduct with Customers:** If an allegation is made that one of our Employees has sexually harassed or engaged in any other form of sexual misconduct with respect to one or more of our customers, Human Resources will be immediately notified and will conduct a thorough investigation.

Depending on the severity of the claim, the accused Employee may be suspended, without pay, pending the internal investigation of the allegations. The Employee will have the opportunity to explain his or her side of the story. If the Company determines that the Employee did not violate Company policy, the Employee will be reinstated without loss of fringe benefits. Whether or not an Employee is reinstated will be based on the Company's internal investigation.

If Company is required by the Client to remove an Employee, Employee will be removed from the project immediately. Employee cannot be assigned to another project or work in the Company until an investigation is complete. In the event the Client requires removal of an Employee, the Employee shall be suspended without pay. If the Company determines that the Employee did not violate Company policy, the Employee will be reinstated when another job becomes open. Employee cannot be reinstated on a project where Client has required his or her removal.

If police or Legal Authorities are involved, the Employee cannot be reinstated until the police investigation has been conducted. If the police do not press criminal charges or if the

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police are not involved, the Employee cannot be reinstated until the Company's internal investigation concludes in good faith that no violation of Company policy has occurred.

Employee will NOT be reimbursed for any scheduled hours missed as a direct result of any suspension.

**3.17 Policy against Workplace Violence:** The Company strives to maintain a work environment that is free of violence. The Company defines the term "violence" to include: written or verbal threats to hurt or kill another person, including a Customer, a vendor, or a fellow Employee; threatening or menacing behavior: fighting between Employees or with any vendor or Customer; or possessing any weapon at the workplace.

The term "weapon" includes: licensed weapons, whether legally concealed or not; any unlawful weapon such as any unlicensed weapon of any kind, including "switchblades" and "brass knuckles"; "martial arts" weapons of any kind; any caustic spray; any electronic device that is designed to injure or immobilize a person, such as a "stun gun"; any explosives or explosive device including those that may or may not be regulated by law such as fireworks: any type of firearms, whether or not they are operating or able to discharge: and any other similar instruments or devices. The term "weapon" also includes any toy, model, "fake," or imitation of any of the instruments referred to in this Policy that could be used to intimidate, make threats against, or menace another person or that could be used in a fight or confrontation of any kind with another person. Such violence is a violation of the Company's policies.

The possession, display, or use of any weapon, as defined above, at the workplace is also a violation of the Company's policies. The term "weapon" for purposes of this Policy does not include chemical "Mace," pepper spray, or any other legal, non-lethal, personal defense items to the extent they are used solely for self- defense.

You also violate this policy if you fail to retreat or withdraw from a confrontation or discussion that involves, or may lead to, violent behavior when given a reasonable opportunity to do so. This policy covers the entire workplace, including all areas and activities managed or supervised by the Company or any Company affiliate or Client including without limitation the following:

Public areas, the shop, or any other area limited to Employees and vendors at the corporate office or on a jobsite or at a clients offices: any Company meeting, function, or event, whether on the Corporate Office Property or not: any location within the Company Jurisdiction as defined herein: any Company events, such as sales kickoffs, open houses: Company picnics or parties, and Company meetings: any Company vehicles or any personal vehicles that are used for Company business: without limitation, surrounding sidewalks, walkways, driveways and Property lots that are managed, supervised, or controlled by the Company.

If you engage in any of the conduct described above at any of the places described above at any time, you may be subject to disciplinary action. If you believe you have been subjected to violence or find the conduct of any other Employee, applicant, vendor, or Customer to be hostile or threatening in any way that you believe violates this Company policy, do not confront the person or persons responsible. Instead, you should immediately report the incident to your Supervisor. If your Supervisor is unavailable, or if your Supervisor is the person whom you believe is responsible for such threats or conduct, or if you believe it would be otherwise inappropriate to report the incident to your Supervisor, you should immediately advise the Human Resources Department.

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If you believe an immediate threat of physical harm to you or others exists and you cannot locate your Supervisor, or the Human Resources Department, you should contact local law-enforcement authorities immediately and, as soon as possible thereafter, also locate and inform your Supervisor and the Human Resources Department.

**3.18 Dress and Grooming Policy:** Employees are expected to maintain the highest standards of personal cleanliness and present a neat, professional appearance at all times. Our clients' satisfaction represents the most important and challenging aspect of our business. Whether or not your job responsibilities place you in direct client contact, you represent the company with your appearance as well as your actions. The properly-attired individual helps to create a favorable image for the company, to the public and fellow employees. The company maintains a business casual environment. All employees should use discretion in wearing attire that is appropriate for the office and client interaction. The following Grooming Guidelines are to be used to enforce the Dress Code. Any questions concerning clarification of the dress code will be addressed with your Supervisor.

- Field Technicians and Shop Employees:

- Non-slip/oil resistant shoes must be worn at all times. Footwear must state they are oil and slip resistant on the sole of the shoe
- Clothing and footwear must be OSHA Compliant.
- Hard sole with leather uppers
- Steel toes are not required unless required by project
- Shirts must be OSHA compliant. Shirts at a minimum shall be short sleeve (1/2 to elbow).
- No muscle shirts or tank tops.
- No writing of any kind on shirts, hats, pants, coats, or other clothing worn to work (other than company logo and company approved text).
- No ripped or tattered clothes.
- No undergarments showing at work.
- If provided by company, company apparel must be worn.
- Long blue jeans or work pants are required. No Holes, No Rips, No Fading and No Fraying and must be worn at the waist.
- Sweat pants, dress pants, pajama pants, running pants, shorts, skirts, and Capri style pants are not permitted.
- No tennis shoes, dress shoes, open-toed shoes, or sandals
- Capri style pants, shorts or skirts are not acceptable in the field or while working on a job site
- If issued, Team uniforms are required to be worn by all Employees, and not to be worn outside of work other than traveling to and from work. These should be kept neat, clean, and in good repair.

- Female Team Members:

- Hair should be clean and neatly arranged
- Hats may not be worn unless part of an approved uniform. Hats must be worn so that the bill faces forward, reaches the middle of the forehead and is parallel to the ground. Hats may not be worn indoors
- Long hair may be required to be pulled back behind the shoulders for health or safety reasons. Hair may not extend out or upward more than two inches from the scalp. Free-hanging ponytails are permitted provided they are pulled back from the face, are worn at the back of the head and are secured with a small hair accessory that complements the uniform.
- Rollers are not permitted; however hairpieces and wigs are, provided they are natural looking, within grooming guidelines and do not pose a safety

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hazard. Hair clips and ribbons must be discreet and be color-coordinated with your uniform. Beads and large hair ornaments are not permitted.

- The following extreme hairstyles are not permitted. Unnatural hair colors including drastic variations in hair color, or dreadlocks, tails, partially shaved head, more than one natural looking part, a pattern shaved into the hair, slanted or extreme variations in hair length from side to side, extreme hi-level haircuts, any hairstyle that impairs vision, or any hairstyle that detracts or takes away from Titus Restoration theming. Braided hair must be in neat, even rows and without beads or other ornaments.
- Jewelry may not have any derogatory emblems or detract from the uniform.
- You are limited to one necklace. Charms or pendants may not be bigger than a nickel.
- Hand jewelry and rings are limited to two and must be small, with no more than one per hand (wedding sets are considered to be one ring), not wider than the finger's width and no dangling ornaments. Some positions may not be allowed to wear rings for safety purposes.
- Earrings, if worn, are limited to one matching pair no larger than a nickel. Gold, silver, pearl, or diamond studs are permitted. All earrings must be worn at the bottom of the earlobe and hoops are NOT permitted.
- One conservative wristwatch or bracelet may be worn per hand. Watches and bracelets may not dangle for safety purposes or detract from your uniform.
- All other jewelry such as bracelets, tongue, nose, eyebrow rings are not permitted.
- When make-up is used, it should be conservative and in good taste.
- Perfume should be limited.
- Fingernails should be kept clean and trimmed so they are no longer than 1/4" past the end of the finger.
- Nail polish, if worn, should be a conservative color. Decals, charms, airbrushing, etc. are not permitted.

#### Male Team Members:

- Hair should be clean and well-groomed.
- Hats may not be worn unless part of an approved uniform. Hats must be worn so that the bill faces forward, reaches the middle of the forehead and is parallel to the ground.
- Hair should be tapered at the sides and back so that at least 1/2 of the ear is visible; it must be above the top of a regular shirt collar and no longer than the middle of the forehead. Hair may not extend out or upward more than 2" from the scalp. Hair may not be tucked or pinned to hide length.
- The following extreme hairstyles are not permitted. Unnatural hair colors including drastic variations in hair color, or dreadlocks, tails, partially shaved head, more than one natural looking part, a pattern shaved into the hair, slanted or extreme variations in hair length from side to side, extreme bi-level haircuts, any hairstyle that impairs vision, or any hairstyle that detracts or takes away from Titus Restoration theming. Braided hair must be in neat, even rows and without beads or other ornaments.
- Team Members must be CLEAN-SHAVEN, every day with the exception of a mustache and/or sideburns, goatee or beard. Facial hair must not interfere with OSHA respirator function testing. In cases where there is a mustache, sideburn, goatee or beard, they must be clean and neat at all times and may not be longer than 1/2 inch in length.
- Mustaches may not extend past the corner of the mouth or below the line of the upper lip.

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- Sideburns should follow the natural contour of the face and should not extend below the bottom of the earlobe. Exceptions made for medical or religious reasons must be documented and records kept on file in the Human Resource Office.
- Jewelry may not have any derogatory emblems or detract from the uniform.
- You are limited to one necklace.
- Hand jewelry and rings are limited to two and must be small, with no more than one per hand, not wider than the finger's width and no dangling ornaments. Some positions may not be allowed to wear rings for safety purposes.
- Earrings, if worn, are limited to one matching pair no larger than a nickel\_ Gold, silver, pearl or diamond studs are permitted. All earrings must be worn at the bottom of the earlobe and hoops are NOT permitted
- One conservative wristwatch or bracelet may be worn per hand. Watches and bracelets may not dangle for safety purposes or detract from your uniform.
- All other jewelry, including tongue, nose, eyebrow rings are not permitted.
- Should be kept clean and neatly trimmed and should not extend past the end of the finger.

**All Team Members:**

- Uniforms must fit appropriately. No oversized or tight-fitting uniforms will be allowed. All pants and shorts must be worn at the waist.
- All outer garments such as jackets or sweaters may not have any derogatory or competitive logos or anything loud and offensive that could offend our vast variety of customers.
- Proper undergarments must be worn at all times.
- The use of deodorant and showering regularly is required due to the close contact with Customers and fellow Team Members.
- Tattoos that are considered offensive, gang related, vulgar, profane or inappropriate for the work place be covered at all times. Failure to do so will result in immediate corrective action.
- No athletic wear, sweats, leisure wear or clothing considered not to be within the office casual look will be allowed.
- Maintenance staff may wear a baseball style hat, provided that the hat is plain with no logos, clean and in good condition.
- Tattoos shall be covered by work clothes at all times.
- All piercings shall be removed prior to arriving to work, the office, or jobsite.
- Field supervisors, shop employees, and field technicians are not permitted to wear earrings or wedding or other rings at work.

Maintaining a professional, business-like appearance is very important to the success of our company. Part of the impression you make on others depends on your choice of dress, personal hygiene and courteous behavior. A daily regimen of good grooming and hygiene is expected of everyone. Please ensure that you maintain good personal hygiene habits. While at work, you are required to be clean, dressed appropriately and well groomed.

As a general rule, sunglasses may be worn when outdoors and jobs where glare from water, counter tops, etc. would prevent Team Members from doing their jobs safely and efficiently. Glasses with silver coated or mirrored lenses and lenses that prevent our Customers from seeing your eyes are not acceptable. Frames should be one solid color. Neon frames are not permitted. Sunglasses are not to be worn at night (unless for medical reasons as stipulated by your medical practitioner), in dark areas, or inside, nor are they to be allowed simply because they are prescribed. Sunglasses that turn a light shade of gray,

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brown or green are acceptable. Glasses, when worn, should be conservative and should not detract from the uniform and customer experience.

**3.19 Disciplinary Action:** As an Employee of the Company, you are required to abide by certain guidelines and procedures. These have been established to protect you, other Employees, our Customers, and the Company from injury, damage claims, financial losses, other threats, and to promote a harmonious and efficient work place. Your failure to follow the requirements of this Handbook or otherwise to adhere to established rules and procedures may subject you to disciplinary action.

When the term "disciplinary action" is used in this Handbook, it may include any one or more of the following actions: verbal warning; written warning; final written warning; suspension with or without pay; termination after investigation or immediate termination.

In some instances, we will refer to law-enforcement or other regulatory authorities for legal action against you. The Company's normal practice is to help you identify problems and to improve your performance and behavior. However, specific disciplinary action will be based on an assessment of the seriousness of the offense, the circumstances, and your previous record. The Company reserves the right to take whatever disciplinary action it believes to be appropriate if, in the judgment of your Supervisor and in more severe cases, the Human Resources Department, your conduct cannot be promptly corrected or threatens the well-being of the Company, its Customers, or other Employees. Disciplinary action may be applied for specific unacceptable behavior, for repeated violations of the same guideline or procedure and for violations of a general nature, such as poor attitude, attendance problems, lack of punctuality, or problems with work performance.

Disciplinary action is specifically addressed in certain sections of this Handbook but you may be subject to disciplinary action if you fail to follow any of the requirements set forth in this Handbook. If the disciplinary action applied is termination, the termination may be immediate. Suspensions may be used as a form of disciplinary action when there is evidence or a credible allegation that a violation of rules or Company policies or procedures has occurred. A suspension also may be applied while the circumstances surrounding an alleged violation are being investigated to permit management to investigate the incident and determine suitable action. Should the investigation conclude no violations were committed; you will be restored to your position in the Company. However, should the investigation show that a violation has occurred, the period of suspension, in part or whole, may be applied as disciplinary action and the suspension period will be unpaid. Should a violation prove serious enough to cause termination, the termination will be effective as of the last day worked. All terminations must be approved by the Human Resources Department.

## **4 COMPANY VEHICLES COMPANY VEHICLES**

Titus Restoration expects that all Employees will exercise every reasonable precaution, drive defensively and make every reasonable effort to avoid involvement in an accident. To qualify to drive a Company-owned or leased vehicle, all requirements of the Titus Restoration driving policy that has been established by the Corporation should be met.

**4.1 Driver's License/Driving Record:** Employees in positions where the operation of a motor vehicle is an essential duty of the position must present and maintain

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a valid driver's license and acceptable driving record to our insurer. Changes in your driving record must be reported to human resources immediately.

**4.2 DOT Rules:** Employees who are required to drive DOT permitted vehicles are required to abide by all DOT rules, including, but limited to:

- DOT physicals must be passed and current.
- DOT drug testing (including random drug testing) must be passed.
- DOT Log Books are required kept in accordance with DOT standards and are to be turned in to the company DOT representative at the end of each trip with the job folder.
- If there is no work in that month for the DOT driver, then logs books shall be turned in no later than the last day of the month.
- DOT log book records shall include the driver's signed verification of vehicle suitability for each day's trip.
- Employees will be financially responsible for all violations of drivers' DOT and traffic laws (including tickets).

**4.3 Vehicle Safety:** Vehicles are a vital part of the operations. This equipment can help us perform our jobs efficiently and safely, provided the operator follows the established safety rules, uses common sense and always practices good driving habits. Vehicle operators, including the operators of your own personal vehicle must ensure that they adhere to the following procedures:

- Smoking is prohibited in company vehicles and trailers.
- The use of seat belts is mandatory for operators and passengers of company vehicles.
- Cell phone use is prohibited while driving company vehicles except "voice dial" or hands free operation as permitted by the DOT.
- Texting is always strictly prohibited while driving.
- Voice cell phone use is strictly prohibited during heavy traffic in ALL circumstances.
  - The use of a Company vehicle or other vehicles is a privilege and Titus Restoration reserves the right to limit or revoke this privilege for any reason.
  - Be familiar with the Titus Restoration driving policies as established by the Human Resources Department.
  - Use snow chains or cables on trucks AND trailer when road conditions require it. If driving to areas where snow and ice could be anticipated, be sure snow chains or cables are on the vehicle or trailer.
  - Be familiar with policies relating to auto safety, as well as state, local and federal regulations regarding motor vehicles.
  - Identify all Employee(s) whose job responsibilities include driving Company-owned leased or rented vehicle(s).
  - Ensure that each driver has a valid driver's license and current DOT physical and drug test.
  - Ensure that automobile liability insurance and registration is current for each vehicle and that a proof of insurance and registration is available in the vehicle. Auto accident reporting information should also be kept in the vehicle.
  - Ensure that auto accidents are reported within 24 hours to the appropriate insurance Company or your Supervisor if Titus Restoration is providing the insurance coverage. If an Employee is injured, the incident should be reported within 24 hours to the Human Resources Department and your Supervisor utilizing the claim reporting guidelines in this manual.

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**4.4 Vehicle Maintenance and Security:**

- Administer the vehicle inspection and maintenance program.
- Designate unsafe vehicles or those needing service or replacement parts as "out of service."
- Ensure that preventative maintenance (e.g., oil changes, rotation of tires, tune-ups, etc.) is performed on all Company owned or leased vehicles on a regularly scheduled basis and maintenance records maintained.
- Ensure that safety cones or flares are available in the vehicle in the event of an emergency.
- Establish security key control procedures for Company-owned, leased or rented vehicle keys.

**4.5 Drivers Policy:** Employees who drive Company owned or leased vehicles must review and comply with the driving policy established by the Human Resources Department at all times. The following is required:

- Employees are responsible for any moving and parking violations and fines that may result when operating a company vehicle.
- Company vehicles should be operated by the designated employees only.
- Company vehicles may only be used for job-related travel.
- Passengers that are not CURRENT employees of the company are NOT permitted to ride in company vehicles. This includes employees who are terminated while traveling.
- The driver's seat belt must be worn at all times.
- All passengers must wear seat belts.
- NO smoking in Company vehicles.
- Maintain an acceptable driving record.
- Drive defensively and courteously at all times.
- Follow all local, state and federal traffic laws.
- Do not operate a vehicle while under the influence of alcohol or drugs, prescription or illegal substances that have restrictions about operating vehicles or heavy machinery when taken.
- Only operate vehicle types that the Employee driver is licensed to operate.
- Hold a valid driver's license in the State in which the Employee driver resides.
- In the case of a revoked or suspended driver's license, the Employee should immediately stop driving any Company owned, leased or rented vehicle or equipment and report the driver's license status to your Supervisor and the Human Resources Department.
- Report all accidents to your Supervisor immediately no matter how insignificant they may seem.
- Notify your Supervisor if any vehicle maintenance is past due.
- Report any unsafe conditions or needed repairs to your Supervisor.
- Keep the vehicle free of unnecessary debris inside and out (including the beds of pick-up trucks).
- Do not store Company tools and equipment unsecured and unprotected in open beds of pick-up trucks where it would be subject to damage or theft.
- Immediately notify your Supervisor and the Human Resources Department if a ticket or fine is assessed against the driver, including, but not limited to, parking tickets and speeding tickets. Off duty tickets or violations received should also be reported. The driver is responsible for timely payment of these fines or penalties and will not be reimbursed. If a ticket or warning is received related to inspection, maintenance, etc. of the vehicle, immediately advise your Supervisor.

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- Maintain a current insurance certificate or card and registration.

**4.6 Personal use of a Company Vehicle:** Personal use of a Company or Company-owned, leased or rented vehicle is strictly prohibited unless stated otherwise in writing by the Corporation.

**4.7 Vehicle Maintenance:** Vehicle maintenance is extremely important to a successful Auto Safety Program. Your Supervisor is responsible for ensuring that all scheduled maintenance is performed. The following procedures should be followed for maintenance on a Company owned or leased vehicle:

- Records should be kept of all routine maintenance, tire change information, and repairs (See Appendix). Factory recommendations pertaining to each vehicle's scheduled preventive maintenance should be followed and records maintained.
- A notice (mileage sticker) should be placed in the vehicle indicating when the vehicle is scheduled for preventive maintenance, lube, oil change, etc. Scheduling may be done on a mileage or a time basis, depending upon the manufacturer's recommendations or Company direction.
- Driver-reported defects should be promptly corrected and/or repaired. If a defect or repair is not completed timely and may pose a safety issue, the van or other vehicle must be kept out of service.
- All tires shall be checked prior to using a vehicle, trailer, or equipment on wheel for compliance to specifications for tread, dry rot, and checked with a tire gauge. Lights, mirrors and glass should be cleaned and adjusted if necessary. Parking brakes and steering mechanisms should be checked.
- Engine lubrication oil levels should be checked and filled as necessary.
- Drivers should check with your Supervisor to see if previously reported defects have been corrected and if the vehicle is road-worthy.
- At the end of the driver's shift, the Vehicle Inspection Report should be turned in promptly to your Supervisor.

**4.8 Fueling Vehicles:** Caution will be taken whenever refueling any vehicle or equipment. Automobile fuels are highly flammable. No smoking is allowed when fueling. Do not leave the fueling nozzle during the fueling process. The ignition must always be turned off when fueling. Do not overfill the vehicle's tank.

Fuel Additives- Diesel fuel should be purchased from a brand name truck stop whenever possible. Use John Deere fuel additive (available at Company headquarters) with each fill-up. Fuel additives shall not contain alcohol (such as Diesel 911). Fuel additives to prevent cold weather fuel gelling **MUST** be added to each tank of fuel when there is a **POSSIBILITY** of weather dropping below freezing.

**4.9 Vehicle inspection:** The Supervisor should ensure that all Company-owned (including Titus Restoration Moving Trucks and Rental Company Trucks), leased or rented vehicles are inspected on a regular basis. The following guidelines should be followed to help ensure the vehicles are safe and trouble free:

Periodic inspection by your Supervisor will document the overall condition of each vehicle including any deficiencies not previously reported. Noted deficiencies should be scheduled for repair immediately. If a vehicle is in an area that is considered to be too far for such an inspection, it must be done monthly by the driver and a report is to be turned in to the Supervisor. When the Supervisor is on site, the inspection is to be completed in addition at that time. On a weekly basis, the drivers will inspect the vehicle. Any defects will be reported promptly to the Human Resources Department.

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If a serious defect is noticed, the vehicle should be taken out of service until the repair is completed. Weekly walk-around inspections should include: Complete walk-around of the vehicle, checking turn signals and lights, horn, hoses, brakes, fittings, tires, windshield wipers, etc. Each tire should be inflated to recommend.

**4.10 Vehicle Accidents:** Whenever an accident occurs involving a Company-owned, leased or rented vehicle, the driver should immediately take the following steps:

- Stop - turn off engine.
- Prevent further accidents — For Titus Restoration moving trucks- immediately set out reflectors or cones at appropriate distances from the vehicle. Move vehicle out of traffic if possible.
- Notify police by calling 911. Advise if there are any injuries and ambulance is required.
- Notify your Supervisor of the exact location and severity of the accident immediately after you notify 911.
- Stay with the vehicle if safe to do so, unless directed by the police or other law enforcement to a different location.
- Cooperate with the investigation by law enforcement authorities.
- Failure to report any accident promptly, no matter how minor, may result in disciplinary measures for the driver, in accordance with guidelines established by the Corporation.

**4.11 Accident Investigation:**

Automobile accidents will be investigated by the local law enforcement authority. As soon as practical, the Supervisor should report the accident to the Corporate Office.

The Supervisor will obtain all available information such as police report, witness statement, photographs, etc. as soon as they are available and forward those to the Human Resources Department. If a Titus Restoration Employee has been injured in the accident, it must be reported to the Supervisor and Human Resources immediately.

**4.12 Auto Safety Training:**

The Supervisor and Human Resources Department will ensure that all Employees who drive for Company business will be familiar with this Auto Safety Section (as outlined in this Employee Handbook) and the Titus Restoration Driving Program established by the Corporation.

**4.13 Severe Weather:** Severe weather is to be expected during certain months of the year. Although driving may at times be difficult, when caution is exercised the roads are normally passable. Except in cases of severe storms, we are all expected to work our regular hours. Time taken off due to poor weather conditions while the business remains open is unpaid.

While traveling in hazardous road conditions snow chains or snow tire cables are provided for both the truck and trailer. Employee/driver acknowledges he has been trained in the use of snow chains / cables and understands it is required to use them when needed. Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Meals and lodging will be provided for employees stranded by severe weather.

## 5 TIME AND ATTENDANCE

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Attendance and punctuality are important factors for your success within our company. We work as a team and this requires that each person be in the right place at the right time. Regardless of the position you hold with the Company, you were selected on the basis of your ability to make a day-to-day contribution to the success of our operation. To be fair to your fellow workers and the Company, you must be at your workstation regularly and on time. Excessive attendance concerns will result in disciplinary action.

**5.1 Recording Your Time:** Non-exempt (hourly) employees must verify the record of their hours on time sheets by initialing the time sheet. This time sheet is kept by the job supervisor or the supervisor's appointee. Employees must initial the time sheets weekly verifying each day's hours. It is important to note the classification of work (nights, shop, etc.) for each hour worked. There will be no pay for time that is not verified until such verification (employee initialed hours) is provided to the company's payroll department. Hours missed on payroll will be made up on the following payroll at the rate of pay the employee was entitled to during the actual week of work.

Time begins on the first hour worked on a Monday and ends on last hour of work that began on a Sunday.

Accurately recording all of your time is required in order to be sure that you are paid for all hours worked. You are expected to follow the established procedures in keeping an accurate record of your hours worked. Time must be recorded as follows:

- Total hours worked for the day
- Total hours of night premium work.
- Total hours of shop work.

Non-exempt (hourly) employees are required to accurately record their time worked in accordance with federal and state wage and hour law.

All employees subject to this policy are required to accurately record all time worked.

The workweek starts on Monday at 12:01am and ends on Sunday.

**5.2 Jury Duty:** The Company fully supports your compliance with jury service. An Employee who receives a jury summons must immediately notify his/her Supervisor. If you are called for jury service, you will be granted leave to perform your duties as a juror. If you are excused from jury duty during your regular work hours, you are expected to report to work and complete the balance of your scheduled shift. You will be compensated for regular wages while you are serving – less the compensation received from the court. It is required that you provide the company with a copy of such payments from the courts.

**5.3 Bereavement Leave:** If a death occurs in your immediate family and you are a full-time Employee, you may receive up to three scheduled days off (without pay) for your attendance at funeral or similar memorial services. For the purpose of this benefit, your immediate family is considered to be your spouse, your children or anyone you are considered to be a legal guardian over, son-in-law, daughter-in-law, your parents, the brothers or sisters of you or your spouse, your grandchildren, your grandparents, domestic partner, child of a domestic partner and your mother-in-law and father-in-law. Due to fraudulent use of this program, in order to process your absence, documentation must be attached to a request for time off approved by your Supervisor upon return. Generally, a copy of the "program" from the funeral is sufficient. Please contact the Human Resources Department for clarification.

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**5.4 Voting:** The Company encourages you to exercise your right to vote in all national, state, and local elections. You should plan to vote either before or after your scheduled working hours. If this is not possible, you may request time off to vote from your Supervisor. The time will be paid if requested in advance and is reasonable in length of time needed, but may not exceed more than 2 hours. Your Supervisor will determine the most convenient time, based on department schedules and applicable state laws.

**5.5 Business Working Hours:** Office/Shop Business Hours Because of the nature of our business, your work schedule may vary depending on your job. Our normal business hours are 8:00am to 5:00 pm, Monday through Friday. Check with your immediate supervisor if you have questions about your hours of work.

Field Supervisor and Field Technician Hours: Monday through Sunday, 7am to 7pm unless required differently by a specific project.

**5.6 Needs of the Business:** Due to the nature of the companies' work, employees may be required to perform work over the holidays or during a plant shut-down. Refusal to work or missing work during a customers' plant shut or one of these holidays or plant shutdowns is a violation of policy may result in immediate termination of your employment

**5.7 Holidays / Office Closings:**

The office will typically be closed on the following days: (These are paid time off for exempt (salaried) employees. To qualify for holiday pay, you must have worked your scheduled shift immediately preceding and following the holiday.

There will be no overtime or premium paid if an exempt employee is required to work during these days marked with an asterisk.) Exempt Employees will receive Holiday Pay for Holidays they are required to work and that are not marked with an asterisk. Non-exempt employees will receive 1-1/2 times their hourly rate for each Holiday hour worked calculated by dividing their salaries by 40 hour per week as Holiday Pay.

New Year's Eve - After 12:00 pm (noon)\*  
New Year's Day  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
The Friday after Thanksgiving\*  
Christmas Eve\*  
Christmas Day

The following are company holidays for non-exempt (hourly) employees: Non-exempt employees are not paid for these Holidays unless they are working.

New Year's Day  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day  
Christmas Day

Non-exempt (hourly) Employees will not be paid for the above holidays, except where state or federal wage and hour law dictates otherwise. Hourly Employees' holiday pay will be based on average regular hours worked at their current pay rate. Non-exempt (hourly) employees may be required to work the above holidays due to customer requirements. All non-exempt (hourly) employees will be paid double time for work on one of the above non-

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exempt (hourly) employee listed holidays. Missing work on a holiday may result in immediate termination of your employment. If you are not required to work on the holiday, you will not receive holiday pay.

Part time Employees are eligible for holiday pay equal to 50% of those received by Regular Full Time Employees. Part time Employees who work the holiday will receive holiday pay equivalent to the number of hours worked that day plus their actual hours worked.

**5.8 Unscheduled Absences:** Unscheduled absences present a hardship to the Company and the efficient operation of its facilities. The following Unscheduled Absences schedule will apply to full-time Employees:

- If 4 unscheduled absences occur within a rolling 12 month period, the Employee may receive a verbal warning.
- If 5 unscheduled absences occur within rolling 12 month period, the Employee may receive a written warning.
- If 6 unscheduled absences occur within rolling 12 month period, the Employee may receive a one-day suspension.
- If 7 unscheduled absences occur within a rolling -12 month period, the Employee may be subject to termination.

Exceptions to the preceding which may result in immediate disciplinary action, up to and including termination, include, but are not limited to:

- Repeated absences or tardiness due to transportation problems.
- Absences not called in within the Company's minimum notice period.
- Calling in sick on a day that had been requested off and not granted.
- A "No-Call No-Show" one day within the course of employment may result in termination.

For the purposes of the above guidelines, if two or more consecutive days are missed due to personal illness or the illness of a family member and acceptable documentation is provided, the missed days will be counted as one absence. If documentation is not provided, the missed days will be counted as individual absences and be dealt with accordingly. A doctor's release will be required before the Employee may return to work if an absence due to illness extends for three days or more.

Medical appointments scheduled in advance and approved by an Employee's Supervisor will not be subject to or applied to this policy.

Unscheduled medical appointments or partial day absences will be applied to the policy based on the number of hours absent. The Company, at the discretion of the Human Resources Department, may require documentation for appointments be submitted when appearing to be in excess.

Emergency situations are considered on a case-by-case basis.

**5.9 Call-In Procedure:** Titus Restoration works best when we work as a team. Working often in two man crews and traveling out of state, we count on each other. Being a team member requires a commitment to your co-workers and this starts with your attendance, your punctuality and in short, your reliability. Most everyone will miss some work on occasion, that's life, and Titus Restoration recognizes this. However, when you miss work and you also fail to notify the Company of your absence, it places an unfair burden on your Supervisor. It may also cause financial damage to Titus and our Customer, and as such, is a violation of Company policy.

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Accordingly, if you are absent and do not call in for your scheduled job or tour of duty, and you do not report to work or notify (or have a reliable person notify) your Supervisor by the start of your scheduled shift or tour of duty. You will be considered a no-call, no-show. One no-call, no-show during the course of your employment will be considered job abandonment and you will be considered to have voluntarily resigned your employment with Titus Restoration.

If you are going to be late for work or absent, notify your immediate supervisor as far in advance as is feasible under the circumstances, but before the start of your workday. If you are part of a two-man crew, and you are tardy or absent, you may be subject to stricter disciplinary action. This will be decided on a case by case basis by Human Resources.

Personal issues requiring time away from your work, such as doctor's appointments or other matters, should be scheduled during your nonworking hours if possible.

**5.10 Job Abandonment:** The company will consider that you have quit your job if you abandon your position with the company (this includes, but is not limited to: leaving the job without permission, not returning to work as scheduled, or refusing to follow work directives of your supervisor).

In addition to the above, there are several ways to abandon your position with the company, (again, including, but not limited to):

- If employee walks away prior to the end of a shift it is deemed that employee has voluntarily abandoned his or her position with the company and employee will be removed from the payroll.
- If employee fails to return from meal time or break in a timely manner after receiving verbal direction from his or her supervisor, it is deemed that employee has voluntarily abandoned his or her position with the company, and employee will be removed from the payroll.
- If employee does not call in or notify supervisor of planned absences (such as Dr. appointments) it is deemed that employee has voluntarily abandoned his or her position with the company, and employee will be removed from the payroll.
- If employee does not receive permission from supervisor for planned absences (such as planned vacations or scheduled time off) it is assumed that employee has voluntarily abandoned his or her position with the company, and employee will be removed from the payroll.
- If employee does not return to light or regular duty work as prescribed by a physician (after an accident or medical leave) it is assumed that employee has voluntarily abandoned his or her position with the company, and employee will be removed from the payroll.
- If employee does not call in or notify supervisor of planned absences (such as a Dr. appointment) it is assumed that employee has voluntarily abandoned his or her position with the company, and employee will be removed from the payroll.

**5.10 Personal Leave of Absence:** A personal leave of absence ("Personal Leave") of not more than 4 weeks may be granted at the Company's sole discretion to full-time Employees, subject to the approval of your Supervisor and the Human Resources Department. If you fail to return within the approved time, you will be terminated. When you return, you will be reinstated subject to the availability of a suitable opening for which you are qualified. Such an opening may or may not be the position you vacated or at the same rate of pay. You must maintain contact with your Supervisor and the Human Resources Department during your Leave and advise him or her when you propose to return to work in writing, so he or she can coordinate the timing of your return. Absences longer than 30

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days will require that the Employee serve a new introductory period to be eligible for benefits.

**5.11 Call-In Procedure (Off Duty):** It is the Employee's responsibility to contact the Titus Office Manager during business hours on a daily basis for updates on the next tour of duty if they are currently not working on a job and off duty.

**5.12 Military Leave of Absence:** Military leaves of absence are governed by federal law. If you are required to attend training or are called to active duty, you must submit your Military orders to your Supervisor and must also advise the Human Resources Department. You are required to return to work for your first scheduled shift after your training or military duty is completed. As the end of your training or duty approaches, you must contact the Human Resources Department as well as your Supervisor so that he or she can coordinate the timing of your return to work.

## 6 JOB DESCRIPTIONS

The company maintains a job description for each position in the company. The job description outlines the essential duties and responsibilities of the position but is not limited to those duties and responsibilities. When the duties and/or responsibilities of a position change, the job description is revised to reflect those changes. If you have any questions or wish to obtain a copy of your position's job description, please see human resources.

**6.1 Administration:** This includes all office workers (both full and part time). Administrative employees may be exempt (hourly) or non-exempt (salaried). Exempt (hourly) workers shall be paid overtime when their weekly hours exceed 40 hours. Non-exempt (salaried) employees are not eligible for overtime. Administrative workers at the company agree that they may be required to perform multiple administrative duties, including, but not limited to those outlined below:

Administrative Duties may include (but are not limited to)

- Phone duty
- Bidding
- Copying
- Time keeping
- DOT Admin
- Human Resources
- Management
- Research
- Marketing
- General office work
- Filing
- Housekeep (office janitorial)
- Lunch / Break room cleaning
- Opening / Closing office daily
- Run errands or make deliveries as required

**6.2 Shop Duties may Include (but are not limited to)**

- Vehicle / Equipment repair and maintenance
- Tires
- Lights
- GPS
- Oil

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- Fluids
- Brakes
- Belts
- Security locks
- Body condition
- Maintenance records for all vehicles and equipment
- Maintain vehicle and equipment manuals
- Insure current DOT certification of vehicles and equipment
- Insure current insurance and registration in vehicles and trailers
- Wash, vacuum, clean vehicles and trailers
- Shop & warehouse inventory
- Set-up job trailers
- Order inventory
- Unload trailers and re-stock after jobs
- Run errands or make deliveries as required
- Load and unload trucks and trailers
- Lunch / Break room cleaning
- General warehouse work
- General shop / mechanical work
- Maintaining yard
- Filling propane
- Forklift operation
- Building maintenance
- Opening / Closing shop and warehouse daily

### **6.3 Field Technician:**

- All duties associated with or required by concrete polishing
- All duties associated with or required by painting
- All duties associated with or required by steel shot blasting
- All duties associated with or required by concrete repair, control joint removal, control joint installation, expansion joint removal, expansion joint installation, or metal bolt or protrusion removal.
- All duties associated with or required for the completion of a contract for performance of work that is entered into by the company.

### **6.4 Employee Classifications:** Employees are also classified under wage and hour regulations as "exempt" or "non-exempt." You will be classified in one of the following categories, with wages and benefits designed to reflect your employment status:

- Part-time Employees are those who regularly work 1-29 hours per week, and have a consistent weekly work schedule. Employees classified as regular part-time are not eligible for Company Benefits.
- Full-time Employees are those who work an average of 30 or more regular hours during the established seven-day work period. Certain Employees who do not work a standard schedule but who will average a minimum of 30 hours per week may be considered full-time Employees.
- Seasonal Employees are those who are hired into a role that requires assistance for a specific period of time. Seasonal Employees are hired at an hourly rate and are not eligible for any benefits. These employees work on an "as needed" basis.
- Non Exempt Employees are those not exempt from the overtime provision of the State and Federal laws. Non-exempt Employees are paid for all hours worked and any excess of forty hours per week or what is dictated by your State.

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- Exempt Employees are those holding an administrative, Supervisory, or managerial position and who is exempt from the overtime provisions of State and Federal laws. These Employees do not receive pay for work in excess of forty hours per week.

If you believe that your current classification is incorrect, please notify your Supervisor or the Human Resources Department for a review of your classification. The Human Resources Department generally reviews all classifications on a periodic basis. Changes in your classifications may result in the modification or loss of Company benefits.

**6.5 Orientation and Training:** The Company believes in the importance of orientation and on-going training to ensure that you have the skills necessary to competently perform your assigned responsibilities. Therefore, a job description was made available to you (this should have been signed off and acknowledged during the interview process for employment) that outlines your work responsibilities and explains the performance standards by which you will be measured. Your Supervisor will also lead you through your Corporate Office or Property or department's orientation program. Thereafter, you will receive on the job training and be invited to attend Corporate Office or Property and/or department meetings and training sessions if they pertain to your job.

**6.6 Changes in Personal Status:** You should notify the Human Resources Department immediately regarding changes in your personal status. Such information includes changes in

- Name
  - Marital status
  - Home address or telephone number
  - Number of exemptions for tax purposes, in which case a new W-4 form will be required
  - Dependent insurance coverage or beneficiary designation
  - Person to notify in case of emergency
  - Correction to Social Security Number
- Failure to report personal status changes may result in forms, such as W-2's to be sent to incorrect addresses, etc.

**6.7 Equipment / Tool / Keys:** The equipment and tools issued for use in your work are important Company assets. They should be treated with respect and must not be removed from the Corporate Office or Property or your work area unless defined in the scope of your job. You are responsible for equipment and tools assigned to you. You should not abuse such equipment or tools or use them for a purpose for which they are not intended. If equipment or tools that you use are in need of repair, report this fact to your Supervisor so that arrangements can be made for repair or replacement. All equipment, Tools, and keys that are provided to you in connection with your employment are the Corporate Office or Property of the Company and, upon termination of your employment with the Company, must be returned in a clean and operating condition on or before your last day of work.

**6.8 Company Credit Card:** The Company will issue company credit cards to certain employees for use in their jobs; this policy sets out the acceptable and unacceptable uses of such credit cards.

Use of company-issued credit cards is a privilege, which the Company may withdraw in the event of serious or repeated abuse. Any credit card the Company issues to an employee must be used for business purposes only, in conjunction with the employee's job duties. Employees with such credit cards shall not use them for any non-business, non-essential purpose, i.e., for any personal purchase or any other transaction that is not authorized or needed to carry out their duties.

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Employees must pay for personal purchases (i.e., transactions for the benefit of anyone or anything other than the Company) with their own funds or personal credit cards. The Company will not regard expenses for one's own business-related use, such as lodging and meals while on company-approved business trips, as personal purchases, as long as such expenses are consistent with the Company's travel and expense reimbursement policy. If any employee uses a company credit card for personal purchases in violation of this policy, the cost of such purchase(s) will be considered an advance of future wages payable to that employee, and will be recovered in full from the employee's next paycheck; any balance remaining will be deducted in full from subsequent paychecks until the wage advance is fully repaid. Such deductions may take the employee's pay below minimum wage for the pay period(s) in question. If an employee uses a company credit card for any other type of unauthorized transaction in violation of this policy, i.e., incurs financial liability on the Company's part that is not within the scope of the employee's duties or the employee's authorization to make business-related purchases, the cost of such purchase(s) or transaction will be the financial responsibility of that employee, and the employee will be expected to reimburse the Company via deductions from pay until the unauthorized amount is fully repaid. Such deductions will be in the amount of the unauthorized purchase(s), but if a deduction for such amount would take the employee below minimum wage for the workweek in question, the deductions will be in two or more equal increments that will not take the employee's pay below minimum wage for any workweek involved. In addition to financial responsibility and liability for wage deductions, any purchases an employee makes with a company credit card in violation of this policy will result in disciplinary action, up to and possibly including termination of employment, depending upon the severity and repeat nature of the offense.

## 7. WAGES

Wage ranges for each job classification are established by the Company through market information, comparative wage data, and local wage surveys. Wages are based on the relative level of skill, education, and experience required for the position and similar positions in the local market.

**7.1 Pay Periods:** Should a recognized holiday or any emergency preclude the disbursement of direct deposit wages as scheduled, the Company will make the distribution on the day most convenient to the regularly scheduled payday. If you have any questions, please contact the Payroll Department or the Human Resources Department. Direct deposits/wages will be distributed on the regularly scheduled payday. Pay day is weekly, the Wednesday following the end of the week on Sunday. The banks distributing the direct deposits have until the close of the business day to post Direct Deposits. If direct deposits are not distributed on the regularly scheduled day, the time of distribution will be announced. If you are laid off or terminated your final paycheck will be the regularly scheduled payday. The Company does not pay severance pay to laid off or terminated employees.

**7.2 Premium Pay / Overtime:** Hourly Employees and non-exempt salaried Employees are paid at the rate of time and one-half for all hours worked in excess of 40 hours during the regularly scheduled work week. The work week is established as seven consecutive periods of 24 hours each. The normal work week begins at 12:01 a.m. Monday and ends at midnight the following Sunday. These overtime provisions are subject to applicable State law that may provide for the payment of overtime on a basis other than a 40-hour work week. In locations where such regulations exist, those requirements will apply in determining overtime eligibility. You will be notified at the time of hire if your state has overtime eligibility other than those indicated above. Only hours actually worked will be included in determining overtime eligibility. Unauthorized overtime will not be tolerated.

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Therefore, if you have not been scheduled or approved by your Supervisor to work an extended shift, you must cease work and clock out at the conclusion of your regularly scheduled shift.

**7.3 Holiday Premium Pay:** Non-exempt (hourly) Employees shall receive double their base pay rate for all hours worked during a Company Holiday.

**7.4 Overtime Premium Pay:** Non-exempt (hourly) Employees shall receive time and one-half (1-1/2) times their base pay rate for all hours worked in excess of 40 during a week.

**7.5 Night Work Premium Pay:**

Due to the nature of the companies' work, employees may be required to perform work after 2 am. If a non-exempt employee's shift extends latter than 2 am., then the entire shift shall be considered night work and any non-exempt employee shall receive a night premium over his or her base hourly pay rate. No overtime premiums shall apply to the night premium. Refusal to work nights or missing work during nights is a violation of policy may result in immediate termination of your employment.

**7.6 Meal and Rest Periods:** Georgia and Federal law do not require meal and rest breaks. A 30-minute, unpaid meal period is permitted for each hourly and non-exempt salaried Employee whose shift is at least six hours long. The Employee(s) may waive this meal period in exchange for a paid meal period of less than 30 minutes (taking only the time actually required to eat). The waived meal period does not permit leaving the job except for one person to go get the food. This waived/paid meal period does not provide for special orders or orders from multiple restaurants. It must be eaten on the job and work must be resumed. Special orders will be allowed for those who have food allergies or special diet requirements. All food allergies or special diet requirements must be reported to your immediate Supervisor at the beginning of work when traveling.

When traveling, the Company pays for two meals per day. One meal is midway during the shift (a "fast food" lunch combination with a soft drink) and one meal at the end of the shift (a sit-down buffet or family style meal). If the Employee(s) leave the job for a midday meal then the actual time shall be considered and unpaid meal-break (but no less than 1 hour if the job is left). If the job is left unattended by a Company employee, then all Company equipment must be locked in the job trailer or a building where no others have access to the Company equipment, materials, or tools.

The Company pays for soft drinks at the midday meal. The Company does not pay for soft drinks at the end of the shift meal. Alcoholic beverages are prohibited while traveling on Company business. The Company pays for ice and bottled water for each job. An Employee may leave his/her station at any time to get a bottle of water and return to work.

There are no rest periods allowed except as required by state law. The Supervisor will have a list of states that require meal and rest breaks.

This meal period will normally be scheduled approximately midway through your shift. If you were unable to take a break for which time is deducted from your pay, you should immediately inform your Supervisor of the error. Meal periods may not be at the same time for all Employees and may vary daily, depending on workloads. Therefore, you should check your Supervisor's schedule to determine your appropriate meal period. Workload permitting, you may be allowed brief paid rest periods during the shift. Your immediate Supervisor will authorize and schedule rest periods. Meal and rest period provisions, as indicated, may be amended by state law.

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**7.7 Travel:** Employees are not compensated or reimbursed for mileage for time spent commuting to and from their assigned work place. Travel is for work related purposes only and should be kept to a minimum. Travel should be combined with other business trips as appropriate and should be considered an expense that should be monitored and self-audited to ensure that it is occurring only when absolutely necessary.

Out of town travel is compensated by the miles traveled. The miles traveled are determined by using MapQuest.com. The rate per mile is calculated by us the Company's mileage pay rate formula - dividing the Employees regular rate of pay by 55 = the mileage pay rate. For those traveling who are hourly employees (and are not "on-duty" driving), travel is paid one way to each job. If there are multiple jobs, travel is paid to each job, from one job to the next. When the last job is completed, Employee's travel home from the last job is NOT subject to the control of the employer and this travel is not paid. Employees who are driving and pulling company vehicle or equipment IS subject to the control of the employer and will be compensated at the mileage pay rate formula.

For any Employee traveling more than 8 hours in a day, meal expenses will be permitted. If approved for entertaining by Corporate Management for Customers, Team or Co-Workers or Clients, meals should be reasonably priced based on the situation. Consuming alcohol in moderation is acceptable for approved entertaining as long as there is a non-drinking designated driver.

**7.8 Outside Training:** If you are required by the Company to attend any specialized training courses, the entire cost of the program will be paid by the Company.

**7.9 Schedules:** Your work schedule will be designated by your Supervisor when applicable. Work schedules may fluctuate at times, but they are made to meet the needs of business at any particular time. You are expected to be at your workstation and ready to begin work at the start of your regular shift. Since schedules may change, it is your responsibility to check your schedule daily.

**7.10 Report-in Pay:** If you report for your normal work schedule and find, through an unforeseen event, that no work is available, you will be paid a sum calculated by using two hours of your base hourly pay rate. If you are traveling out of town, you will be paid a sum calculated by using six hours of your base hourly pay rate. Report-in pay is a lump sum payment and not hourly work. Report-in pay does not apply if you were notified not to report. Should you report and find no work available in your classification, but are offered another assignment within your capabilities; you are required to accept that assignment. Your refusal of the temporary assignment will cause forfeiture of the Report-in pay. All pay recorded as Report-in pay will NOT be included in determining overtime eligibility or overtime pay calculations.

**7.11 Bonuses:** Bonuses are an optional way for the Company to reward Employees. The Company will consider bonuses for each employee on June 30 and December 14 of each year. They are paid contingent upon the profitability of the Company and at the sole discretion of Company management. Things that are considered in addition to company profitability are the individuals' contribution to Company profits and that Employees' professional growth and attitude. One thing that will substantially reflect negatively on an Employee's bonus is damage or neglect of Company equipment. Bonuses are paid to Employees based on confidential Company performance evaluations of each employee. Determining factors for the Company's payment of a bonus to an Employee will not be disclosed to that Employee. Factors determining bonuses are discretionary and are not a

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part of that employees' performance record or evaluation. Each Employee's bonus information is confidential and should not be discussed with other Employees.

**7.12 Promotions:** The Company is proud of its reputation for providing its Employees opportunities for professional growth and advancement. If you are interested in another position contact Human Resources or notify your Supervisor. You will be contacted by the Supervisor of the Area/Department you are applying with for an interview.

**7.13 Performance Reviews:** After you have completed your introductory period (first 90 days of employment.) your Supervisor will communicate his or her evaluation of your performance through a performance review. This review will be based upon the performance standards outlined in your job description and any standards of excellence established for your position. In such a review, you will be given the opportunity to express your views concerning your training, orientation, and assignments, and to ask any questions you might have. Your Supervisor will detail any performance improvements required and explain future expectations.

This introductory review is intended to document your progress over a relatively short period of time and may or may not result in a pay increase. Thereafter, your performance is normally scheduled for review again on a bi-annual basis (June 30<sup>th</sup> and December 31<sup>st</sup>). If more than one year has passed since your last review, please advise your Supervisor. A positive performance evaluation is not a guarantee that an increase in pay will be granted.

Employees are considered for pay increases bi-annually, but pay increases are not necessarily tied to performance evaluations. Pay increases, if any, may be based on your performance, the performance of your crew, and the performance of the Company as a whole. Normally, unless you are promoted or your job assignments are significantly increased or decreased, your pay will not be modified more often than bi-annually. Please note that a promotion or increase in your job assignments may not result in an increase in pay or benefits. All performance evaluations and pay reviews will be placed in your personnel file.

## 8. SAFETY AND SECURITY

SAFETY IS OUR NUMBER ONE PRIORITY! YOU MUST REPORT ANY UNSAFE OR HAZARDOUS WORKING CONDITIONS TO YOUR SUPERVISOR AND THE HUMAN RESOURCES DEPARTMENT WHO HAS BEEN DESIGNATED AS THE COMPANY'S SAFETY COORDINATOR. FAILURE TO DO SO WILL RESULT IN IMMEDIATE SUSPENSION, INVESTIGATION AND APPROPRIATE DISCIPLINARY ACTION! You have an obligation to observe and maintain established regulations insuring the security of your Work Site, Customers, and your fellow Employees. The following rules are not all-encompassing, but their observance will assist in maintaining a more secure environment:

- Report to your Supervisor any suspicious characters or unusual activity immediately.
- Never reveal the padlock combination of any Company or Customer to another person.
- All keys given to you in the course of employment are Company Property. Protect and use them with care, and return them to the proper place.
- Follow established procedures for responding to situations involving criminal activities.

**8.1 The Patriot Act:** The United States Patriot Act contains a number of provisions that require the cooperation of the Company and similar employers in government investigations of possible terrorist or other criminal activities. You are advised that the Act may require the Company to disclose otherwise confidential information about you or from

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your personnel file to authorized government agencies in response to requests for such information under the Patriot Act or other similar laws.

**8.2 Fire Safety and Prevention:** Obviously, the best way to stop fires in a Corporate Office or Jobsite is to prevent them in the first place, and the following are some means of fire prevention and containment.

- Follow the policy on Smoking set forth above.
- Keep work areas clean and free of rags, paper, and other combustible materials.
- Follow your Supervisor's instruction for fire safety.
- Know where all fire-fighting equipment is located. Learn the location of all fire extinguishers in your work area and how to use them.
- For quick reference, know where the emergency procedures and telephone numbers are in case of fire.

**8.3 What to do if there is a fire:** Activate the fire alarm where applicable. Report the fire immediately. Do not enter a smoke-filled area alone. Do not let a fire get between you and the only means of escape. If it is safe to do so, remain in the area to direct fire-fighting personnel to the location of the fire, and alert Customers and fellow Employees. Close all doors, and, if the situation permits, use any available means to extinguish or contain the fire. If it is necessary to leave the building, follow the exit signs. Do not use elevators. Always remain calm.

**8.4 Emergency Preparedness:** Emergencies can arise at any time. Your location may be subject to natural disasters such as earthquakes, floods, tornados, or high winds. Although precautions are taken to minimize the threat, bomb threats, civil disturbances, and other criminal activities may occur at or near the jobsite or office location. You will be expected to assist, where appropriate, in an emergency, but you will not be expected to unreasonably jeopardize your own personal safety.

**8.5 Evacuation Procedures:** Some emergency situations may require that a location or area of the Corporate Office or Jobsite be evacuated. Fire, earthquake, power outages, etc. might put you in a position of determining how best to assist Customers and Employees in your area at the time of an emergency. In each emergency situation (fire, earthquake, flood, etc.) the lives and safety of our Employees and Customers is our top priority. The following is our policy to help you decide how to react. As soon as possible depending on the type of emergency, instructions will be given to your Supervisor concerning what specific actions should be taken. If it is possible to wait for these instructions before taking action, then do so. There may be emergencies, however, that require immediate decisions from you and your co-workers in order to ensure your safety and the safety of our Customers. Please consider the following in making your decisions:

- Your primary concern is for the safety of yourself and your fellow Employees. Concern for company property is secondary in the event of a life-threatening emergency.
- You may receive specific training for your jobsite.
- You must remain in control, confident and reassuring when working with at a jobsite in an emergency.
- Any building or area that seems unsafe for any reason should be calmly evacuated. Unsafe conditions include fire, excessive water, unstable conditions, etc.
- Check the condition of the area outside the exit door before opening the door. Make sure nothing has fallen in the path of the door that could harm those exiting.
- If the lights have gone off, use your voice and a flashlight to direct others toward the nearest exit.
- Carefully and calmly direct others to common areas if it is safe, or, if necessary for safety, into a backstage area.

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- Once the location has been evacuated. Employees should meet at their pre-designated meeting areas for roll call and to receive emergency information when it becomes available.
- Do not leave the evacuation site until instructed to do so by a Supervisor unless the area becomes unsafe. Your Supervisor will need to account for you and this can only be accomplished by your staying in one spot.
- NEVER leave the meeting area of the Company and Properties until you have been instructed by your Supervisor that it is safe to do so. If necessary the Company and Properties will release you to leave after an emergency as soon as everyone has been accounted for and it is safe to let you leave.

**8.6 Safe Lifting:** As you perform your job at Titus Restoration, it is likely that you will be required to lift, move or carry objects on a regular basis. Lifting can include lifting from the floor to shoulder high and it can include weight up to 60 lbs. There may also be a requirement to carry that weight 200' or more. There will also be a requirement to load and unload heavy equipment from trucks and trailers. It's important to do this as safely as possible.

- Get help if an object is too heavy or bulky for you to safely lift, push, or pull. REQUIRE assistance.
- Use mechanical assistance such as forklifts, winches, hoists, drum carts, hand carts, etc. whenever possible.
- Get assistance from a co-worker or use a mechanical device for all loads over 60 lbs.
- Attempting to do more than practical can not only result in an injury to you but may damage Company equipment.

Statistics indicate that back injuries are one of the most common and painful type of industrial injuries in the U.S. Handling materials properly will help ensure that you do not injure yourself on the job. Follow the guidelines listed below to avoid injuries:

- Always practice proper lifting techniques including when lifting overhead doors.
- Place one foot alongside and the other foot behind the object to be lifted.
- Squat down keeping your back straight and firmly grasping the object.
- Bring the object close to you and lift slowly by straightening your legs.
- Never twist your back or upper torso while lifting or carrying an object. Use your leg muscles.
- When in doubt, get help!
- Never try to recover a dropped load. Let it fall and stay clear of it.
- Use a back support belt at all times when lifting or when in a Maintenance Position (which is required at all times) with the Company.

**8.7 Silicosis Policy:** There is an on-going dispute in the concrete polishing business whether dry or wet grinding/polishing is better. Regardless of the position taken by others, Titus has taken the position that the safety of human life over rides all other considerations.

It is Titus' opinion that DRY grinding exposes our employees, the building occupants at the time of grinding, and the entire building at risk to respirable silica dust (which puts future occupants at risk). Respirable silica is not visible and will penetrate the smallest mucus membranes of the lungs.

Titus Restoration Services, Inc. recognizes that silicosis, caused by breathing crystalline silica (the basic component of sand and gravel), is an untreatable Occupational Disease (O/D). Silicosis is usually associated with the breathing of very fine crystalline silica dust over a period of many years, however, with some people, its onset is a much shorter time. In construction operations, especially

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concrete grinding and polishing, this dust is mostly generated by DRY grinding or DRY polishing concrete.

**Titus acknowledges that there is no cure for silicosis. It must be prevented!**

Titus policy is that it will take all required actions to prevent its employees and others (including the building and public) from being exposed to crystalline silica dust. Crystalline Silica Dust is a possibility on most construction projects. Titus has trained its employees and will take every precaution to prevent respiration of silica dust. However, Subcontractor acknowledges and agrees that it is its responsibility to review this policy with its employees and insure Subcontractor's employees' questions are answered. The proper documentation of this training is the responsibility of Subcontractor and should be retained for future reference.

**Preventive Measures:** The best prevention is not generating this dust, and you do this with WATER...ENOUGH OF IT THAT ON ALL GRINDING THERE IS NO DUST.

**Dry Polishing:** Titus may elect to dry polish after densification of the concrete. If so, polishing machine must be connected to a HEPA vacuum of at least 220CFM.

If for some reason, dry grinding is unavoidable, those who must be involved in working in and around the dusty operation must wear NIOSH N-100 APPROVED DUST MASK. Titus Employees in an environment where silica dust is being generated or where dry grinding of concrete is being performed must be fit tested with a Bitrex hood test prior to wearing an N-100 respirator for silica dust protection. People not necessary to be in this dusty environment job should be in a dust-free area.

**WARNING:** Legally and from a SAFETY standpoint, anyone who needs to wear a negative air respirator MUST be medically approved to do so. People who were not medically approved have died wearing negative air pressure respirators. If negative air respirators are required, those shall only be worn AFTER the employee has have been medically approved to wear a negative air respirator and a program is put in place by Titus for training and use. Employees must be trained in accordance with a Respirator Training Program in their use, cleaning and storage. This program must meet OSHA standards. Currently, Titus **does not** have a Program in place for employees to wear a negative air pressure respirators and therefore their use by Titus Employees on Titus projects is STRICTLY prohibited

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**Life-Threatening Illnesses in the Workplace:** Employees with life-threatening illnesses often wish to continue their normal pursuits, including work, to the extent allowed by their conditions. The Company supports these endeavors as long as the Employee is able to meet acceptable performance standards. As in the case of other disabilities made known to it, the Company will make reasonable accommodations, provided that doing so will not cause undue hardship, to allow qualified Employees with life-threatening illnesses to perform the essential functions of their jobs. Your medical information is treated confidentially. The Company will take appropriate precautions to protect such information from disclosure, including those mandated by applicable law. All Employees have a responsibility to respect and maintain the confidentiality of Employee medical information. Inappropriate disclosure of such information will not be tolerated.

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**8.9 Ladder Safety:** You may be asked to use a ladder at some time during your employment.

Following these guidelines will ensure your safety when working with ladders or stepladders:

- Before climbing a stepladder. Make sure that the spreaders are functional and locked into place.
- Before climbing, check for broken or cracked rungs and make sure it is equipped with non-skid feet.
- Always make sure that the ladder has been placed in a stable position on level ground and firm surface.
- Have another Employee with you if you intend to climb. They can stabilize the ladder that you are on.
- Never climb past the second rung from the top.
- Face the ladder when going up or down.
- Never place anything on top of a ladder.
- Never use a stepladder as a straight ladder. It must be opened fully.
- If the ladder is positioned in a doorway or walkway, have someone block the entrance to ensure your safety.
- Always use a ladder for climbing or reaching high places. Never stand on makeshift items: boxes, chairs, etc.
- If a straight ladder is used it should be tied-off to the existing structure to secure the ladder. If the ladder is being used to access a flat surface such as a roof, the ladder must extend above the landing surface by at least three feet.
- In addition the base of the ladder should be out one foot from the structure for every four feet of ladder length (4 to 1 rule). Example: a sixteen (16') foot ladder should be placed so the bottom is four (4') feet away from the wall.

**8.10 Safety Rules:** You are required to adhere to the following safety rules:

- Report to your Supervisor immediately any unsafe or sub-standard conditions, malfunctioning equipment or any other item you believe is unsafe, including any threat of injury or damage to any person, any group, or the Company, whether in person, by telephone, or by other means. If your Supervisor does not act in a timely manner regarding your concern, please contact the Human Resources Department immediately.
- Know how to perform your job safely, including cutting locks. You should always use the applicable recommended job procedure while doing any job assigned to you. We expect you to ask your Supervisor if you have any questions about the safe performance of your job.
- Exercise caution when approaching blind spots such as doorways or corners; do not back away from counters or work stations.
- Clean up spills and other unsafe conditions immediately and use caution when walking on slippery floors whether you made the condition unsafe or not.
- Use approved climbing tools only, such as ladders and step stools. Do not use chairs, tables, boxes, or other items not specifically designed or intended for climbing.
- Never block a fire exit.
- Work with safety in mind at all times.
- Horseplay, practical jokes, and other unsafe behaviors are not allowed.
- Observe all rules for the wearing of personal protective equipment. The manufacturers' recommendations and rules for the proper use of personal protective equipment must be followed when in use by the Employee.
- Carefully read and understand both Company and manufacturer directions and warnings before using, storing, or disposing of any cleaning or hazardous chemicals or other materials on the job and heed and follow all such directions and warnings.

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- Read and understand the Property's emergency evacuation plan and be prepared to assume the responsibilities set forth in the plan in an emergency.
- Wear all appropriate Safety Gear as it was designed and intended to be worn (EX: Boots, Shoes, Belts, Goggles, etc.)
- Pick up trash, eliminate water from pathways, clean up spills immediately to prevent slip and fall injuries.
- Conduct regular inspections. This will ensure that your immediate work area is safe for both our Customers and your fellow Employees.
- Notify your Supervisor about any unsafe conditions so that the appropriate corrective action can be taken to eliminate the hazard.
- Cooperate with your Supervisor and the Human Resources Department when conducting the investigation to assure all pertinent information is gathered.

**8.11 Injury Prevention:** An important part of ensuring our safety and that of our Customers and fellow Team Members is being able to prevent injuries. The following are key factors in injury prevention:

- Never perform a task without the proper training and equipment.
- Always wear appropriate Personal Protective Equipment.
- Be alert and be aware of what you are doing at all times.
- Follow all Company Health and Safety procedures.
- Look for unsafe conditions or acts and report them immediately.
- Obey all warning and danger signs and tags.
- Work carefully and at a safe pace.
- Clean up spills and trash immediately before they create an injury. If for any reason a spill cannot be cleaned up immediately or if an area is wet due to cleaning, safety cones or other similar methods should be used to barricade the area and to inform Employees and the general public of the existing hazard.
- Never indulge in horseplay or practical jokes.
- Use common sense.
- Use designated walkways.
- Never block gates or other emergency access points.
- Never cross railroad tracks when train is approaching or if warning devices (bells, lights or crossing arms) are activated.
- Never enter restricted areas. This includes secured/fenced areas.

**8.12 Bloodborne Pathogens Exposure Control:** To protect employees who may reasonably anticipate being occupationally exposed to blood and other potentially infectious materials during work tasks, our company has instituted a Bloodborne Pathogens Exposure Control Program. Briefly, our program includes an employee exposure determination, information and training about bloodborne pathogens, the availability of hepatitis B vaccinations, Universal Precautions, engineering controls, safe work practices, personal protective equipment and housekeeping measures to help reduce the risks of occupational exposure. Procedures to be used following an exposure incident and necessary record keeping are also included. These matters are discussed in our written Infection Control Plan, which is available to you in accordance with the plan. Further information about our Bloodborne Pathogens Exposure Control Program will be provided to affected employees and may be obtained from human resources.

**8.13 Sanitation:** You must do your part to maintain the cleanliness of all areas of the Property or office in compliance with Federal, State, and Local Health and sanitation codes and Company policies.

- Each Employee must remove litter from work areas and from any public areas of the Corporate Office or Property or office.

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- All Employees must thoroughly wash their hands before leaving the rest room.

**8.14 Environmental Protection:** You are expected to help protect our environment and keep energy consumption to a minimum.

- Turn off lights in all unused rooms.
- Report any potential energy leaks to your Supervisor.
- Conserve water both hot and cold.
- Close all doors when walking in or out of the building.
- Never dispose of concrete slurry in a storm drain.
- Dispose of concrete slurry as directed by the Customer or Owner.
- Dispose of wastes properly.
- Comply with recycling programs.

## **9. EMPLOYMENT**

**9.1 Searches:** The Company reserves the right, at all times, and without prior notice by an authorized Company representative, to inspect any and all Company Corporate Office or Property for the purpose of determining if Company policy has been violated. Such inspections may be conducted during or after business hours and in the presence or the absence of the Employee. Company Corporate Office or Property includes, but is not limited to, desks, storage areas, work areas, lockers, file cabinets and Company vehicles. All apartments and company owned residences may be subject to search at any time with or without warning. Any perceived blocking of any kind of entering company property will be subject to immediate corrective action and possible termination. In addition, all vehicles and other personal Corporate Office or property of an Employee including, but not limited to, bags, boxes, purses, briefcases and lunch containers, brought onto Company premises or within Company Jurisdiction are subject to inspection at any time. Refusal to consent to a search or an inspection when requested constitutes insubordination, and the Company may take disciplinary action, up to and including immediate termination. Only your Supervisor, Human Resources, and Corporate Officers have the authority to conduct a Search.

**9.2 Access to Personnel Files:** The Company maintains a personnel file on each Employee. Your personnel file includes your signed job description, application, records of training, documentation of performance evaluations, salary reviews, and other employment records. Personnel files are the Property of the Company, and access to the information they contain is restricted. Generally, only the Human Resources Department and other management personnel of the Company who have a legitimate reason to review information in a file are allowed access. Applicable Local or Federal law may have further restrictions.

If you wish to review your personnel file, you should make a request to the Human Resources Department. With reasonable advance notice, you will be allowed to review your personnel file with the supervision of the Human Resources Department or your Supervisor, as applicable. Under no circumstances are you allowed to remove your personnel file or any materials in the file. If approved by the Human Resources Department in writing, you may be allowed to obtain copies of materials in the file that you signed. Different rules may apply under the laws of your state. If so, by your request, you will be informed of such rules by the Human Resources Department.

**9.3 Dispute Resolution Program:** The Company believes in an open-communication policy. If you have a concern, problem or disagreement either with your fellow Employee or with your Supervisor, you are encouraged to try to resolve the problems by discussing it promptly with your Supervisor. The Company recognizes that not all problems can be

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resolved in this manner and that you may sometimes be reluctant to approach your Supervisor. If you have such a problem, you should advise the Human Resources Department. Please keep in mind that, although the Company would like to resolve every problem you may have, we are working under the constraints of business necessity and, at times, business necessity will take precedence over something you may want to see changed (with the exception of extreme circumstances in the workplace or harassment of any kind.) If you feel the response of your Supervisor to your expressed concern is unacceptable, you should prepare a written statement of the problem and submit it to the Human Resources Department immediately. The Human Resources Department, after investigation, will then issue a written response or decision. The Company expects all parties to make reasonable efforts to resolve the problem at the earliest stages and to deal in good faith throughout the process.

The dispute resolution program is intended to provide you the opportunity to resolve problems fairly, consistently, and in an atmosphere of open communication. As such, this program is intended to supplement, not replace, any Company procedures, policies, or guidelines that might pertain to the problem.

**9.4 Equal Employment Policy:** Titus Restoration is an equal opportunity employer. Titus is committed to conducting its business without regard to race, color, creed, religion, ancestry, national origin, age, disability, sex, marital status, affectional or sexual orientation, or political or union affiliation. Our Company is dedicated to taking proactive action to prevent discrimination and eliminate it within the organization. We have pledged ourselves to sustain effort in support of this belief.

- It is the responsibility of each member of Titus Restoration to give the Company's policy of nondiscrimination their full support through their actions and personal example. It is the duty of every Employee of this Company to create a job-environment for co-workers and customers alike which is conducive to our nondiscriminatory policies. Actions contrary to this will result in disciplinary action up to and including termination.
- It is also the responsibility of each Titus Restoration Employee to report any behavior which he or she may believe is discriminatory in nature. The Company prohibits retaliation against Employees who report behavior they believe is discriminatory. In the context of this policy, retaliation is any adverse employment action against an Employee because the Employee complained of discriminatory behavior or participated in the Company's investigation of a complaint. Such conduct will itself rise to appropriate corrective action.

The Company is an Equal Opportunity Employer and does not discriminate on the basis of a person's race, religion, color, gender, age, national origin, sexual orientation, disability, or veteran status. The Company's continuing policy to implement Equal Employment Opportunities includes the following:

- All recruiting, hiring, transferring, and promoting for job applicants and Employees in all job classifications is done without regard to race, religion, color, gender, age, national origin, sexual orientation, disability, or veteran status, except where such disability precludes performance of an essential job function and no reasonable accommodation will enable the individual to perform that essential function.
- All recruiting, hiring, and promotion decisions are made in accordance with these Equal Employment Opportunity principles and only bona fide job requirements will be used as the basis for such decisions.
- All other personnel actions, such as those related to compensation, benefits, transfers, disciplinary actions, job elimination, layoffs, return from layoffs, Company-sponsored training, and social and recreational programs, will be administered

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without regard to race, religion, color, gender, age, national origin, sexual orientation, disability, or veteran status.

- The Company's policy is to consider any qualified applicants who may have a disability for open positions. Qualified persons with disabilities who can perform the essential functions of the position with or without reasonable accommodation will be considered on an equal basis with all other applicants. All promotion decisions and other personnel actions will be administered on an equal basis and Employees with disabilities will receive equal consideration as stated. This policy does not add to any rights to which you may be entitled by law.

**9.5 Guarantee of Fair Treatment:** Fair treatment is a Titus Restoration Policy and our corporate philosophy. We firmly believe that every Employee, regardless of position will be treated with respect and in a fair and just manner at all times. We encourage an open door policy. All Employees have open channels to communicate freely, however with a proper and professional tone, with no fear of retribution and to receive a prompt and thoughtful response to their questions and concerns.

**9.6 Immigration and Employment:** Titus Restoration is committed to the policy and practice of hiring only authorized workers, as defined by the Immigration Reform and Control Act of 1986. In compliance with the Immigration Reform and Control Act, any offer of employment is conditioned upon satisfactory proof of a prospective Employee's identity and legal eligibility to remain and work in the United States. In the administration of this policy, Titus Restoration will not discriminate against any Employee or applicant for employment, as stated in the EEO policy statement of this Handbook, but particularly, on the basis of national origin or citizenship status.

Every Employee hired on November 6, 1986 or later must complete an Employment Eligibility Verification Form 1-9, from the U.S. Department of Justice, Immigration and Naturalization Service. An applicant or Employee who is not authorized to work in the United States or is unable to document that he or she is authorized to work in the United States cannot be hired or continue to be employed by the Company.

**9.7 Background Checks:** In addition to the detailed Background Check performed prior to employment the Company may also conduct annual Background Checks on all staff. Included in this Background Check may be a search of records from the Driver Motor Vehicle Department. If it is found that a drivers' license has been suspended or revoked and your ability to perform your job duties has been hindered or if you operate a Company-owned vehicle, you may be faced with a suspension or termination. You are highly encouraged to notify your Supervisor in advance if you have had your driving license suspended or revoked.

**9.8 Employment of Relatives:** The Company permits employment of relatives and those with significant personal relationships with current Employees where such employment does not create a conflict of interest in the work setting. Relatives or "significant others" of persons currently employed by the Company may be considered for employment only if they will not:

- Be working directly for or supervising one another.
- Be in a fiduciary relationship with each other.

**9.9 Former Employees:** When former Employees apply to be rehired, they will be evaluated on the same basis as other applicants. Where applicable and at the Company's discretion, special consideration may be given to past job performance and history, circumstances surrounding termination of previous employment, and the former Employee's knowledge of Titus Restoration procedures and functions.

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**9.10 Assessment Period:** The Company has established the first 90 days of your employment as an assessment period. This does not change the "at will" relationship between you and the Company and either or the Company has the right to terminate the relationship at any time with or without notice or cause or after the assessment period. This assessment period is established to benefit both you and the Company. It is a period of adjustment and adaptation, during which you are expected to learn the job requirements and work rules. It also is a period for you to determine if you have chosen to work for a Company that is right for you, and for the Company to determine if you can accept and perform to the standards of the job and the Company. If, during this period, the Company determines that you are unable or unwilling to adapt successfully to the requirements of your position, your department, or the Company as a whole, your employment may be terminated immediately. During the assessment period, both you and your Supervisor should pay particular attention to your performance and progress. After you have successfully completed the assessment period, you will be subject to the normal rules of discipline and performance appraisal discussed elsewhere in this Handbook. Please note though that during this assessment period or at any other time during your employment with the Company, you can be terminated immediately if:

- You appear unable or unwilling to correct a problem.
- Your dismissal or layoff is necessary for economic reasons.
- Your continued employment would be contrary to the Company's best interests or to the welfare and safety of customers or other Employees.

**9.11 Outside Employment:** You may be permitted to have employment outside of the Company provided it does not pose an actual or apparent conflict of interest or interfere with the satisfactory performance of your job with the Company. However, all outside employment must be disclosed to and approved in advance by your Supervisor and the Human Resources Department.

**9.12 If You Must Leave Us:** Should you decide to leave your employment with us, we ask that you provide your immediate supervisor with at least two weeks' advance notice. Your thoughtfulness is appreciated and will be noted favorably should you ever wish to reapply for employment with the company.

Employees, who are rehired following a break in service, other than an approved leave of absence, must serve a new initial introductory period whether or not such a period was previously completed. Such employees are considered new employees from the effective date of their reemployment for all purposes, including the purposes of measuring benefits.

Our company does not provide a "letter of reference" to former employees. Generally, we will confirm upon request our employees' dates of employment, salary history, and job title.

All company property, keys, log books, including this Employee Handbook, must be returned upon discharge. Otherwise, the company may take action to recoup any replacement costs and/or seek the return of company property through appropriate legal recourse.

You should notify the company if your address changes during the calendar year in which discharge occurs so that your tax information will be sent to the proper address.

As a matter of courtesy, if you decide to leave the Company, you give at least two weeks' written notice. If your position is eliminated for economic reasons and no other positions are available that are suitable for your skills and experience, the termination is classified as a layoff. Your benefits will terminate in accordance with the plan stated herein. If you are

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laid off but are recalled within 30 days you do not have to complete a new introductory period. If they are gone 30 days or longer, you will have to serve a new introductory period. However, the period during which you are laid off will not be considered in determining eligibility for service-related benefits. You may be terminated without notice and without further pay.

Final payment of wages and other compensation to which you are entitled will be made on the regular payday following your last date of employment or in accordance with the applicable state regulations. To receive final pay, you must settle all expense account advances, payroll advance, and loans. You must also return all Company equipment, tools, and data, including uniforms, computers and related equipment, computer files and disks, cellular phones, pagers, other electronic equipment, keys, customer lists and other confidential or proprietary information whether in electronic and hard-copy form, and manuals to your Supervisor or the Human Resources Department immediately. The cost of items not returned will be deducted from your pay.

Files, programs, data, and other information stored on your computer's hard drive or on any other electronic equipment you used for Company business will be transferred to the Company's mainframe computer or to disk, or deleted. You do not have the right to delete, transfer or retain any copies of any such files, programs, data, or other information.

- 9.13 Exit Interviews:** If you leave the Company, whether by your own decision or the Company's, you may be requested to participate in an exit interview, which is usually conducted before or soon after your last day of work by the Human Resources Department as a party who did not work directly with you. If the Human Resources Department worked directly with you, another appropriate Corporate Staff Member will assume this responsibility. The exit interview is intended for you to provide input on your employment experience with the Company and for us to inform you of any post-employment benefits to which you are entitled.

### **The End of Titus Restoration Employee Handbook**



**TITUS RESTORATION EMPLOYEE HANDBOOK ACKNOWLEDGMENT**

I have been made aware that the Employee Handbook is on line through the Company Website [www.titusrestoration.com](http://www.titusrestoration.com) under search for **Employee Handbook**. The Employee Handbook is available to me on my first day of work and thereafter. I agree to thoroughly familiarize myself and comply with the information contained in this Handbook. I specifically acknowledge that I will review and understand the Policies against Harassment, the Policy against Workplace Violence, Substance Abuse Policy, Safety, Auto Safety, Workplace Safety and the Electronics Communications Policy. The information in this Handbook is subject to change at the Company's sole discretion and I understand that such changes may supersede, modify, or eliminate the guidelines in this Handbook, with the exception of the policy of employment at will. I understand that my relationship with the Company is "at will" and that either the Company or I may choose to terminate this relationship at any time and for any or no reason without advance notice. Changes in this Handbook or in the Company's policies and procedures will be communicated to me by the Human Resources Department, the Titus website, or through official notices or bulletin boards. I accept the responsibility for complying with these changes.

I further understand that the language and materials contained in the Handbook do not constitute a contract or guarantee of employment, but only establish conditions of employment that may be deleted or modified by the Company at any time.

I understand that I have an obligation to inform the Human Resources Department of any changes in my personal information, such as phone number, address, marital status, benefits, and other information related to my employment and of any questions I have regarding this Handbook or regarding other policies and procedures established by the Company or at my Corporate Office or Property or Corporate office.

I understand that this Handbook is a brief summary of some of the Company's important guidelines and is not intended to be all-inclusive and may be subject to change at any time or revocation, at the sole option of the Company. I further understand that this Handbook supersedes any and all Handbooks previously provided to me by the management. I understand that my Corporate Office or Property may have additional guidelines or procedures that I will be provided with and that adherence to these guidelines and procedures is also required as a condition of my employment.

Employees of outside contractors, licensees and lessees are subject to all of the regulations and procedures as stated in this handbook. It is up to the Employee overseeing such outside contractors, licenses and lessees to ensure all areas of the Company policies are being handled appropriately.

_____	<u>XXX-XX-</u> _____
Employee Name (Print)	Social Security Number (last four #'s only)

_____	_____
Employee's Signature	Date

This handbook is the Property of the Company and shall not be reproduced in any form without the consent of the Titus Restoration Services, Inc. Detach and return the signed copy of this acknowledgement to your Supervisor or the Human Resources Department.

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