

PREPARED FOR: \_\_\_\_\_



# **EMPLOYEE**

# **HANDBOOK**

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## **WELCOME TO HI-SPEED INDUSTRIAL SERVICE**

As an employee of ***Hi-Speed Industrial Service***, (**Hi-Speed**) the importance of your contribution cannot be overstated. Our goal is to provide the finest-quality products and services to our customers and to do this more efficiently and economically than our competitors. By satisfying our customers' needs, they will continue to do business with us and will recommend us to others.

You are an important part of this process for your work directly influences Hi-Speed's reputation.

This ***Employee Handbook*** explains our human resource policies and practices, our benefits and the specific opportunities and responsibilities that exist for you within our company. In an effort to be responsive to the needs of a growing organization, changes or additions to this ***Employee Handbook*** will be made when necessary. We will keep you informed when these changes are made.

We are glad you are a member of the Hi-Speed family and we hope you will find your work to be both challenging and rewarding.

### ***Benjamin J. Buffington***

President and Chief Executive Officer  
Hi-Speed Industrial Service

## **PURPOSE OF THIS EMPLOYEE HANDBOOK**

We realize that reporting to a new job can be a challenging experience. The material in this ***Employee Handbook*** is intended as a guide to help you become acquainted with Hi-Speed and to give you an overview of Hi-Speed's policies and practices. This ***Employee Handbook*** is not the final word in most cases nor is it a contract of employment since your employment is on the basis of *employment at will* and may be terminated by either party at any time. Individual circumstances may dictate individual attention, and the policies and procedures set out in this ***Employee Handbook*** may be modified or omitted in particular situations and they are, normally, only a summary of a more comprehensive *Hi-Speed Policy*, most, of which, are referred to in this ***Handbook***. **In all cases, the actual policy will be the final guide.**

**You are required to be familiar with the information contained in this *Employee Handbook*.** If questions come to mind that are not mentioned in this ***Employee Handbook***, see your supervisor or a member of management. Again, please read this ***Employee Handbook*** very carefully and keep it for future reference. If, from time to time, changes are necessary or revisions are made, you will be given a revised copy of such changes or revisions. Hi-Speed reserves the right to amend, modify, depart from, or delete this ***Employee Handbook***. If, in any instance, policy may differ from State laws or statutes, the State law will always apply.

# **HI-SPEED POLICIES and PRACTICES**

## **EQUAL EMPLOYMENT OPPORTUNITY**

It is a *Policy* of Hi-Speed Industrial Service to be fair and impartial in all its relations with its employees and applicants for employment without regard to race, color, religion, age (40 yrs or older), sex, disability or national origin. Decisions on employment will be based to further the principles of equal employment opportunity. A copy of the Hi-Speed's ***Equal Opportunity Policy*** is attached to this ***Handbook*** and you will also find a copy of this *Policy* posted on Hi-Speed's Bulletin Board. You are expected to read and be familiar with this *Policy*.

## **EMPLOYMENT OF RELATIVES or CLOSE ACQUAINTANCES**

It is Hi-Speed's policy to hire and promote the best qualified individuals for every job opening without regard to marital status, degree of kinship, close friendship, or other personal relationship. In the event relatives or close acquaintances of current employees are hired, they can never be employed, promoted or transferred to a position for which a relative or close acquaintance is in a position to supervise them. Exceptions can be made to this in *extraordinary situations* but not without the express, written approval of **Benjamin J. Buffington, President & Chief Executive Officer (CEO)**. ***Relatives*** are normally interpreted as brother, sister, husband, wife, son, daughter, father, mother, or immediate in-laws but can include other relatives at management's discretion. ***Close acquaintances*** are normally considered individuals who have a close personal relationship (such as a dating relationship) or reside at the same address as the employee. The purpose of this policy is for Hi-Speed to make every effort to avoid situations from which questions of favoritism or preferential treatment in the employment process may arise. If an applicant fails to divulge on the employment application any relatives or close acquaintances who work for Hi-Speed, it would likely lead to termination.

## **EMPLOYEE SAFETY & HEALTH**

Providing a safe work environment is a high priority for Hi-Speed. All employees are expected to abide by the expectations outlined in Hi-Speed's ***Safety and Health Policy***. Those aspects of this *Policy* that apply to you and your job will be communicated to you by your supervisor.

On-the-job injuries are covered by our workmen's compensation insurance policy which is provided to you at no cost. **If you are injured on the job, you must report the incident immediately to your supervisor.**

## **EMPLOYMENT APPLICATION AND DATA**

Hi-Speed relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in Hi-Speed excluding the individual from further consideration for employment or, if the person has been hired, termination of employment.

## **PERSONNEL RECORDS AND CHANGE OF STATUS**

Hi-Speed will maintain an official personnel file for each employee. Per Hi-Speed's policy on *Managing Personnel Information*, with the CEO's authorization and supervision, employees may be allowed to review certain aspects of their personnel file. Please understand that the contents of personnel files are the property of Hi-Speed and may not be copied, except for use by Hi-Speed management or unless specified by a Hi-Speed policy, unless specific authorization is granted by the CEO.

It is the responsibility of each employee to promptly notify Hi-Speed of any changes in personnel data, such as mailing address, telephone number, marital status, number and names of dependents, name of person to contact in an emergency, educational accomplishments, etc.

## **CUSTOMER AND PUBLIC RELATIONS**

Hi-Speed's reputation has been built on excellent service and quality work. To maintain this reputation requires the active participation of every employee. The opinions and attitudes that customers have toward Hi-Speed may be determined for a long period of time by the actions of one employee. It is sometimes easy to take a customer for granted, but when we do, we run the risk of losing not only the Customer, but his associates, friends or family who may also be Customers or prospective Customers.

Each employee must be sensitive to the importance of providing courteous treatment in all working relationships.

## **EMPLOYMENT VERIFICATION REQUESTS**

All requests for information regarding the employment of any present or former Hi-Speed employee are governed by Hi-Speed's policy on *Managing Personnel Information*. Hi-Speed will respond in writing to all bona fide **written** requests for employment verification.

If you need a request for verification, please have it forwarded it to the Human Resources Department for processing **with your signature authorizing Hi-Speed to respond to it**.

Hi-Speed will normally not provide verification of employment, or any other information regarding the employment of any current or former employee, **over the telephone** with the exception that **date of hire, date separated and position held** may be verified over the phone **for a former employee**.

## **PROBATIONARY PERIOD**

New employees are regarded as probationary until they have completed **three (3) calendar months** of employment. The primary purpose of the probationary period is to provide new employees with a learning period and for both Hi-Speed and new employees to decide if they want to continue the employment relationship. In unusual circumstances, the probationary period may be extended upon notice to the employee.

At any time during the probationary period, an employee may be terminated for any reason whatsoever at the sole discretion of Hi-Speed. Although Hi-Speed's **Rules** apply to all employees, **Hi-Speed's progressive disciplinary policy does not apply to probationary employees**. Upon the successful completion of the probationary period, the employee's date of hire with Hi-Speed will be the employee's first day of employment with Hi-Speed.

## **MEAL AND BREAK PERIODS**

All employees working at least a normal work day of 8 hours are allowed to take two daily **paid** break periods of **ten (10) minutes** each. The lunch period, at a minimum at least 30 minutes, is **not paid**.

## **OVERTIME**

**At a minimum**, hourly-paid employees will be paid time and a half for all hours worked in excess of forty in a work week. To work overtime beyond the normal quitting times or prior to the normal starting times, prior authorization must be granted by the employee's supervisor.

**If a customer agrees to reimburse Hi-Speed**, Hi-Speed's company policy is to automatically pay employees **time and a half after 8 hours paid in a day**, automatically to **pay time and a half on Saturday** and automatically **time and a half for hours worked between 6pm and 12am**. In addition, Hi-Speed will automatically to pay **double time on Sunday** and **double time for hours worked between midnight and 6am**.

Compensable time off may be used instead of receiving pay for overtime if approved by the employee's supervisor and taken within the same 7 calendar day period in which the overtime was worked. If, in any instance, policy may differ from State laws or statutes, the State law will always apply.

## **TIMEKEEPING**

All hourly paid employees must record, on **Hi-Speed's approved systems**, their time worked. You will be oriented to **your specific time keeping system** during orientation and your supervisor or the payroll department can answer any specific questions you may have after that. Maintaining **exact time records** is required by the Federal Government and it is Hi-Speed's policy to strictly abide by those laws and regulations. It is your responsibility as an employee of Hi-Speed to comply with the requirements of the time keeping system applicable to your job and to do it in an honest and dependable manner.

## **PERSONAL PERFORMANCE APPRAISAL**

All regular, full time employees of Hi-Speed will receive regular, scheduled appraisals of their personal performance per the requirements of Hi-Speed's policy on *Performance Evaluation*. **Each covered employee should always be aware of when their next performance review is scheduled.** Normally, it is **YOUR** performance that determines whether you are eligible for a wage or salary increase at the time of your performance review. At orientation, you will be advised when your first performance review is scheduled and then your supervisor will keep you apprised of future review dates.

## **COMPENSATION**

Hi-Speed strives to maintain a wage and salary program that is competitive in our industry and in the communities in which our employees work. In the event that competitors have rates of pay that are significantly below or above what is normal for other industries in the area with comparable jobs, then Hi-Speed will normally base their rates of pay on what is needed to compete with different area industries requiring comparable skills. **In addition to base pay**, Hi-Speed has a program of granting *Annual Bonuses* if company and personal performance warrant.

## **PAYDAY AND PAY CHECKS**

Paychecks are paid **bi-weekly** and normally distributed **every other Friday**. The paycheck reflects the time worked during the previous two work weeks, ending on the **Sunday** prior to the week in which they are distributed.

Your supervisor will answer any questions you may have about your pay. If you feel an error has been made, bring it to the attention of your supervisor for investigation and correction as necessary. As a general rule, paycheck corrections will be made in the next paycheck.

## **DIRECT DEPOSIT**

For the benefit of both the employee and Hi-Speed, all employees are required to make arrangements to have their weekly payroll checks direct deposited.

## **PAYROLL DEDUCTIONS**

Federal Income Tax, Social Security, Medicare, State and Local Income Tax (if applicable) will be withheld from the employee's pay check. The amount of Federal Income Tax withheld is calculated from the status and number of exemptions claimed by the employee on the W-4 form. If there are any changes in status or exemptions, the employee must complete a new W-4 form.

## **HI-SPEED BULLETIN BOARD & SOLICITATION**

Hi-Speed's Bulletin Board is an important communication tool to keep everyone informed of official Hi-Speed announcements and notices, published Hi-Speed *Policies*, required governmental postings and other useful information. Employees are responsible for checking

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***Employee Handbook 2.4.2020***

the Bulletin Board on a regular basis. Generally, Hi-Speed will not post anything of a political, religious or solicitous nature or other material that might be objectionable to employees. If you would like to post something, see Human Resources or the primary manager at your location.

In order to avoid unnecessary annoyances and interruptions from your work, solicitation by an employee of another employee is prohibited in work areas. Employee distribution of literature, including handbills, in work areas is prohibited at all times. Trespassing, soliciting or distribution of literature by non-employees on Hi-Speed premises is prohibited at all times.

## **PROMOTIONAL OPPORTUNITIES**

Whenever there is an opening that could offer current employees work in a higher paying wage range (vacancy to be filled or new position), current employees will be considered for the position before hiring a new employee directly into the position.

## **STANDARDS FOR EMPLOYEE CONDUCT**

Employees are expected to observe “common sense” rules: honesty, good conduct, a concern for the job, safe work practices; and to adhere to generally accepted good behavior in our relations with each other. A copy of Hi-Speed’s *Rules & Guidelines for Levels of Disciplinary Action* is attached to this *Handbook* and a copy will be continually posted on Hi-Speed’s Bulletin Board. Some important aspects of specific employee conduct are outlined in more detail below.

### **ATTENDANCE AND PUNCTUALITY**

To maintain a safe and productive work environment, Hi-Speed expects each employee to be dependable and punctual in reporting to work. Absenteeism and tardiness/leaving early place a burden on other employees and are disruptive to Hi-Speed in general. Generally, **tardiness/leaving early that averages more than two (2) times a month and absence that averages more than one (1) day every two (2) months is considered excessive.** Employees are considered “**tardy**” if they have not arrived to work in sufficient time to be ready to start work at their scheduled starting time and considered to have “**left early**” if their recorded time shows they did not work until their scheduled quitting time.

Whenever it is necessary for an employee to be absent from work, employees should personally telephone their respective supervisor prior to their scheduled starting time to permit the supervisor time to make arrangements to cover for the employee. Also, employees who believe they will be late to work should do likewise.

Excessive absenteeism or tardiness/leaving early, **regardless of reason**, will result in an employee’s record being reviewed to determine suitability for continued employment. While notification to the supervisor and submission of doctors’ statements will not excuse an absence, they will be considered in any such review.

### **SMOKING ON HI-SPEED PROPERTY**

Smoking is not allowed anywhere inside the Hi-Speed’s physical facilities. Smoking is allowed outside the Hi-Speed’s physical facilities as long as proper housekeeping is followed.

### **NO HARASSMENT**

Hi-Speed will not permit harassment or intimidation because of sex, race, color, age (40 yrs or older), religion, national origin, or disability. Employees of Hi-Speed shall not commit any act of harassment or intimidation. Such acts are defined in Hi-Speed's ***No Harassment Policy*** along with the process an employee should follow if she feels there has been harassment. Hi-Speed's ***No Harassment Policy*** is attached to this ***Handbook*** and is also posted on Hi-Speed's Bulletin Board and all employees are expected to be familiar with it. An employee who violates this ***Policy*** shall be subject to the disciplinary procedures of Hi-Speed.

### **DRUG & ALCOHOL ABUSE**

Hi-Speed has a significant interest in ensuring the health and safety, continued good performance, and attendance of its employees. In furtherance of this goal, Hi-Speed has established ***Drug & Alcohol Abuse Policy*** regarding the use, sale, or possession of alcohol, illegal drugs, or controlled substances. An employee copy of a summary of Hi-Speed's ***Drug & Alcohol Abuse Policy*** is attached to this ***Handbook*** and will be posted on Hi-Speed's Bulletin Board. Hi-Speed will be very confidential and supportive of any employee who voluntarily comes forward, prior to a violation of the ***Policy*** occurring, with a desire to correct any related problem. The obligations set forth in the ***Drug & Alcohol Abuse Policy***, including acceptance of being drug tested constitute conditions of employment. Refusal to submit to drug testing as provided in Hi-Speed's ***Drug & Alcohol Abuse Policy*** constitutes a material breach of the conditions of employment, and is grounds for dismissal.

### **USE OF HI-SPEED COMPUTERS & PERSONAL ELECTRONIC EQUIPMENT**

Computers, related hardware and software (including those providing internet access), and the electronic mail system are provided by Hi-Speed for use in conducting Hi-Speed business. They are supposed to be used only for Hi-Speed business. The contents of the computer system, computer disks, other data storage media, and electronic mail messages remain the property of the Hi-Speed and may be inspected or monitored by Hi-Speed at any time. If you use these tools for private or personal matters, since the systems and their contents belong to Hi-Speed, they are likely to become known to Hi-Speed. Use of Hi-Speed's computers, as well as **work/personal cell phones and/or texting devices for personal reasons** should be viewed as **you would personal telephone calls at work** – as long as it is kept to a minimum and does not interfere with Hi-Speed work, it can be acceptable, **unless safety and/or work rules in your department specifically exclude them.** All employees driving company vehicles or driving on company business, should always be aware that texting, while driving, is dangerous and therefore not an acceptable work practice. All phone calls made from a company or personal vehicle during working hours must be HANDS FREE at all times. Violation of these rules can subject an employee to disciplinary action.

However, all persons are specifically prohibited from using the computers, internet access, or electronic mail system in any manner that reflects negatively upon Hi-Speed, including using them to prepare, download, store, or transmit offensive materials (such as those involving personal insults or racial, sexual, religious, and ethnic slurs), pornographic material, and material used for any illegal or questionable activity (such as gambling, chain letters, or "get rich quick schemes"). Electronic harassment of fellow employees or other persons is just as much a violation of Hi-Speed's policy on ***No Harassment*** as well as its ***Electronic Communications***

**Policy.** Employees are expected to be professional, courteous, and considerate at all times. This also includes not intentionally accessing electronic communications intended for someone else.

All forms of Hi-Speed electronic communication (both those between employees and those with persons outside of Hi-Speed) are subject to being considered confidential and proprietary. Be careful with the information that is confidential or proprietary and do not communicate it electronically unless you are specifically authorized to do so. Unauthorized disclosure of such information or unauthorized copying or downloading of data bases or software that is owned by or licensed to Hi-Speed may be considered the same as theft. Software that is not owned by or licensed to Hi-Speed should not be copied onto or used on Hi-Speed computers.

All employees of Hi-Speed are expected to exercise good judgment and common sense in their use of computers, related electronic media, cell phones or texting devices. Even where a rule may not technically apply, the spirit and intent behind that rule will be applied, and appropriate disciplinary action may be taken.

## **OPEN DOOR POLICY**

Hi-Speed is committed to maintaining an “open-door” philosophy for all its employees. Normally, an employee will be expected to use the ***Open-Door Procedure*** (outlined below) from Hi-Speed’s ***Open-Door Policy*** to resolve any matter not covered by Hi-Speed’s ***No Harassment Policy***. However, an employee is always welcome to meet first with the CEO to discuss any matter.

In order for our ***Open-Door Policy*** to be an effective means of communication, Hi-Speed expects the support of all management. There will be no retaliation against an employee for using the ***Open-Door Procedure***.

### **OPEN DOOR PROCEDURE**

**Step 1** -- An employee should first discuss any problems, suggestions, or questions, with the immediate supervisor. The supervisor will be responsible for responding to the employee within two working days following the employee’s report of a complaint to the supervisor.

**Step 2** -- Where resolution has not been accomplished with the immediate supervisor, or the supervisor fails to respond within two working days, the matter may then be discussed with the Manager of the employee’s supervisor. The Manager must give an answer to the employee within two working days after the employee reports the complaint in writing to the Manager.

**Step 3** -- If the employee is dissatisfied with the decision rendered by the Manager, or the Manager fails to respond within two working days, the employee may then submit the written complaint to the CEO. The CEO will arrange to meet with the employee to discuss the matter and report back to the employee within ten working days following the meeting with the employee.

## **TERMINATION OF EMPLOYMENT**

Should you decide to leave your employment with us, we ask that you provide your supervisor with **at least two weeks advance notice**. If the notice is provided and **you are not going to work for a competitor**, any earned, unused vacation pay will be paid to you on your final paycheck. An exit interview may be conducted by Hi-Speed for informational purposes. An employee must return all equipment, manuals, or any other property of Hi-Speed prior to receiving his/her last paycheck. If the items are not returned, the cost of these items may be deducted from the employee's final paycheck. If, in any instance, policy may differ from State laws or statutes, the State law will always apply.

## **HI-SPEED BENEFITS**

### **HOLIDAYS WITH PAY**

Hi-Speed observes **nine (9) paid holidays** throughout the year as follows:

<b>New Year's Day</b>	<b>The Day after Thanksgiving</b>
<b>Memorial Day</b>	<b>Christmas Eve Day</b>
<b>Independence Day</b>	<b>Christmas Day</b>
<b>Labor Day</b>	<b>Personal Day</b>
<b>Thanksgiving Day</b>	

When one of the above paid holidays falls on a Sunday, the following Monday will be observed as the holiday. When a holiday falls on a Saturday, the preceding Friday will be observed as the paid holiday.

**Regular, full-time and regular, part-time employees**, are eligible for holiday pay. Regular, part time employees will receive **prorated holiday pay** based on the number of hours they regularly work each work week.

**Temporary employees** are not eligible for holiday pay. In order to receive holiday pay, the employee must work her last scheduled work shift prior to, and her first scheduled work shift after the holiday, unless excused beforehand by their manager. Employees on a leave of absence will not be paid holiday pay.

If a holiday falls during your vacation, your vacation may be extended by one day. Be sure to check this out with your supervisor before you go on vacation.

If hourly paid employees should be required to work on a policy specified paid holiday, you will be paid double time in addition to your holiday pay, as long as it is reimbursed by a customer. If it is not, holiday hours paid will be considered as "hours worked" when computing weekly overtime.

The **Personal Day** holiday must be arranged, in advance, with the employee's supervisor. An unscheduled, intermittent day missed from the work schedule, whether full or partial, cannot be used as this holiday.

Administration and management of paid holidays are governed by Hi-Speed's policy on *Holidays*.

## **VACATION**

Vacations are an important part of a regular, full-time employee's personal life and Hi-Speed recognizes the value of each employee having time away from work.

**Newly hired employees** will earn **16 hours** of paid vacation as of their **6 month anniversary date** and then an **additional 24 hours** of paid vacation on the **1<sup>st</sup> anniversary of their date of hire**.

All employees are only eligible to use **EARNED** vacation hours for vacation pay. Because of this, an employee cannot "borrow ahead" to use vacation hours that have not been "earned."

Beginning with your **second (2<sup>nd</sup>) anniversary of your date of employment**, and for all anniversary dates that follow, the schedule below outlines how vacation is earned on **each employee's respective anniversary date of hire**:

<b><u>Full Years of Service</u></b>	<b><u>Earned Vacation</u></b>
<b>2<sup>nd</sup> to 4<sup>th</sup> anniversary.....</b>	<b>80 hours</b>
<b>5<sup>th</sup> to 9<sup>th</sup> anniversary.....</b>	<b>120 hours</b>
<b>10<sup>th</sup> anniversary and after.....</b>	<b>160 hours</b>

In the event of a vacation scheduling conflict between employees, the employee who scheduled first gets preference, and if the schedule occurred at the same time, then the employee with the most seniority gets preference.

**Although employees are encouraged to use all earned vacation prior to their anniversary date, beginning with the employee's 2<sup>nd</sup> anniversary date of hire, employees are permitted to "carry over" up to 32 hours of earned vacation into the following service year.** Any hours in excess of 32 hours as of an employee's anniversary date of hire will be **lost and not paid**.

If an employee **voluntarily** resigns and gives Hi-Speed at least **two weeks' notice**, any **earned** vacation that has not been used will be paid as long as the employee is not going to work for, or as, a competitor.

Upon **involuntary termination** (other than something beyond the employee's control like layoff, reduction in force, etc.) any earned, unused vacation **will not be paid** if the employee has violated Hi-Speed's rules and regulations.

All employees with at least 2 weeks of earned vacation are expected to take at least one (1) week of vacation on consecutive work days.

The administration of vacation pay is governed by Hi-Speed's *Vacation Policy*. If, in any instance, policy may differ from State laws or statutes, the State law will always apply.

## **PERSONAL TIME OFF (PTO)**

Regular, full time employees are eligible for *Personal Time Off (PTO)*.

*PTO* is intended to cover intermittent absences from work due to **non-work related** personal illness/injury or pressing personal issues that require an employee's absence from scheduled work. These hours should only be used as needed and should **not be considered by an employee as a benefit that must be used.**

A new employee will be granted **12 PTO hours after 6 months of service and 12 additional PTO hours on the 1<sup>st</sup> anniversary of the employee's date of hire.**

All other employees will be granted **twenty-four (24) hours of PTO effective their 2<sup>nd</sup> anniversary date of hire and each one thereafter.**

*PTO* must be used in no less than **2 hour** increments and are typically taken in a full work day of 8 hours.

**Except for your 1<sup>st</sup> anniversary date,** any unused hours for *PTO* at the end of your service year will be lost and not payable to the employee and any earned, unused *PTO* will not be paid upon an employee's termination.

The administration of *PTO* is governed by Hi-Speed's policy on *Compensation Continuation*.

## **LEAVES OF ABSENCE**

Employees who are no longer in their probationary period may be eligible for leaves of absence for **personal illness, funeral, civic duty, military duty or personal reasons.** A leave of absence is generally defined as any absence from scheduled work, for the reasons above, that **lasts longer than 3 work days.**

All leaves of absence, and all requests for Funeral Leave, require the employee to complete the *Application for Leave of Absence* that is available from the Controller's office. After completion of this form and submittal of any other required documentation, management will consider your request and advise whether your leave request is approved or not approved.

Hi-Speed has policies and benefits that provide some compensation for a *Personal Medical Leave, Funeral Leave and Jury Duty Leave.*

If, at any time, you have questions about a possible need for a *Leave of Absence* or whether compensation is permitted for a certain type of *Leave*, please ask your supervisor or someone with the Controller's office.

Although it will be reviewed with you at your orientation, should you later need to be reminded of the particular requirements for any leave of absence or would like to see if the specific compensation continuation that may exist for a certain leave, see the Controller's office who will be happy to review Hi-Speed's ***Leave of Absence Policy*** and ***Compensation Continuation Policy*** with you.

## **GROUP INSURANCES**

Hi-Speed **provides group health, dental, life and supplemental pay insurance** for all full time, regular employees. The effective date of each of these plans, their respective coverages and their respective costs will be reviewed with you at your employment orientation. (See attached ***Insurances Summary*** for details). If at any time after your hire, should you ever have any questions of coverage or cost, please see the Controller's office.

## **RETIREMENT PLAN**

**After 6 months of employment**, regular full time employees are offered the opportunity to participate in the ***Hi-Speed's 401(k) Retirement Plan***. At that time, employees can choose to contribute a percentage of their pay up to the maximum allowable amount in a 401(k) tax deferred savings plan. Hi-Speed will also add to a participant's contributions, putting into your account, ***50 cents for every dollar you contribute, with you being able to contribute up to 15% of your pay!*** Full information concerning the details of this benefit is available from the Controller's office.

Hi-Speed also participates in the provisions of the Social Security, Medicare and Medicaid programs. Employee contributions are deducted from each paycheck, and Hi-Speed contributes at the applicable wage base as established by federal law.

## **EDUCATIONAL SUPPORT**

Hi-Speed believes that continuing formal education (credited classes in college, technical school) enhances not only an individual's life but also their job performance. To encourage continuing education, Hi-Speed will pay for some of the expenses associated with such education including tuition, books, and fees as long as the courses, and/or degree, could have eventual benefit to Hi-Speed. If an employee is interested in pursuing educational reimbursements, see your supervisor or Human Resources for details of Hi-Speed's ***Educational Assistance Policy***.

In addition, Hi-Speed may approve an employee taking **short term training outside of Hi-Speed** to improve technical, managerial skills, etc. In the event this occurs, the company will pay all approved expenses associated with it under the anticipation the employee **will work for Hi-Speed at least 2 years beyond completion of the training** in order to allow Hi-Speed to benefit, along with the employee, from that training. In the event the employee would **voluntarily terminate** their employment with Hi-Speed **prior to the 2 years** or the employee is **terminated for cause prior to the 2 years**, the employee will be required to

reimburse Hi-Speed **per the Policy requirements**. Employees can see Human Resources for more details on the policy requirements.

### **CONCLUSION**

This *Employee Handbook* is for your information only and does not create any contractual obligation. Employment is on the basis of *employment-at-will* and may be terminated by either party at any time. Hi-Speed reserves the right to amend, modify, depart from, or delete this handbook. In the event any aspect of this Handbook or our company policies and procedures are in conflict with the State laws or statutes of your respective State, State law or statute will always take precedent. If you have any questions concerning a matter not covered in this *Employee Handbook*, please see your supervisor or Human Resources.



## EQUAL OPPORTUNITY POLICY

**Hi-Speed** hereby reaffirms and formally states our policy with regard to employment and our personnel practices and procedures:

1. All applicants for employment will be considered without regard to race, religion, color, creed, age (40 years or older), sex, national origin, creed or with respect to Veterans.
2. There shall be no discrimination with respect to the above factors in any matters applying to all employees of the company. Such matters include, but are not limited to: facilities, promotions, demotions, transfers, recall, layoffs or terminations, compensations and benefits, social and recreational programs, and selection for training or related programs.
3. There shall be no discrimination against any employee or applicant for employment because of physical or mental handicap in regard to any position for which the person is qualified and capable of performing the essential job functions.

Our employment and personnel administration practices will conform to the letter and spirit of federal, state and local laws regarding nondiscrimination in employment. It is the obligation of every employee of **Hi-Speed** to adhere to the spirit as well as the letter of this policy.

Employees who wish an explanation of a given policy or practice, or who wish to question its basis, are invited to ask the Chief Administrative Officer or their supervisor.

***Benjamin J. Buffington***

President & Chief Executive Officer  
Hi-Speed Industrial Service

# ***Hi-Speed Industrial Service***

## **NO HARASSMENT POLICY**

**Attachment 4b**

### **PURPOSE**

To affirm our policy against harassment because of sex, race, color, creed, age (40 years or older), religion, national origin, disability, or other characteristic covered by law and to keep our workplace free from such harassment and intimidation.

### **GUIDELINE**

Hi-Speed Industrial Service will not permit harassment or intimidation because of sex, race, color, creed, age (40 years and over), religion, national origin, or disability. Employees of Hi-Speed shall not commit any act of harassment or intimidation on the issues noted above. Such acts, as defined below, shall subject the employee to the disciplinary procedures of Hi-Speed.

### **DEFINITION**

Harassment on the basis of sex, race, color, creed, age (40 yrs or older), religion, national origin or disability is a violation of Federal Law, which also says that unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

1. Submission to the conduct is either an explicit or implicit term or condition of employment; or
2. Submission to or rejection of the conduct is used as the basis for employment decisions affecting the person who did the submitting or rejecting; or
3. The conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

### **PROHIBITED CONDUCT**

1. Verbal abuse or kidding that is oriented toward a prohibited form of harassment, including that which is sex-oriented. This includes comments about one's national origin, race, body or appearance, disability, etc., where such comments go beyond mere courtesy; telling offensive "dirty jokes"; or any tasteless, sexually oriented comments, innuendos, actions or display that offend.
2. Creating a work environment that is intimidating, hostile, abusive or offensive because of unwelcome or unwanted conversations, suggestions, requests, demands, physical contacts or attentions, whether sexually oriented or otherwise related to a prohibited form of harassment.
3. Any type of sexually oriented conduct or other prohibited form of harassment that would unreasonably interfere with work performance. This includes extending unwanted sexual attentions to someone whether or not it reduced that person's productivity or time available to work at assigned tasks. Harassment also includes obscene gestures, displaying sexually graphic or provocative photographs or other materials in the workplace.
4. Advances, including sexual advances such as patting, pinching, brushing up against, hugging, cornering, kissing, fondling or any other similar physical contact.
5. Requests or demands for favors, including sexual favors. This includes subtle or blatant expectations, pressures or requests for any type of favor, including a sexual favor (this includes unwelcome requests for dates) whether or not accompanied by

Normal, courteous, mutually respectful, pleasant, non-coercive interactions between employees, including men and women, that are acceptable to both parties are not considered to be harassment, including sexual harassment.

### **PROCEDURE**

**All supervisors and managers must immediately report to top management any possible harassment. An employee who feels he/she has been or is being harassed, should follow this procedure, if possible:**

1. **Attempt to discourage harassment** by confronting the person directly, pointing out the behavior you consider unacceptable and that such behavior is a violation of Hi-Speed policy.
2. If harassment continues, **document facts**, dates and a description of complaint and report the complaint to the President, **Ben Buffington**, or to any management employee with whom you feel comfortable.
3. Upon receiving a complaint, the receiving representative of Hi-Speed must immediately inform the President of Hi-Speed or the Director of Employee Development of Hi-Speed, whichever seems most appropriate.
4. Hi-Speed shall inform the complaining party that an investigation is underway. This investigation will be expedited, and if circumstances otherwise permit, will be conducted within two weeks from the receipt of such a complaint.
5. Any employee found guilty of harassment may subject him(her)self to disciplinary action, up to and including discharge.
6. **There shall be no recrimination or retaliation against an employee for utilizing this procedure.**



## Attachment 9a

### **Rules & Guidelines for Levels of Disciplinary Action**

In order to provide for the safety and welfare of all Hi-Speed Industrial Service employees, and to promote the orderly and efficient operation of Hi-Speed Industrial Service, certain specific written guidelines have been established. These guidelines are only examples. It is not practical to list every possible act or type of unacceptable conduct. The absence of a specific guideline does not relieve any person from the responsibility to exercise good judgment and to uphold high standards of personal conduct and work performance.

Proper conduct entails compliance with laws, regulations, rules, and instructions from supervisors, but equally important are the informal guides and restraints of good judgment and common sense, including such things as honesty, good conduct, a concern for the job, safe work practices, and generally accepted good behavior in our relations with each other. Any conduct having an adverse effect upon fellow employees or the operation of our business will be considered as grounds for taking disciplinary or other corrective action, regardless of whether there is a specific written guideline against such misconduct.

#### **Hi-Speed asks that you become familiar with these guidelines and abide by them.**

They will be applied reasonably and fairly and consideration will be given to the circumstances of the situation and the record of the employee. If you have any questions, please see your immediate supervisor.

Corrective action is designed to prevent the recurrence of guideline violations and other misconduct. Obviously, some violations and misconduct are more serious than others and require more stringent action. Each case will be considered on its own merits, but in most situations, corrective action will be progressive in nature. Depending on the seriousness of the misconduct and other factors, disciplinary action may start at any of the following levels:

1. **Informal Warning**: for an infrequent minor infraction; will be removed from employee's personnel file if it is the first disciplinary action received within the past 12 months and the employee does not receive any other disciplinary action during the next 12 months.
2. **Formal Warning**: for a repeat minor infraction or a first offense of a more substantial infraction.
3. **Final Warning**: after receiving one or more previous warnings, or for a first offense of a serious infraction.
4. **Discharge**: where reasonable efforts at correction have failed or the misconduct is so serious that continued employment is no longer appropriate.

**NOTE: Warning notices are normally cumulative regardless of the nature of the misconduct.**

Exempt employees (especially those in managerial or supervisory positions) will be held to a higher standard of conduct and will be expected to correct problems or deficiencies promptly without having to receive a series of disciplinary warnings. New employees who have been employed for less than 90 calendar days normally will be discharged whenever management has serious questions about the acceptability of their conduct or performance.

**Examples of offenses for which an Informal Warning normally will be given for a first offense, but which may require more stringent action:**

1. Failure to notify supervisor of absence or absence without justifiable cause.
2. Excessive absenteeism or tardiness.
3. Failure to conform to Hi-Speed's procedures (parking, smoking restrictions, eating at place of work, dress codes, etc.)
4. Extending lunch or break period, starting work late, or quitting early.
5. Unsatisfactory performance or poor quality work.
6. Loafing, leaving work area without permission or unsatisfactory excuse
7. Violation of minor safety rules (not wearing eye protection, etc.)
8. Failure to report work related injury/illness immediately.

**Examples of offenses for which at least a Formal Warning may be given for a first offense, but which could involve more serious action:**

1. Carelessness or negligence resulting in injury to Hi-Speed employees or damage to Hi-Speed or employee equipment, property or product.
2. Horseplay or engaging in disorderly conduct.
3. Gambling on Hi-Speed's premises.
4. Failure to follow instructions or standard working procedures.
5. Operating equipment without authorization.
6. Leaving location without permission during working hours.
7. Refusal to work overtime or working overtime without approval.
8. Unauthorized use of bulletin boards or removing or tampering with notices placed on bulletin boards.
9. Falsification of Hi-Speed's records and reports.
10. Safety violation in which life or limb of a person endangered by carelessness or negligence.
11. Threatening, intimidating, coercing, harassing or using abusive language to a co-worker.
12. Violation of Hi-Speed's policy on use of cell phones and/or texting devices while driving under policy outlined conditions.

**Examples of major offenses that normally may result in a Final Warning or Discharge, even for a first offense:**

1. Slow downs, sit downs, or other attempted interference with productivity or efficiency.
2. Insubordination, including refusal to obey an order or accept a work assignment, or flagrantly disrespectful conduct toward management or supervision.
3. Fraud, theft, attempted theft, or unauthorized use or possession of property belonging to Hi-Speed, a fellow employee, a customer or vendor, or any individual or organization associated with Hi-Speed.

4. Falsification of records to receive benefits or compensation, i.e. time cards, pay records, employment applications, medical records, insurance, leave requests, etc. This includes material omissions of required information.
5. Engaging in sabotage or deliberately misusing, destroying, or damaging property or equipment belonging to Hi-Speed, a fellow employee, a customer or vendor, or a member of the general public.
6. Outrageous, indecent or immoral behavior on Hi-Speed property or while on Hi-Speed business, or elsewhere if the conduct causes negative publicity or other harm for Hi-Speed.
7. Participation or involvement in a serious crime, on or off duty, regardless of whether the employee's conduct results in a criminal conviction.
8. Attempting to injure a person, or causing the injury of a person.
9. Possession of explosives or dangerous weapons.
10. Fighting with other employees.
11. Dereliction of job duties (i.e., sleeping during working hours).
12. Willful violation of major safety rules.
13. Absence from work without leave or notice **3 or more** consecutive work days.
14. Violation of Hi-Speed's substance abuse guidelines. This includes entering Hi-Speed's property with or working under the influence of alcohol, illegal drugs or other substances, or working while impaired by legal drugs or other substances. It includes possession or use of alcohol or illegal drugs on Hi-Speed's property, in Hi-Speed's vehicles, or during working hours, and the unlawful use, manufacture, sale, purchase, transfer, or possession of illegal drugs or other controlled substances at any time or place. It also includes failure or refusal to participate in a drug or alcohol screening test when requested by the Hi-Speed or failure to pass the screening test.
15. Failure to report promptly and completely a vehicle accident that occurs while on Hi-Speed business.
16. Threatening, intimidating, coercing, harassing or using abusive language to supervisors, management, fellow employees, customers, vendors, or members of the general public. Especially in regard to our customers and their employees, communications always should be polite, cordial, and limited to the business at hand. It always is improper to act in a disrespectful, argumentative, rude, or confrontational manner towards a customer.
17. Serious or repeated violation of Hi-Speed's *Equal Employment Opportunity & Harassment Policy*.
18. Failure or refusal to cooperate in a Hi-Speed investigation into any suspected violation of Hi-Speed's rules and guidelines. Refusal to permit examination or inspection of coats, bags, packages, or any other item on Hi-Speed's property, if examination or inspection is requested.
19. Unauthorized disclosure of confidential Hi-Speed information.

In such a serious matter as discipline, Hi-Speed Industrial Service believes the employee should have the right to a review of the matter if he/she questions the fairness of the action. If the employee desires, he/she may obtain a personal review by the CEO and/or the CAO of Hi-Speed Industrial Service, provided that the employee submits a **written request** for the review **within a week of the discipline**.

# ***Hi-Speed Industrial Service***

## **Policy On Drugs & Alcohol Abuse**

### ***Employee Copy***

#### **I. Purpose**

Hi-Speed Industrial Service (Hi-Speed) recognizes that the state of our employees' health affects their personal life, their job performances, the kind of work they can perform, the safety of the workplace, their opportunities for continued employment, and our customers. Hi-Speed also recognizes that alcohol and drug abuse ranks as one of the major health problems in the world and, in many cases, involves illegal activity. It is the intent of this policy to inform employees about Hi-Speed's prohibition against alcohol and drugs, to encourage an enlightened viewpoint toward them, and to provide guidelines for consistent handling throughout Hi-Speed regarding alcohol and drug situations involving employees. It is not the intent of this policy to intrude unnecessarily upon the private lives of Hi-Speed's employees. It would be the ultimate purpose of this policy to enable Hi-Speed to become a company in which all of its employees are "drug free".

#### **II. Policy**

Hi-Speed is opposed to any situation where the usage of alcohol or drugs interferes with any employee's job performance, the service to any customer, poses a safety problem, adversely affects the job performance of any other employee, or is considered detrimental to Hi-Speed's business. Hi-Speed is also opposed to any situation involving an employee's use, sale, purchase, transfer, distribution, or possession of illegal drugs. Hi-Speed must provide efficient service to its customers; must comply with the requirements of its insurance carrier; must meet municipal, state, and federal regulations; and must try to provide a safe and healthy work environment for the benefit of its customers, employees, Hi-Speed, and the general public. If there are any exceptions to this policy required by the laws of your state, you will be advised by your supervisor or the human resources department.

#### **III. Responsibility for Administration**

It is the responsibility of the Chief Administrative Officer of Hi-Speed Industrial Service to see to the effective implementation and administration of this policy.

Any exceptions, revisions, or modifications to this policy must be approved by the CAO and CEO of Hi-Speed.

#### **IV. Definition of and Rules on Drugs and Alcohol**

##### **A. Legal Drugs**

A violation of any rule in this section subjects the employee to disciplinary action, up to and including termination.

1. It is strictly prohibited while on duty to use or be under the influence of any legally obtained drug which adversely affects the job performance of the employee or any other employee, interferes with the service to our customers, poses a safety threat, or is detrimental to the company's business. This prohibition covers, but is not limited to, arriving on company premises under the influence of any legally obtained drug, including any prescribed drug under medical direction which has the aforementioned effect(s).
2. Any employee using or under the influence of a legally obtained drug which has or may have the aforementioned effect(s) must report this immediately, in any case before starting the performance

of duties, to the employee's supervisor. If requested by Hi-Speed, the employee must also produce any known information concerning the legal drug, including the prescription document, the dosage, its possible effect(s), the doctor's name, the duration of the prescription, etc.

**B. Illegal Drugs and Alcohol**

A violation of any rule in this section subjects the employee to termination. Illegal drugs, for the purpose of this policy, include (a) drugs that are not legally obtainable, (b) drugs that are legally obtainable but are being handled abusively or illegally, and (c) drugs that are legally obtainable but have not been obtained legally. This definition applies to any and all forms of narcotics, depressants, stimulants, or hallucinogens whose sale, purchase, transfer, use, or possession is prohibited or restricted by law.

1. The sale, purchase, transfer, use, or possession of any illegal drug, as defined above, or alcohol by any employee on company premises, in company vehicles, or while on company business is strictly prohibited. For purposes of this policy, "company premises" include job sites upon which Hi-Speed is working.
2. Arriving on company premises, or working under the influence of any illegal drug or alcohol is strictly prohibited.

**V. Individuals Subject to Testing and Circumstances under which Testing Is Used**

- A. All employees must be given this ***Employee Copy*** of Hi-Speed's Policy on Drugs and Alcohol and must sign a statement to be placed in their files stating that they have received the policy and have read and understand it.
- B. The results of all drug/alcohol tests are considered highly confidential, and the results will only be made known to management employees who have a necessity to know.
- C. All job applicants for full or part-time employment, whether hired directly by Hi-Speed or through a third party, e.g., agency.
- D. Employees involved in an on-the-job accident/illness/incident that (a) involves personal injury resulting in professional medical attention and/or (b) property damage.
- E. When management believes they have **reasonable suspicion** to believe that an employee (a) is selling, purchasing, transferring, or possessing drugs/alcohol on company property, or (b) is using drugs or alcohol on the job or has reported to work or worked under the influence of drugs or alcohol, or (c) has consumed drugs/alcohol anytime between the time the employee started and quit work on a given day.
- F. Employees who have been required, as a result of disciplinary action, to undergo chemical dependency evaluation, or treatment, or who, as a result of disciplinary action, are participants in a chemical dependency program under an employee benefit plan or an Employee Assistance Plan can be tested at any time, without notice, for a period of up to two (2) years following completion of any such prescribed program.
- G. It is not uncommon for clients of Hi-Speed to have drug policies where a 3<sup>rd</sup> party employee, working on their premises, is required to submit to drug testing, both random and for cause. In the event an employee of Hi-Speed is working for any client and is directed to take a drug test, failure by the employee to submit to the test will subject the employee to discipline, up to and including discharge by Hi-Speed.

**VI. Refusal of Job Applicant/Employee to Submit to Testing**

Before having an employee or job applicant undergo drug/alcohol testing, Hi-Speed will ask the employee or job applicant to complete a form whereby the job applicant or employee acknowledges that he/she understands Hi-Speed's Policy on Drugs and alcohol (see Forms B and C). Any employee

required to take the test or job applicant may refuse to submit to a drug/alcohol screening test that Hi-Speed has requested pursuant to this policy, but, upon such refusal, Hi-Speed (a) will withdraw its offer of employment to a job applicant or (b) subject an existing employee to disciplinary action up to and including discharge.

## VII. **Tests and Consequences of Test Results**

Hi-Speed reserves the right to decide who will administer the test(s) and how they will be administered.

**All employees and applicants should understand that these tests may detect drugs or alcohol that have been introduced into the body from several hours to several weeks before the tests are administered.**

All employees who are required to take the test and applicants must pass the drug tests. **Since employees who required to take the test and applicants must pass these tests regardless of when the drug or alcohol was introduced, they are forewarned that their off-duty and pre-hire contact with drugs and alcohol may prevent them from passing the test.**

For a situation in which a “blood/alcohol” test is administered, alcohol content cannot be .04 or higher. A result of .04 or higher will cause the individual to fail the test.

An applicant is not permitted to begin work until after a negative test result has been received. Such a result means that the test has been “passed”. Failure to pass the test will result in the withdrawal of any offer of employment, and, in the case of an employee who is required to take it, will result in termination unless Hi-Speed exercises its discretion under this policy.

All employees are required to allow Hi-Speed to inspect, when on company property, their person, vehicle, personal property, their company locker, desk, and Hi-Speed’s vehicles located on or off company property, in order to help determine if a violation of this policy has occurred. **Job sites on which Hi-Speed is working are considered company property for the purposes of this policy.**

Employees with drug and/or alcohol dependencies will receive any applicable benefits under any applicable company-provided medical and disability plan (in accordance with the terms of the plan) and are encouraged to seek treatment. Accordingly, prior to the existence of an occurrence of a condition that requires the taking of a drug/alcohol test, any employee **who voluntarily steps forward** to seek treatment for drug or alcohol dependency will be granted a medical leave of absence, if necessary, to enter a treatment program. Leaves of absence of this nature will normally be granted only once. Under these circumstances, the employee must sign the *Agreement for Conditional Reinstatement* if the employee is allowed to resume work.

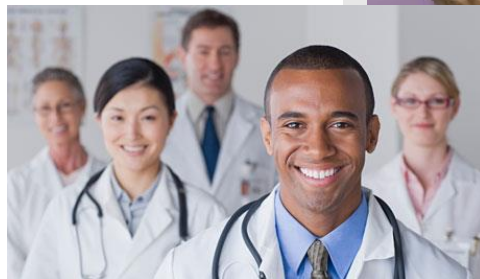
If any employee becomes involved in circumstances requiring testing and the test is positive, Hi-Speed has the complete discretion, considering mitigating factors (for example, an exemplary work record), to take any appropriate disciplinary action short of the normal disciplinary action, termination.



**KEEPING YOUR FACILITY UP TO SPEED**  
— EVERY DAY SINCE 1946 —

# Employee Benefits Package

2019 – 2020



# Benefits and Eligibility

Our employees are our most valuable asset. That is why Hi-Speed Industrial Service is committed to providing a comprehensive benefits program that will help our employees stay healthy, secure, and maintain balance between their personal and professional lives. We offer an array of benefits to our full-time employees and their families. A full-time employee is defined as someone who works at least 30 hours per week. Hi-Speed Industrial Service provides some of these benefits at no cost to you, some benefits have shared cost, while others are optional at your expense. There are new hire waiting periods for benefits. All benefits *in which you choose to enroll* will become effective on the 1<sup>st</sup> of the month following 30 days of employment.

Benefit	Eligibility	Carrier	Contact Information
<b>Medical Insurance</b>	Full-time employees, spouse <sup>1</sup> & children to age 26	United Healthcare	Customer Service: 800.357.0978 Web Address: <a href="http://www.myuhc.com">www.myuhc.com</a> Network Name: Choice Plus Rx Formulary: 2019 Advantage 4 Tier Group Number: 07S9944
<b>Health Reimbursement Arrangement (HRA)</b>	Full-time employees, spouse & children to age 26	Corporate Planning Network (CPN)	Customer Service: 901.756.8244 Claims Fax: 901.756.8322 Web Address: <a href="http://www.cpnflex.com">www.cpnflex.com</a> Claims Email: <a href="mailto:claims@cpnflex.com">claims@cpnflex.com</a>
<b>Virtual Visits</b> (Telehealth Benefit)	Full-time employees and covered dependents	United Healthcare	Web Address: <a href="http://www.myuhc.com">www.myuhc.com</a> Mobile App: Health4Me
<b>Dental Insurance</b>	Full-time employees, spouse & children to age 26	Delta Dental of TN	Customer Service: 800.223.3104 Web Address: <a href="http://www.deltadentaltn.com">www.deltadentaltn.com</a> Network Name: Delta Dental PPO plus Premier Group Number: 1417
<b>Vision Insurance</b>	Full-time employees, spouse & children to age 26	United Healthcare	Customer Service: 800.638.3120 Web Address: <a href="http://www.myuhcvision.com">www.myuhcvision.com</a> Network Name: Spectera Group Number: 07S9944
<b>Basic Life and AD&amp;D Insurance</b>	Full-time employees	Cigna	Claims Service: 800.732.1603 Web Address: <a href="http://www.cigna.com">www.cigna.com</a> Group Number: SGM601020
<b>Supplemental Life and AD&amp;D Insurance</b>	Full-time employees, spouse & children to age 19 (or 25 if FT student)	Cigna	Claims Service: 800.732.1603 Web Address: <a href="http://www.cigna.com">www.cigna.com</a> Group Number: SOK6500507
<b>Long Term Disability Insurance</b>	Full-time employees	Cigna	Claims Service: 800.732.1603 Web Address: <a href="http://www.cigna.com">www.cigna.com</a> Group Number: SGD600888
<b>Voluntary Permanent Life Insurance</b>	Full-time employees, spouse & children	MetLife	Contact: Celeste Caldwell Direct Line: 901.758.1321 x6453 Group Number: 7601288
<b>Aflac Voluntary Benefits</b>	Full-time employees, spouse & children	Aflac	Customer Service: 901.756.6801 Web Address: <a href="http://www.aflac.com">www.aflac.com</a> Group Number: AHA56
<b>Paid Vacation &amp; Holidays Unpaid Personal Time Profit Sharing &amp; 401(k)</b>	Full-time employees	Hi-Speed Industrial Service	

<sup>1</sup> If your spouse has Medical Insurance coverage available through his or her employer, you will not be allowed to cover them on the Hi-Speed Medical plan. In those cases, coverage options will be limited to Employee Only or Employee + Child(ren) coverage.

If you would like a copy of the Certificate of Coverage, or need additional information or clarification, please contact Stacey Conner [sconner@gohispeed.com](mailto:sconner@gohispeed.com) | 901.873.5351 or one of your benefit vendors.

Plan Feature	In-Network <i>(Insured's Cost)</i>	Out-of-Network <sup>1</sup>
<b>Preventive Care</b> Preventive Office Visits, Well Child Care / Immunizations, Annual Well Woman Exam / Mammogram, Annual Cervical or Prostate Screening, Preventive Colonoscopy Screening, Generic Prescription Contraceptives	0% (not subject to Deductible)	50% after Deductible
<b>Office Visit</b> Virtual Visits Primary Care Physician / Specialist	\$10 Copay \$35 Copay / \$70 Copay	N / A 50% after Deductible
<b>Prescription Drugs</b> Tier 1 Tier 2 Tier 3 Tier 4	\$10 Copay \$35 Copay \$75 Copay \$150 Copay	Not Covered
<b>Annual Deductible</b> <i>(per calendar year)</i> Individual / Family Maximum Minus HRA Reimbursement Net Deductible	\$5,000 / \$10,000 \$3,500 / \$6,500 \$1,500 / \$3,500	\$10,000 / \$20,000
<b>Other Covered Services</b> Emergency Room, Imaging (MRI, CT / PET), Hospital Inpatient, Inpatient and Outpatient Surgery / Testing	30% after Deductible	50% after Deductible
<b>Annual Out-of-Pocket Maximum<sup>2</sup></b> <i>(per calendar year)</i> Individual / Family Minus HRA Reimbursement Net Out-of-Pocket Maximum	\$7,000 / \$14,000 \$3,500 / \$6,500 \$3,500 / \$7,500	\$13,200 / \$26,400

## Health Reimbursement Arrangement

You are responsible for the first \$1,500 of covered expenses. After the first \$1,500 Hi-Speed is responsible for the next \$3,500 of qualified expenses. At this point, \$5,000 would have been paid - \$1,500 by you and \$3,500 by the Hi-Speed HRA. From that point, UHC is responsible for 70% and you are responsible for the other 30%. Once your 30% equals \$2,000 UHC pays 100% to an unlimited maximum for the remainder of the calendar year. Therefore, the individual Net Out-of-Pocket Maximum for the calendar year is \$3,500. Please note, there is no HRA reimbursement if you go to Out-of-Network providers or facilities.

<b>\$1,500 Individual's Responsibility</b>	
<b>\$3,500 Hi-Speed HRA Contribution</b>	
<b>UnitedHealthcare Pays 70%</b>	<b>Individual's 30% = Maximum of \$2,000</b>
<b>\$3,500 Individual Net Out-of-Pocket Maximum</b>	

Employee Cost per Paycheck	
<b>Employee Only</b>	\$ 107.26
<b>Employee + Spouse</b>	\$ 235.97
<b>Employee + Child(ren)</b>	\$ 203.81
<b>Family</b>	\$ 321.77

<sup>1</sup> Out-of-Network providers will bill amounts in excess of allowable charges. You will be responsible for the balance billed (refer to p.3 for details).

<sup>2</sup> The Out-of-Pocket Maximum includes: Copays, Deductible, and Coinsurance.

# Benefits

## How to Search for an In-Network Provider

To search for an In-Network provider go to [www.myuhc.com](http://www.myuhc.com), and click “Find Medical and Mental Health Providers and Facilities.” Next click “Medical Directory,” then “All UnitedHealthcare Plans.” When prompted to choose a plan pick **Choice Plus** and enter your location information.

## How to View the Drug Formulary List

A Drug Formulary is a list of prescription medications covered under your plans. The list includes generic, brand name, and specialty medications. This list changes at the beginning of each year, and may also change as new drugs are introduced or as patents expire.

The Formulary also sets forth requirements that may have to be met for certain medications to be covered. These requirements potentially include: generics being mandatory when available, step therapy, and certain drugs have quantity limits. Others may require pre-authorization. **The Medical Plan utilizes the 2019 Advantage Tier 4 Formulary List.** To view the list, go to [www.myuhc.com](http://www.myuhc.com) and click “Pharmacy Information.” Under “Standard Drug List,” click 2019 Advantage Tier 4 Prescription Drug List effective January 1, 2019.

## Balance Billing for Out-of-Network Services

It is important to understand Out-of-Network coverage. Health plans negotiate fee schedules, or allowed charges, with network providers that reflect a discount from providers’ full charges. When you go to an Out-of-Network facility or provider, the insurance company does not have a fee agreement with that provider. Therefore, the provider can bill any amount – but the insurance company is only going to pay based on contractual provisions, which is typically a much lower amount. In-Network contracts also typically prohibit providers from billing patients the difference between the allowed charge and the full charge. Because Out-of-Network providers have no such contractual obligation, however, patients can be liable for the balance bill in addition to any cost-sharing that might otherwise apply. This applies to any Out-of-Network expense, including the Emergency Room (even if it is a life-threatening emergency).

## Health Reimbursement Arrangement (HRA)

After you have paid the first **\$1,500** of the Individual In-Network Deductible, or the first **\$3,500** of the Family In-Network Deductible, you will need to send a copy of your Explanation of Benefits (EOB) from UnitedHealthcare to Corporate Planning Network (CPN) for reimbursement. CPN will send you a check for reimbursement of all HRA-eligible expenses.

## Virtual Visits

A virtual visit lets you see and talk to a doctor from your mobile device or computer without an appointment. Most visits take about 10-15 minutes and doctors can write a prescription in some circumstances\*, that you can pick up at an in-network pharmacy. Doctors can address a wide range of non-emergency medical conditions including: bladder/urinary tract infection, bronchitis, cold and flu symptoms, diarrhea, fever, migraine/headaches, pink eye, rash, sinus problems, sore throat, stomach ache, among others. Log into [www.myuhc.com](http://www.myuhc.com) and choose from provider sites where you can register for a virtual visit. After registering and requesting a visit you will pay your \$10 Copay, and then you will enter a virtual waiting room. Virtual Visits are especially useful when your regular doctor is not available, you become ill while traveling, or you are considering visiting an emergency room for a non-emergency health condition. To learn more about Virtual Visits and the network log into [www.myuhc.com](http://www.myuhc.com) or the United Healthcare Health4Me app (available on the App Store and Google play).

\*Prescription drug services may not be available in all states.



Dental Insurance is available through **Delta Dental of Tennessee**. To locate a network provider, log on to [www.deltadentaltn.com](http://www.deltadentaltn.com) and select “Find a Dentist”. Under the “Your Plan” section, choose **Delta Dental PPO plus Premier Network**.

Plan Feature	PPO	Premier
<b>Preventive Services</b> Exams <sup>1</sup> , Cleanings <sup>1</sup> , X-Rays	100% (not subject to Deductible)	
<b>Annual Deductible</b> ( <i>per calendar year</i> ) Individual / Family Maximum	\$50 / \$150	
<b>Basic Services</b> Fillings, Endodontics, Periodontics, Oral Surgery	80% after Deductible	80% after Deductible
<b>Major Services</b> Crowns, Major Restorative Services, Implant Repair, Prosthodontics (Bridges, Implants, and Dentures)	50% after Deductible	50% after Deductible
<b>Annual Maximum</b> ( <i>per member, per calendar year</i> )	\$1,500	
<b>Orthodontia</b> ( <i>dependents to age 19</i> ) Per Person Lifetime Maximum	50% \$1,000	

- **PPO Dentist**, Best Savings – provides the highest level of savings due to PPO Network discounts – **member cannot be balance billed**
- **Premier Dentist**, Some Savings —discounts are not as deep as the PPO Network – **member cannot be balance billed**
- **Out-of-Network Dentist**—no network savings, the dentist can charge full amount and the **member can be balance billed**



Employee Cost per Paycheck	
<b>Employee Only</b>	\$ 6.94
<b>Employee + 1</b>	\$ 20.25
<b>Family</b>	\$ 44.39

<sup>1</sup> Exams and cleanings are available 2x per calendar year.

# Vision



To search for an In-Network provider go to [www.myuhcvision.com](http://www.myuhcvision.com) and enter your location information. Then you can search for a provider in a number of ways.

Plan Feature	In-Network	Out-of-Network <sup>1</sup>
<b>Eye Exam</b> <b>Glasses</b>	100% after \$10 Copay \$25 Copay	Up to \$40
<b>Lenses</b> Single Bifocal Trifocal Lenticular	100% after Copay	Up to \$40 Up to \$60 Up to \$80 Up to \$80
<b>Frames</b>	\$130 Retail Allowance	Up to \$45
<b>Contact Lenses</b> ( <i>in lieu of Lenses and Frames</i> ) Disposable Lenses	\$105 Allowance	Up to \$105
<b>Frequency<sup>2</sup></b> ( <i>per calendar year</i> ) Exam Lenses Frames Contact Lenses	Once Every 12 Months Once Every 12 Months Once Every 24 Months Once Every 12 Months	

Some retail chain affiliate providers include:  
Costco Optical, Walmart, Target Optical, Pearle Vision,  
Visionworks, Total Eyecare, Warby Parker

*See your Benefits Summary for  
additional plan details and discounts.*

Employee Cost per Paycheck	
<b>Employee Only</b>	\$ 1.38
<b>Employee + Spouse</b>	\$ 2.61
<b>Employee + Child(ren)</b>	\$ 3.06
<b>Family</b>	\$ 4.31



<sup>1</sup> If you go Out-of-Network, benefits are reduced and the provider can charge more than the amount allowed & bill you for the balance.

<sup>2</sup> Based upon last date of service.



## Basic Life and AD&D Insurance

Hi-Speed Industrial Service provides Basic Life and Accidental Death and Dismemberment Insurance to all full-time employees. At age 65 the Life Insurance benefit amount reduces to 65% and continues to reduce in 5-year age bands. Age reductions comply with ADEA. Refer to your Certificate of Coverage for more information.

Plan Feature	Benefit
<b>Basic Life Benefit</b>	\$25,000
<b>Accidental Death &amp; Dismemberment Benefit</b>	Additional \$25,000

## Supplemental Life and AD&D Insurance

You have the opportunity to purchase additional Life Insurance, including coverage for your spouse and children. In order to obtain coverage for your dependents, you must purchase coverage for yourself. Guarantee Issue amounts are only available (with no medical questions) if you enroll during your initial eligibility period. If you elect this coverage, the amount will be payroll deducted after taxes in order for you to receive the entire benefit amount tax-free. At age 65 the benefit amount reduces to 65% and continues to reduce in 5-year age bands. Age reductions comply with ADEA. See your Certificate of Coverage for the reduction schedule.

	Increments	Guarantee Issue	Maximum
<b>Employee</b>	\$10,000	\$100,000	\$500,000
<b>Spouse</b>	\$5,000	\$25,000	\$250,000
<b>Child(ren)</b>	\$1,000	\$10,000	\$10,000

## Long Term Disability Insurance

Hi-Speed Industrial Service provides LTD Insurance at no cost to you. Long Term Disability Insurance provides coverage in the event you suffer an illness or injury keeping you out of work for an extended period of time. Pre-Existing Condition: you may not be eligible for benefits if you have received treatment for a condition within 3 months prior to your effective date under this policy until you have been covered under the policy for 12 months.

Plan Feature	Benefit
<b>Elimination Period</b>	180 Days
<b>Income Replacement Level</b>	60% of Monthly Earnings
<b>Benefit Maximum</b>	\$5,000 per Month
<b>Benefit Duration</b>	Social Security Normal Retirement Age (SSNRA)

## Additional Benefits

### Voluntary Permanent Life Insurance

Voluntary Permanent Life Insurance is available through MetLife. Please contact your MetLife representative for detailed information (contact information can be found on the Benefits and Eligibility page of this booklet).

### Aflac Voluntary Benefits

These supplemental products are offered on a voluntary basis through payroll deduction. Premiums are based on benefit level, age, and other factors. Contact information can be found on the Benefits and Eligibility page of this booklet.

#### Policies Available:

Critical Illness | Accident | Disability | Cancer | Term Life Insurance

### Paid Vacation

- **1 Week** – after 1 Calendar Year of Service
- **2 Weeks** – after 2 Calendar Years of Service
- **3 Weeks** – after 5 Calendar Years of Service
- **4 Weeks** – after 10 Calendar Years of Service

### Holidays Observed

- New Year's Day
- Memorial Day
- Independence Day (July 4<sup>th</sup>)
- Labor Day
- Thanksgiving Day AND the following Friday
- Christmas Eve
- Christmas Day
- And 1 Personal Day

### 401(k) Retirement Plan

The Retirement Plan is through Voya Financial, and you are eligible to participate after 6 Months of employment. If you participate in the 401(k) plan, the maximum company contribution will be 4% (50% of the employee 401(k) contributions of up to 8%). Hi-Speed may change this structure at any time.

*The information in this booklet is presented for illustrative purposes and is based on information provided by the employer. The text contained in this summary was taken from various plan descriptions and benefit information. While every effort was taken to accurately report your benefits, discrepancies, or errors are possible. In case of discrepancy between this booklet and the actual plan documents, the actual plan documents will prevail. All information is confidential, pursuant to the Health Insurance Portability and Accountability Act of 1996. If you have any questions about this summary, please contact the Human Resources Department. This booklet is designed to help you understand and utilize the benefits available—and provides a summary of the specific costs and benefits related to each type of coverage. The tables in each section provide a limited summary of the benefit plans—benefits and costs are subject to change. Hi-Speed reserves the right to make changes to both benefits and cost sharing arrangements. THIS IS NOT A LEGAL SUMMARY. Be sure to read the Certificate of Coverage for detailed information.*



Attachment 11b

## **Summary of Business Ethics Policy**

Hi-Speed Industrial Service has adopted a formal **Business Ethics Policy** designed to ensure that work related decisions and actions are based upon the best interests of Hi-Speed Industrial Service, and are not influenced by conflicts of interest or other improper considerations. The complete policy is filed with the CAO who can provide details and answer any questions.

**LEGAL COMPLIANCE:** Employees must comply with laws and regulations that affect Hi-Speed Industrial Service, specifically including laws dealing with employment, safety, environmental regulation, government contract bids, unfair competition and restraint of trade, political contributions, and reports filed with government agencies. Employees should avoid any activities which could involve Hi-Speed Industrial Service in unlawful practices and report to appropriate Hi-Speed Industrial Service officials any illegal conduct that comes to their attention.

**RELATIONSHIPS WITHIN THE COMPANY:** In the event relatives or close acquaintances of current employees are hired, they can never be employed, promoted or transferred to a position for which a relative or close acquaintance is in a position to supervise them. Exceptions can be made to this in *extraordinary situations* but not without the express, written approval of the CEO. **Relatives** are normally interpreted as brother, sister, husband, wife, son, daughter, father, mother, or immediate in-laws. **Close acquaintances** are normally considered individuals who have a close personal relationship (such as a dating relationship) or reside at the same address as a current employee. The purpose of this policy is for Hi-Speed to make every effort to avoid situations from which raise questions of favoritism or preferential treatment in the employment process may arise.

**RELATIONSHIPS OUTSIDE THE COMPANY:** Employees and members of their families must avoid any relationship with persons, businesses or constituents with whom Hi-Speed Industrial Service is likely to transact business or serve, which may affect the objectivity and independence of the employee's judgment or conduct in carrying out duties for the benefit of Hi-Speed Industrial Service, or involve the employee in the appearance of a possible conflict of interest. Family members include not only persons actually related by blood or marriage, but also persons whose relationship with the employee is similar to that of persons related by blood or marriage. Employees must provide written notification to the CAO if they hold any position as director or officer of any commercial enterprise, or if they or any close family members have a significant financial interest in, or hold any position as director, officer, or employee of a supplier or entity served by, or associated with, Hi-Speed Industrial Service.

**OUTSIDE EMPLOYMENT & BUSINESS ACTIVITIES:** Requirements of employment at Hi-Speed Industrial Service must take precedence over other jobs or interests. This includes regular

attendance, availability for work outside normal hours, devoting full attention to Hi-Speed Industrial Service's business while on duty, and being well rested and fit to perform your work properly and efficiently. No injury received while working for another employer including self-employment, is covered by Hi-Speed Industrial Service's insurance. Our medical insurance plans do not apply to work related injuries and our workers' compensation plans apply only to injuries received while working for Hi-Speed Industrial Service.

Submitting a claim to any Hi-Speed Industrial Service insurance plan for an injury sustained in outside employment is fraudulent, and will subject the employee to discharge and possibly to criminal prosecution. Outside employment during an employee's scheduled work hours at Hi-Speed Industrial Service or while on a leave of absence is prohibited without prior approval.

**GIFTS, GRATUITIES & ENTERTAINMENT:** Employees and members of their families are not to solicit or accept, at any time of the year, any gift, loan, or favor from a person who does business or is seeking to do business with Hi-Speed Industrial Service. This does not include occasional acceptance of non-cash gifts of only nominal value which are not related to any particular transaction or Company activity. The CAO may grant exceptions only after a full written disclosure.

**USE OR DISCLOSURE OF CONFIDENTIAL INFORMATION:** The organizational structure, operational methods, financial data, business plans, ideas, constituent and vendor information, and other sensitive Company data are the confidential and proprietary property of Hi-Speed Industrial Service and never should be given to anyone outside the Company except through normal channels and with proper authorization. Employees are prohibited from divulging to any person, inside or outside of the Company, confidential or proprietary information, whether technical, business, financial, or otherwise, except as necessary in the performance of their duties for Hi-Speed Industrial Service. Persons who have knowledge of or access to such information are prohibited from using it for personal gain.



Attachment 11a

## **Business Ethics Policy**

### **Acknowledgement**

I have read, understand, and agree to comply with Hi-Speed Industrial's Business Ethics policies in Hi-Speed's ***Summary of Business Ethics Policy***. Except for the matters discussed below, I certify that to the best of my knowledge I am not now violating any of these policies, nor will I do so in the future, nor am I aware of any violations of these policies.

I am aware of the following matters or situations that are or may be in conflict with some portion of Hi-Speed's *Business Ethics Policy* (**If you are aware of none, write "None"**). If more space is needed, attach additional pages.):

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Employee's Signature

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Date

---

Printed Name of

Submit Online

*Hi-Speed Industrial Service*  
Business Ethics Policy-

Acknowledgement



## **Acknowledgment of Receipt and Obligation to Read and Comply**

I hereby acknowledge that I have access to the *Employee Handbook*, on *Hi-Speed's* website and the following attachments to the *Handbook* that are contained with it. I have read it or understand I have the opportunity to read it and understand I can review it again at any time by accessing the site. I agree to comply with the policies summarized in the *Handbook* and the attachments listed below and generally agree to comply with all *Hi-Speed* policies that affect me including but not limited to:

1. *Copy of this Receipt – signed copy in my personnel file*
2. *Equal Opportunity Policy*
3. *No Harassment Policy*
4. *Rules & Guidelines for Levels of Disciplinary Action*
5. *Policy on Drugs & Alcohol Abuse – Employee Copy*
6. *Insurances Summary*
7. *Summary of Business Ethics Policy & Acknowledgment*

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

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

\_\_\_\_\_  
Date

[Submit Online](#)