

**2009**

EMPLOYEE HANDBOOK

I DO WINDOWS

1/1/2009

**SECTION 1 – HANDBOOK INTRODUCTION**

**1.1 Welcome to I DO WINDOWS Professional Window Cleaning Service**

We hope your new job will a rewarding experience for both you and our company. This section introduces you to our Company’s history, purpose, and goals. Please read it carefully so that you can better understand who we are and what we do.

**1.2 Introduction to the Company**

**I DO WINDOWS** provides professional, high quality window cleaning services, along with a host of similar services, to the finest customers and clientele in the North Texas Area. Our customers range from medium sized residential homes, to multi-million dollar industrial facilities. We are know in the area for our high standards, high quality results, and unbeatable customer service. As such, we are very selective in the hiring of our employees. By consistently focusing on providing the absolute best service possible, we have experienced tremendous growth and success.

**1.3 History of the Company**

**I DO WINDOWS** was established in 2007 by owner and President Bert Witherspoon. The company was founded on a simple philosophy; “We provide the customers with the highest customer service levels and job performance possible.” We began with a truck, magnetic signs, and two squeegees. We are now equipped to handle any window cleaning project five floors and below. In our second year, we added power washing and gutter cleaning to our list of services. That list is continually growing to include any services that a customer might want or need.

**1.4 Purpose of this Handbook**

The following is our most current handbook. Please read it and keep this copy for your records. This handbook explains the Company position on many topics that are vital to your success, the success of the Company, and to our customers. We have found that customers are happier and more valuable if they know what they can expect from our company as well as what we will expect and demand of them.

This handbook will familiarize you with the privileges, benefits, and responsibilities of being an employee of I DO WINDOWS. Please understand though, that while attempt to include everything possible that you may experience at **I DO WINDOWS**, try to highlight and summarize the policies and practices you will work amongst, and give you and outlook on your time spent with us, we can only include limited amounts of information in this handbook. As a result of the pace our company grows, and because the world grows around us, we reserve the right to review, revise, rescind, or supplement these policies from time to time.

Nothing in this handbook is a contract or a promise. The polices can change any time, for any reason, without notice or warning to you. We will advise you of these changes just as soon as we can.

We value your opinion and are always looking for ways to improve communications with our employees. If you have a suggestion for a way to improve the handbook, employee relations, or anything about the company, please feel free to bring them to our attention. Conversely, if you have any questions regarding this handbook or any other aspect of your job, please let us know. In fact, it will be part of your responsibilities to ask questions about your work. We value each one of our employees, and we hope that your work here is rewarding and satisfying.

Again, welcome to **I DO WINDOWS**.

**SECTION 2 – EMPLOYEE RELATIONSHIP**

**2.1 Employment is AT WILL**

We are happy to welcome you to I DO WINDOWS. We sincerely hope that your employment here will be a positive and rewarding experience. However, we cannot and will not make any guarantees about your continued employment at I DO WINDOWS. Your employment here is AT WILL. This means that your are free to quit at any time, for any reason, just as we are free to terminate your employment at any time, for any reason, with or without notice, and with or without cause.

No employee or company representative, other than the president, has the authority to change the AT WILL employment relationship or to contract with any employee for different terms of employment. Furthermore, nothing in this handbook constitutes a contract or promise of continued employment.

**SECTION 3 – NEW EMPLOYEE ORIENTATION**

**3.1 New Employee Orientation**

On your first day, you will begin an Employee Orientation period. This period may last up to a month. During this time, your will receive important information about our companies policies and procedures. You will also be asked to complete paperwork and forms relating to your employment. Please feel free to ask any questions you may have about I DO WINDOWS during your orientation.

Orientation period is a valuable tool for both the employee and the company. We can utilize this time to educate you on how our organization works and how you will fit in as a part of the sub-structure. We also use the orientation period as a judgment of your fit with our company and make adjustments as necessary.

Your orientation period will also have you performing limited versions of what your job duties entail. For office staff, this will be coordinated through the Office Manager, and will include job duties such as typing, copying, filing, reporting and reconciling invoices and payments, customer feedback mechanisms, customer follow-up and scheduling calls, cold calls, and marketing distribution. For field technicians, you will be taken to actual jobs where cleaning and services are being performed. You will be shown the tools necessary for your duties, how to prepare and care for them, signs or wear and tear on the tools, which tools are specific to certain applications, how to make an invoice, customer relations, money collection, customer retention, and marketing distribution.

**3.2 Probationary Period**

The first 90 days of your employment will serve as your Probationary Period. During this time, your supervisor will work with you to help you learn how to do your job successfully, and what the company expects and demands of you. You’ll also be expected to have a solid grasp of your job duties, understand the job performance review mechanisms, employment goals. During the probationary period your supervisor will give you feedback on all aspect of your performance through performance reviews and field observations/inspections. Please look at these inspections as a way of solving potential problems before the customer sees them, and not simply as sharp criticism of your work.

We believe in proper training for our employees from the very beginning of their employment. This training will not end after the probationary period is over. You will continually be learning new and better methods and procedures relation to your job, and implementing those techniques to improve overall production. You job will not always be easy, physically or mentally, but your mindset and ability to set and meet your own, as well as the companies, production goals will enable you to serve our company with a sense of fulfillment and satisfaction, all the while earning above average wages for our industry.

Successful completion of your probationary period does not guarantee you a job for any period of time, or in any way alter the AT WILL employment relationship. You will still be an AT WILL employee. Your Probationary Period may be extended if necessary and appropriate.

**SECTION 4 – EMPLOYEE CLASSIFICATION AND DESCRIPTIONS**

**4.1 Temporary Employees**

Periodically, it becomes necessary for us to hire employees to perform a job, to work on a project that has a limited duration, or mandates a certain skill not normally found in the average employee. Typically this happens in the event of a special project, special time of year, abnormal workload, or an emergency. Individuals whom we hire for such work are temporary employees. They are not eligible to participate in any of the normal company benefits program, nor can they earn or accrue any leave or paid time off.

Like any other employees at **I DO WINDOWS**, temporary employees are AT WILL regarding employment relationship. This means that both they and the company are free to terminate their employment at any time, for any reason, even if they have not completed the temporary project for which they have been hired for.

**4.2 Part-Time and Full-Time Employees**

Depending on the number of hours per week you are regularly scheduled to work, you are either part0time or a full-time employee. It is necessary that you understand which of these classifications you fit into, because it will be important in determining whether you are entitled to benefits.

Part-time employees: Employees who are regularly scheduled to work fewer than 40 hours per week.

Full-time employees: Employees who are regular scheduled to work at least 40 hours per week.

All employees, regardless of employee classification, will arrive to work and be prepared to begin the days projects before 8:00AM each work day, unless specified by a supervisor previous to that work day. NO Exceptions.

**SECTION 5 – HOURS OF OPERATION**

**5.1 Hours of Work**

As a service company that works around the needs and requests of our customers, seasons of the year, weather conditions, and various other factors, **work hours can vary**. Generally our operating hours (hours that services are being prepared for, services are being completed, services are being inspected) are Monday through Saturday, from 8:00 AM until 5:30 PM—though our field technicians and crews hours may vary earlier or later during busy times or for special projects—and vice versa for slower times of the year. Your supervisor will let you know of major changes in your schedule no later than the day before your scheduled work day, although some changes can be made the morning of scheduled work day due to unforeseen circumstances. Furthermore, your schedule will be distributed to you on a weekly basis, and will also be available in the office on the white board. If you are unsure about your schedule, it is your responsibility to find out where the discrepancy is. If you fail to show up for work or are tardy to work because of lack of schedule knowledge, it will be considered unexcused.

**5.2 Meal breaks and Lunchtime**

Employees are allowed a 15 minutes personal break every 4 hours. These breaks will be paid. In addition, all employees who work a full 8 hour day are entitled to a lunch break of at least 30 minutes. You are also entitled to choose to eat your lunch at or away from the project currently being serviced. You may bring your lunch or buy it while you’re out in the field. However, employees are discouraged from knowingly purchasing a lunch or meal that is extensive in regards to preparation or consumption. We encourage use of lunch and other breaks during your day due to the fact that we have found that given proper time to eat, rest, relax and clear your mind, employees are much more functional and safety conscious. Employees may elect to take their breaks during transit times from one job to the next. Drivers must not eat while driving. You should have sufficient time to eat your meal while not driving.

**5.3 Overtime**

On occasion, we may ask employees to work beyond their regular scheduled hours. Furthermore, we expect employees to work a reasonable amount of overtime – this is a job requirement. We will try to give employees advance notice when overtime work is necessary; however, it will not always be possible to notify workers in advance. Employees will be paid 1 ½ times their regular hourly rate of pay for every hour worked in excess of 8 hours in one day and / or 40 hours in one week. For purposes of calculating how many hours an employee has worked in a day or week, or workweek begins at 12:01 a.m. on Monday and ends at midnight on Sunday. Our workday begins at 12:01 a.m. and ends at midnight each day. Only time actually spent working counts as hours worked. Paid time off, paid holidays or any other paid time during which an employee did not actually work will not count as hours worked.

**SECTION 6 – PAY POLICIES**

**6.1 Payday**

Employees are paid bi-weekly. You will receive your paycheck every other Friday (“Pay Day”) for hours worked during the previous pay period. If a pay day falls on a holiday, you will receive your paycheck on the workday immediately before pay day. Employees must submit their time cards or time sheets to their supervisor by Saturday before payday.

**6.2 Advance Pay**

Our company does not allow employees to receive pay advances

**6.3 Payroll Deductions**

Your paycheck reflects your total earnings for the pay period, as well as any mandatory or voluntary deductions from your paycheck. Mandatory deductions are deductions that we are legally required to take. Such deductions include federal income tax, Social Security tax (FICA) and any applicable state taxes. Voluntary deductions are deductions that you have authorized. Such deductions might include medical insurance premiums. If you have any questions about your deductions, or wish to change your federal withholding form (Form W-4), inform your supervisor.

**6.4 Wage Garnishments**

A wage garnishment is an order from a court or a government agency directing us to withhold a certain amount of money from an employee’s paycheck and send it to a person or agency. Wages can be garnished to pay child support, spousal support or alimony, tax debts, outstanding student loans or money owed as a result of a judgment in a civil lawsuit. If we are instructed by a court or agency to garnish an employee’s wages, the employee will be notified of the garnishment at once. Please note that we are legally required to comply with these orders. If you dispute or have concerns about the amount of a garnishment, you must contact the court or agency that issued the order.

**6.5** **Expense Reimbursement**

From time to time, employees may incur expenses on behalf of I DO WINDOWS, Professional Window Cleaning Service. We will reimburse you for the actual work-related expenses you incur, as long as those expenses are pre-approved. You must follow these procedures to get reimbursed:

* Get permission from your supervisor before incurring an expense.
* Spend the Company’s money wisely – make an effort to save money and use approved vendors if possible.
* Keep a receipt or some other proof of payment for every expense.
* Submit your receipts, along with an expense report, to your supervisor for approval within 30 days of incurring an expense.

Mileage Reimbursement

Employees who use their own vehicle for Company business will be reimbursed at the rate of 50 cents ($0.50) per mile. Employees are not entitled to separate reimbursement for gas, maintenance, insurance or other vehicle-related expenses – the reimbursement rate, above, is intended to encompass all of these expenses. Before using a personal vehicle for work-related purposes, employees must receive approval from their supervisor, and must demonstrate that they have a valid driver’s license and adequate insurance coverage. The Company does not reimburse employees for their commute to and from the workplace. To claim mileage reimbursement, you must follow these procedures:

* Keep a written record of your business-related travel, including the total mileage of each business trip, the date of travel, the location to which you traveled and the purpose of your trip.
* If you anticipate having to travel an unusually long distance, get your supervisor’s approval before making the trip.
* Submit your record to your supervisor for approval on the last day of the month.

Expense Report forms for reporting both out of pocket expenses and mileage reimbursements can be obtained from your supervisor.

**SECTION 7 – USE OF COMPANY PROPERTY**

**7.1 Company Property**

We have invested a great deal of money in the property and equipment that you use to perform your job. It is a senseless and avoidable drain on this Company’s bottom line when people abuse Company property, misuse it or wear it out prematurely by using it incorrectly. We ask all employees to take care of Company property and to report any problems to your supervisor. If a piece of equipment or property is unsafe for use, please report it immediately. Please use property only in the manner intended and as instructed. We do not allow personal use of company property unless specifically authorized in this Handbook. Failure to use Company property appropriately, causing damage to company property due to misuse, and failure to report problems or unsafe conditions, may result in disciplinary action, up to and including termination.

**7.2 Return of Company Property**

When your employment with **I DO WINDOWS** ends, we expect you to return all Company property issued to you no later than your last day of employment – and to return it clean and in good repair. This includes this Employee Handbook, all manuals and guides, T-shirts and uniforms, phones, equipment, keys and tools. If any issued uniforms, equipment or other items are not returned upon separation of employment, or if the items are returned damaged and unusable, the cost of replacing these items will be withheld from your final paycheck. We reserve the right to take any lawful action to recover or protect our property.

**SECTION 8 – LEAVE AND TIME OFF**

**8.1 Holidays**

Our company observes the following holidays each year: New Year’s Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, and Christmas Day. If a holiday falls on a weekend, the Company will inform you when the holiday will be observed. Ordinarily, holidays falling on a Saturday will be observed the preceding Friday; holidays falling on a Sunday will be observed the following Monday. Employees who have not completed their orientation period (See Section 4 of this Handbook) are not eligible for paid Holiday time off. Upon completing the orientation period, employees receive paid time off for company observed holidays as follows:

Employee Classification Years of Employment Holiday Paid Time Off Full-Time Employees Less than 1 year 4 hours of pay Full-Time Employees 1 year or more 8 hours of pay Part-Time Employees -Not eligible for holiday paid time off- Temporary Employees -Not eligible for holiday paid time off-

IMPORTANT: In order to qualify for holiday pay, eligible Employees are required to work their scheduled day both preceding and following the holiday

**8.2 Sick Leave**

If you become sick and are unable to work your scheduled shift, you are required to notify the Company office no less than 3 hours prior to your scheduled start time. In the case of extended sickness, employees who call in sick 3 or more days in a row will need a doctor’s release before returning to work. Our Company does not provide paid sick days.

**8.3 Time Off Requests**

Employees are required to submit time off requests a minimum of 2 weeks (14 days) in advance. Requests for time off must be completed by filling out and submitting a Time-Off Request Form. We will try to grant every employee’s request for days off they choose. However, we must have enough workers to meet our day-to-day needs – which means we might not be able to grant every time off request. Time off request given with less than the required 2 week advance notice, is considered an Unexcused Absence.

**8.4 Paid Time Off**

Our Company offers a paid time off (“PTO”) program for eligible employees. Eligible employees may use accrued PTO for sick leave, or vacation and time off requests as outlined in the time off request section above. You are eligible to participate in the PTO program if you are a Full-Time Employee that has been with the company a minimum of one year. Part-Time and Temporary Employees are not eligible to participate in the PTO program. (See Section 5 of this Handbook for information on employee classifications) PTO accrues according to the following schedule:

Years of Employment PTO Accrual Less than 1 year -0- 1 to 2 years 12 days, at the rate of 1 day per month 2 years or more 18 days, at the rate of 1.5 days per month

Employees may not accrue more than 36 days of PTO. Once an employee’s PTO balance reaches this limit, an employee may accrue more PTO only by taking some PTO to bring the employee’s balance back below the limit. Unexcused absences are not entitled to Paid Time Off (see Section 12 of this Handbook for information regarding unexcused absence). Employees will be paid for any accrued and unused PTO when their employment ends.

**8.5 Family and Medical Leave**

We recognize that our employees may occasionally need to take unpaid leave to care for a new child, to care for a seriously ill family member or to handle an employee’s own medical issues. If you anticipate that you might need time off to deal with family and medical issues, please talk to your supervisor. We can’t guarantee that we’ll grant every request, but we will seriously consider every request on a case-by-case basis. Among other things, we may consider our staffing needs, your position at the Company, the reason why you need leave and how long you expect your leave to last.

**8.6 Bereavement Leave**

If you suffer the death of an immediate family member, you are entitled to take up to 3 days off work. This leave will be unpaid unless accrued PTO days are used (See Section 10). Immediate family members include spouse, child, parent(s) and sibling(s). The Company will consider , on a case-by-case basis, requests for bereavement leave for the death of someone who does not qualify as an immediate family member under this policy.

**8.7 Military Leave**

Our Company supports those who serve in the armed forces to protect our country. In keeping with this commitment, and in accordance with state and federal law, employees who must be absent from work for military service are entitled to take a military leave of absence. This leave will be unpaid. When an employee’s military leave ends, that employee will be reinstated to the position he or she formerly held, or to a comparable position, as long as the employee meets the requirements of federal and state law.

**8.8 Voting**

Our Company encourages employees to exercise their right to vote. If your work schedule and the location of your polling place will make it difficult for you to get to the polls before they close, you are entitled to take up to 2 hours off work, at the beginning or end of your shift, to cast your ballot. This time will be unpaid.

8**.9 Jury Duty**

If you are called for jury duty, you are entitled to take time off, as necessary, to fulfill your jury obligations. This leave will be unpaid. You must immediately inform your supervisor when you receive your jury duty summons. If you are chosen to sit on a jury, you must inform your supervisor how long the trial is expected to last. You must also check in with your supervisor periodically during your jury service, so the company knows when to expect you back at work.

**SECTION 9 – PERFORMANCE**

**9.1 Your Job Performance**

Each and every employee at **I DO WINDOWS** contributes to the success or failure of our Company. If one employee allows his or her performance to slip, then all of us suffer. We expect everyone to perform to the highest level possible. Poor job performance can lead to discipline, up to and including termination

**9.2 Performance Reviews**

Because our employee’s performance is vital to our success, we conduct periodic reviews of individual employee performance. We hope that, through these reviews, our employees will learn what we expect of them and we will learn what they expect of us. We require all employees to participate in the review process. Failure to participate could lead to discipline, up to and including termination.

SECTION 10 – WORKPLACE BEHAVIOR

10.1 Act Professionally

People who work together have an impact on each other’s performance, productivity and personal satisfaction in their jobs. In addition, how our employees act toward customers and vendors will influence whether those relationships are successful for our Company. Because your conduct affects many more people than just yourself, we expect you to act in a professional manner whenever you are on Company property, conducting Company business in the field or representing the Company at business or social functions. You are expected to be courteous, friendly and outgoing to anyone you may encounter while working. Remember, the image you portray to the people you meet directly reflects on our Company. Although it is impossible to give an exhaustive list of everything that professional conduct means, it does, at a minimum, include the following:

* Following all of the rules in this Handbook that apply to you
* Refraining from rude, offensive or outrageous behavior
* Refraining from ridicule and hostile jokes
* Treating coworkers, customers and vendors with patience, respect and consideration
* Being courteous and helpful to others, and communicating openly with supervisors, managers and coworkers.

The success of this Company depends in great part on the loyalty and good will of our customers. As a result, we expect our employees to behave in the following manner when interacting with customers:

* To treat all customers with complete courtesy and respect
* To always be outgoing, helpful, friendly and cheerful toward customers, and to always be respectful and protective of customer’s property and landscape.

10.2 Property Damage

As a company safety of our employees and protection of customer property is our first priority. Customer property damage can be minimized greatly by following company procedures, and by employees consciously considering the possible outcome of their actions before acting on them. We require that any disorder or pre-existing damage that you become aware of while on a customer’s property be immediately reported to the onsite crew leader prior to commencing any work, including any prep work in the area of the located damage. Intentionally not reporting pre-existing damage is grounds for disciplinary action, up to and including termination. We do understand that even with the best intentions accidents will happen. If any damage is caused to customer property by you, REGARDLESS of how minor the damage, you are required to report it to the onsite crew leader immediately. Intentionally not reporting damage you have caused is taken very seriously – it is considered a dishonest act and is grounds for disciplinary action, up to and including immediate termination.

10.3 Theft

If you decide to remove property of either the Company or a Customer, you will be terminated immediately and legal action will be taken against you.

10.4 Phone Calls

Personal phone calls are only allowed while on your break or while in transit traveling between job sites. Personal use of cellular phones while working on customer property, including text messaging, is not permitted.

10.5 Punctuality and Attendance

You are important to the effective operation of this business. When you are not here at expected times or on expected days, it negatively affects the operation of this Company, your co-workers, and our customers. As a result, we expect you to keep regular attendance and to be on time and ready to work at the beginning of each scheduled workday.

Tardiness

You are considered late for work if you are not at the company offices (or scheduled job site) at the time you are scheduled to be there. If you are going to be late, call the office so we at least know you are planning on coming to work.

Unexcused Absences

As defined by our policy, unexcused absence is any inability to show up, ready to work on your scheduled workday, other than for approved sickness or for approved time off request (See Section 10 of this Handbook). Repeated tardiness and/or unexcused absences are grounds for disciplinary action, up to and including termination. Failure to notify the office of an absence for sickness or otherwise will be considered a “No Call – No Show”, and you may be considered to have quit your employment without notice.

10.6 Employee Appearance and Dress Code

Employees are required to maintain a professional image and exercise acceptable levels of personal hygiene and grooming when at work as part of company dress code. Employees are required to come to work clean and bathed daily. Hair is to be kept cleanly groomed. Male employees are expected to shave daily and have any facial hair kept to a minimum and cleanly groomed. Employees are not allowed to wear facial body piercing jewelry while at work. Employees are required to arrive to work daily in a clean company uniform and clean clothes. Employees may wear either pants or shorts of neutral or blue jean color . Ripped or cut-off pants or shorts are not allowed. Baggy pants or shorts that hang below the waist line are not allowed, nor are overly tight pants or shorts. Open-toed shoes or sandals are not allowed for field workers – water proof work boots are recommended. Inability to abide by the Company dress code is grounds for disciplinary action, up to and including termination.

10.7 Pranks and Practical Jokes

Although we want our employees to enjoy their jobs and have fun working together, we cannot allow employees to play practical jokes or pranks on each other. At best, these actions disrupt the workplace and dampen the morale of some; at worst, they lead to complaints of discrimination, harassment or assault. Employees who play pranks or practical jokes will face disciplinary action, up to and including termination.

10.8 Threatening, Abusive or Vulgar Language

We expect our employees to treat everyone they meet through their jobs with courtesy and respect. Threatening, abusive and vulgar language has no place in our Company. It destroys morale and relationships, and it impedes the effective and efficient operation of our business. As a result, we will not tolerate threatening, abusive or vulgar language from employees while they are on the worksite, conducting Company business or attending Company-related business or social functions. Employees who violate this policy will face disciplinary action, up to and including termination.

10.9 Horseplay

We don’t allow employees to engage in horseplay. Horeseplay disrupts the work environment, our customers and can lead to safety hazards or worse. Employees who engage in horseplay will face disciplinary action, up to and including termination.

10.10 Fighting

Verbal or physical fighting among employees is absolutely prohibited. Employees shall not engage in, provoke or encourage a fight. Those who violate this policy will be disciplined, up to and including termination.

10.11 Insubordination

This workplace operates on a system of mutual respect between supervisors and employees. Supervisors must treat their employees with dignity and understanding, and employees must show due regard for their supervisor’s authority. Insubordination occurs when employees unreasonably refuse to obey the orders or follow the instructions of their supervisors. It also occurs when employees, through their actions or words, show disrespect toward their supervisors. Insubordination will not be tolerated and is grounds for immediate termination.

10.12 Progressive Discipline

Any employee conduct that interferes with or adversely affects our business is sufficient grounds for disciplinary action. Disciplinary action can range from oral warnings to immediate discharge. Our general policy is to take disciplinary steps in the following order:

* Oral warning (s)
* Written reprimand (s)
* Suspension, and
* Termination

However, we reserve the right to alter the order described above, to skip disciplinary steps, to eliminate disciplinary steps or to create new and/or additional disciplinary steps. In choosing the appropriate disciplinary action, we may consider any number of the following things:

* The seriousness of your conduct
* Your history of misconduct
* Your employment record
* Your length of employment with this company
* The strength of the vidence against y ou
* Your ability to correct the conduct
* Your attitude about the conduct
* Actions we have taken for similar conduct by other employees
* How your conduct affects this Company, its customers and your coworkers, and any other circumstances related to the nature of the misconduct, to your employment with this Company and to the affect of the misconduct on the business of this Company

SECTION 11 – HEALTH AND SAFETY

11.1 Safety Policy

Our Company takes employee safety very seriously. All employees undergo ongoing, regular safety training as part of company policy. As all of our safety policies are beyond the scope of this Handbook, a separate Safety Manual will be issued to you outlining our safety policies in detail. Willful violation of established Safety Rules is grounds for disciplinary action, up to and including termination. If you receive company issued safety/personal protection items, you are expected to use these items whenever necessary. NO EXCEPTIONS. YOUR PERSONAL SAFETY IS OUR CONCERN, BUT WORKING SAFE IS YOUR RESPONSIBILITY. If you notice anything unsafe in your work area, report it immediately.

11.2 Smoke Free Work Place

I DO WINDOWS is a smoke free work place. We do not allow smoking or tobacco use while on company time. Smoking is prohibited on or within sight of company or client property, anywhere in client view, within or in sight of company vehicles, while wearing company uniform, and is strongly discouraged in personal vehicles on the way to work.

11.3 Violence is Prohibited

We will not tolerate violence in the workplace. Violence includes physical altercations, coercion pushing or shoving, horseplay, intimidation, stalking and threats of violence. Any comments about violence will be taken seriously – and may result in your termination. Please do not joke or make offhand remarks about violence.

SECTION 12 – EMPLOYEE RECORDS

12.1 Your Personnel File

This Company maintains a personnel file on each employee. The purpose of this file is to allow us to make decisions and take actions that are personally important to you, including notifying your family in case of an emergency, calculating income tax deductions and withholdings and paying for appropriate insurance coverage. If you have any questions about your personnel file, contact the office.

12.2 Confidentiality of Personnel Files

Because the information in your personnel file is by its nature personal, we keep the file as confidential as possible. We allow access to your file only on a need-to-know basis.

12.3 Please Notify Us If Your Information Changes

Because we use the information in your personnel file to take actions on your behalf, it is important that the information in that file be accurate. Please notify your supervisor whenever any of the following changes:

* Your name
* Your mailing address
* Your phone number
* Your dependents
* The number of dependents you are designating for income tax withholding
* Your marital status
* The name and phone number of the individual whom we should notify in case of an emergency
* Restrictions on your driver’s license

12.4 Work Eligibility Records

In compliance with federal law, all newly hired employees must present proof that they are legally eligible to work in the United States. We must keep records related to that proof, including a copy of the Form I-9 that each employee completes for us. Those forms are kept as confidential as possible.

SECTION 13 – DRUGS AND ALCOHOL

13.1 Policy Against Illegal Drug and Alcohol Use

This Company is committed to providing a safe, comfortable and productive work environment for its employees. We recognize that employees who abuse drugs or alcohol at work – or who appear at work under the influence of illegal drugs or alcohol – harm both themselves and the work environment. As a result, we prohibit employees from doing the following:

* Appearing at work under the influence of illegal drugs or alcohol
* Conducting Company business while under the influence of illegal drugs or alcohol (whether or not the employee is actually on work premises at the time)
* Using illegal drugs or alcohol on the worksite
* Using illegal drugs or alcohol while conducting Company business (whether or not the employee is actual on work premises at the time)
* Possessing, buying, selling or distributing illegal drugs or alcohol while conducting Company business (whether or not the employee is actually on work premises at the time)

Illegal drug use includes more than just outlawed drugs such as marijuana, cocaine, or heroin. It also includes the misuse of otherwise legal prescription and over-the-counter drugs. This policy covers times when employees are driving Company vehicles or using Company equipment. Employees who violate this policy may face disciplinary action, up to and including termination

13.2 Inspections to Enforce Drug and Alcohol Policy

This Company reserves the right to inspect employees, their possessions and their workspaces to enforce our policy against illegal drug and alcohol use.

13.3 Drug Testing

Drug testing is required as a condition of employment with our company. All new hires must complete drug testing as part of pre-employment orientation.

SECTION 14 – TRADE SECRETS AND CONFLICTS OF INTEREST

14.1 Confidentiality and Trade Secrets

Employees who improperly disclose sensitive information, confidential information, proprietary information or trade secret information to anyone outside the Company will face disciplinary action, up to and including termination. After y ou leave this Company, you are still legally prohibited from disclosing sensitive, proprietary, trade secret or confidential information. If you disclose such information, we will seek legal remedies.

14.2 Confidentiality Procedures

Because of the grave importance of keeping certain information confidential, this company follows practices designed to alert employees to sensitive and confidential information, to limit access to that information and to inform employees about what disclosures are and are not acceptable. We expect employees to follow these procedures. Employees who fail to do so face discipline, up to and including termination.

14.3 Conflicts of Interest

Our Company’s success depends on the hard work, dedication and integrity of everyone who works here. In turn, our employee’s livelihood depends on the success of our company. Because we depend so much on our employees, and because they depend so much on us, we expect all employees to devote their energies and loyalties to our Company. We do not allow employees to engage in any activities or relationships that create either an actual conflict of interest or the potential for a conflict of interest. Although we cannot list every activity or relationship that would create either an actual or potential conflict of interest, examples of activities that violate this policy include the following:

* Working for a competitor or customer or vendor as a part-time employee, full-time employee, consultant, independent contractor or in any other capacity
* Owning an interest in a competitor, customer, vendor or anyone else w ho seeks to do business with this Company
* Using the resources of this Company for personal gain
* Using your position in this Company for personal gain

Employees who violate this policy face disciplinary action, up to and including termination.

SECTION 15 – DISCRIMINATION AND HARASSMENT

15.1 Our Commitment to Equal Employment Opportunity

I DO WINDOWS is strongly committed to providing equal employment opportunity for all employees and all applicants for employment. All employment decisions at our Company – including those relating to hiring, promotion, transfers, benefits, compensation, placement and termination – will be made without regard to race, creed, color, sex, religion, age, national origin, marital status, physical or mental handicap, disability, sexual orientation, veteran’s status, cirizenship status, or any other protected classes under state, local or federal regulations. Any employee or applicant who believes that he or she has been discriminated against in violation of this policy should immediately file a complaint with Bert Witherspoon. We encourage you to come forward if you have suffered or witnessed what you believe to be discrimination – we cannot solve the problem until you let us know about it. Managers are required to report any discriminatory conduct or incidents, as described in our Complaint Policy. Our Company will not tolerate discrimination against any employee or applicant. We will take immediate and appropriate disciplinary action against any employee who violates this policy.

15.2 Harassment Will Not Be Tolerated

It is our policy and our responsibility to provide our employees with a workplace free from harassment. Harassment will not be tolerated at our Company. Harassment can take many forms, including but not limited to touching or other unwanted physical contact posting offensive cartoons or pictures, using slurs or other derogatory terms, telling offensive or lewd jokes and stories and sending email messages with offensive content. Unwanted sexual advances, requests for sexual favors and sexually suggestive gestures, jokes, propositions, email messages or other communications all constitute harassment. If you experience or witness any form of harassment in the workplace, please immediately notify the Company by following the steps outlined in our Complaint Policy (see Section 16 of this handbook). We encourage you to come forward with complaints – the sooner we learn about the problem, the sooner we can take steps to resolve it. The Company will not retaliate, or allow retaliation, against anyone who complains of harassment, assists in a harassment investigation or files an administrative charge alleging harassment. All managers are required to immediately report any incidents of harassment, as set forth in our Complaint Policy. Complaints will be investigated quickly. Those who are found to have violated this policy will be subject to appropriate disciplinary action, up to and including termination.

SECTION 16 – COMPLAINT POLICIES

16.1 Complaint Procedures

I DO WINDOWS is committed to providing a safe and productive work environment, free of threats to the health, safety and well-being of our workers. These threats include, but are not limited to, harassment, discrimination, violations of health and safety rules and violence. Any employee who witnesses or is subject to inappropriate conduct in the workplace may complain to the President or to any Company officer. Any supervisor, manager or Company officer who receives a complaint about, hears of or witnesses any inappropriate conduct is required to immediately notify the President. Inappropriate conduct includes any conduct prohibited by our policies about harassment, discrimination, discipline, workplace, violence, health and safety, and drug and alcohol use. In addition, we encourage employees to come forward with any workplace complaint, even if the subject of the complaint is int explicity covered by our written policies. We encourage you to come forward with complaints immediately, so we can take whatever action is needed to handle the problem. Once a complaint has been made, the President will determine how to handle it. For serious complaints alleging harassment, discrimination and other illegal conduct, we will immediately conduct a complete and impartial investigation. All complaints will be handled as confidentially as possible. When the investigation is complete, the Company will take corrective action, if appropriate. We will not engage in or all retaliation against any emploiyee who makes a good faith complaint or participates in an investigation. If you believe that you are bieing subjected to any kind of negative treatment because yo made or were questioned about a complaint, report the conduct immediately to the President.

16.2 Our Doors Are Open to You

We want to maintain a positive and pleasant environment for all of our employees. To help us meet this goal, I DO WINDOWS has an open-door policy, by which employees are encouraged to report work-related concerns. If something about your job is bothering you, or if you have a question, concern, idea or problem related to your work, please discuss it with your immediate supervisor as soon as possible. If for any reason you don’t feel confortable bringing the matter to your supervisor, feel free to raise the issue with any Company officer.

SECTION 17 – ENDING EMPLOYMENT

17.1 Final Paycheck

Employees who quit will receive their final paycheck immediately if proper notice is given, or within 72 hours if no notice is given. Employees who are terminated involuntarily will receive their final paycheck immediately. Final paychecks will include all compensation earned but not paid through the date of termination. All Company issued property must be returned clean and in good repair on your last day of employment or by the time of issuance of your final paycheck as noted above. If any issued uniforms, equipment or other items are not returned upon separation of employment, or if the items are returned damaged and unusable, the cose of replacing these items will be withheld from your final paycheck.

17.2 No Severance Pay

Our Company does not pay severance to terminated employees, whether they quit, are laid off or are fired for any reason

17.4 Exit Interviews

We will hold an exit interview with every departing employee who requests one. We strongly encourage employees to schedule exit interviews. During the interview, you will have the opportunity to tell us about your employment experience here – what you liked, what you didn’t like and where you think we can improve. We greatly value these comments. The eit interview also gives us a chance to handle some practical matters relating to the end of your employment. You will be expected to return all Company property at the interview. You will also have an opportunity to ask any questions you might have about insurance, benefits, final paychecks, references or any other matter relating to your employment.

17.5 References

When we are contacted by prospective employers seeking information about former employees, we will release the following data only: the position (s) the employee held, the dates the employee worked for our Company and the employee’s salary or rate of pay. If you would like us to give a more detailed reference, you will have to provide us with a written release – a consent form giving us your permission to respond to a reference request. We will respond only to written reference requests, and we will respond only in writing.