



EMPLOYEE HANDBOOK

2020 Version

TABLE OF CONTENTS

TABLE OF CONTENTS	1
INTRODUCTION	4
100. ORGANIZATION - DESCRIPTION.....	5
101. Nature of Employment.....	9
102. Employee Relations	9
103. Equal Employment Opportunity.....	9
104. Business Ethics and Conduct.....	10
105. Hiring of Relatives	10
106. Employee Medical Examinations.....	11
107. Immigration Law Compliance	11
108. Conflicts of Interest	12
109. Outside Employment.....	12
110. Non-Disclosures.....	13
111. Disability Accommodations	14
112. Employment Categories	14
113. Access to Personnel Files	15
114. Employment Reference Checks	16
115. Personnel Data Changes	16
116. Introductory Period.....	16
117. Employment Applications	17
118. Performance Evaluation	17
119. Employee Benefits	18
120. Holidays	19
121. Workers' Compensation Insurance.....	20
122. Time Off to Vote.....	20
123. Jury Duty.....	21
124. Witness Duty.....	21
125. Benefits Continuation (COBRA)	21
126. Educational Assistance	22

127. Paid Time OFF (PTO)	23
128. Health Insurance	24
129. Timekeeping	25
130. Paydays	26
131. Employment Terminations.....	26
132. On-Call Pay.....	27
133. Administrative Pay Corrections	27
134. Pay Deductions and Setoffs	27
135. Safety.....	28
136. Work Schedules.....	28
137. Use of Phone System & Cell Phones	29
138. Smoking.....	29
139. Meal Periods	29
140. Overtime	30
141. Use of Equipment and Vehicles	30
142. Use of Company Supplied Vehicle	32
143. Emergency Closings	36
144. Business Travel Expenses	37
145. Visitors in the Workplace.....	37
146. Computer and E-mail Usage	38
147. Workplace Monitoring.....	38
148. Workplace Violence Prevention.....	39
149. Medical Leave.....	40
150. Family Leave.....	41
151. Personal & Bereavement Leave.....	42
152. Employee Conduct and Work Rules.....	43
153. Drug and Alcohol Use	44
154. Sexual and Other Unlawful Harassment.....	45
155. Attendance and Punctuality.....	46
156. Personal Appearance.....	46
157. Return of Property.....	47
158. Resignation	48

159. Security Inspections	48
160. Solicitation.....	49
161. Drug Testing	49
162. Progressive Discipline	50
163. Life-Threatening Illnesses in the Workplace	51

INTRODUCTION

Welcome!

On behalf of your colleagues, I welcome you to Jacob Heating & Air Conditioning and wish you every success here.

We believe that each employee contributes directly to JH&A's growth and success, and we hope you will take pride in being a member of our team.

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should familiarize themselves with the contents of the Employee Handbook upon hire and start, for it will answer many questions about your employment with JH&A.

We hope that your experience here will be challenging, enjoyable, and rewarding.

Sincerely,

A handwritten signature in black ink, appearing to read 'Robert Jacob', written in a cursive style.

Robert Jacob

President

100. ORGANIZATION - DESCRIPTION

I. Goods and Services Provided

Our company has two divisions: Jacob Sheet Metal Works and Jacob Heating & Air Conditioning.

Jacob Sheet Metal Works fabricates in light gauge sheet metal. We offer galvanized, black iron (cold rolled) metal, aluminum, stainless steel and copper. Our 10' power shear can handle up to 16-gauge galvanized metal (the lower the number, the thicker the material). We do not do any welding, including of aluminum. We solder galvanized, stainless steel and copper. Our sales include everything from small over-the-counter orders, to work performed for various industrial and commercial firms in our area.

It is the policy of the company that over-the-counter sheet metal orders will be taken on a first come, first serviced basis. Discretion will be used to prioritize orders that offer more revenue and benefit to the company (ex: a \$2000 job vs. a \$10 order). The company will make every attempt to advise customers of an appropriate timeframe that it will take to fulfill an order.

It is important to note that sheet metal ductwork used by our air conditioning division is fabricated in our shop and these jobs will take precedence to other sheet metal jobs due the primary nature of the business.

Most typical duct fittings, such as elbows, boots, and collars are purchased through wholesale distributors. We generally use sheet metal trunk lines, wrapped in duct wrap insulation, followed by flex supply runs. It is the philosophy of the company that this provides the customer with a superior duct system, and JH&A is the only company in the area that offers this. We will use fiberglass duct board for plenums and trunk lines as the specific job is bid.

Jacob Heating & Air Conditioning conducts business in HVAC repair, maintenance, equipment sales and installation. Our sales are primarily residential and light commercial. In recent years we have begun to take on more commercial jobs, such as the Main Street Bank in DeLand. Our primary installation and repair work is for single family residences. We do not currently perform any refrigeration or chiller work.

We occasionally do new home construction; this would typically be a custom home situation, as we are not in the business of new home construction.

We install and repair gas furnaces and oil-fired furnaces. We do not work on carburetor-type oil furnaces.

We install and repair water-to-air heat pumps.

We generally do not work on window ale units. However, we reserve the right to service a customer who has both central and window units. In such a case, we will send two people to remove the customer who has both central and window units. In such a case, we will send two people to remove the window or wall unit and bring it to our shop for bench repairs. The customer must be advised the repairs could be costly, and it may be beneficial to buy a new unit.

II. Facilities and Location(s):

Our offices and sheet metal shop are located at 611 E. International Speedway Blvd., DeLand FL 32724. This street is also known as East Highway 92. Our business is located within the DeLand city limits.

Our main phone number is: (386) 734-0901

The back line is: (386) 734-9096. This number should be used for calls outside of regular business hours.

Our fax line is: (386) 734-0808

III. History of Jacob Heating & Air Conditioning:

Jacob Sheet Metal Works was founded in 1921 by Rudolph Jacob, Robert Jacob's grandfather. He moved to DeLand from Ohio and began working with a wooden brake installing metal roofs, copper work, guttering, and later warm air heating ducts. In those days, metal was shipped down the St. John's River and received at the Lake Beresford settlement.

After World War II Robert's father, Paul Jacob joined Rudolph in the family business. Paul's brother, Ervin Jacob, also worked with the company until 1977. The business was incorporated in 1964.

Jacob Sheet Metal Works continued as a thriving business in DeLand during the 50's, 60's and 70's. The company started concentrating on central heating & air conditioning installations as their popularity grew.

Throughout the years, the company has gained a reputation in West Volusia County as the top-quality repair and installation company. We have many customers who have been doing business with Jacob Sheet Metal 30-60 years, and we respect these people tremendously. Jacob Sheet Metal Works is one of DeLand's oldest businesses.

Robert Jacob grew up in the family business. He obtained college degrees from Daytona Beach Community College and Florida Atlantic University and joined the firm in 1974 after servicing in the U.S. Army. Robert's wife, Kim Jacob spent her career as an elementary school teacher. Robert and Kim have two children, Jennifer and Clinton. Robert is an active member and deacon in the First Presbyterian Church of DeLand.

Robert's father, Paul, retired, but continued to lead an active life, working around the sheet metal shop nearly every day, until he passed away at the age of 88.

In 1998 our heating & air conditioning business evolved to becoming 85% of the company's total sales. Even then, many people in town did not realize that the company did A/C work due to the name, "Jacob Sheet Metal Works." For that reason, Robert decided it was time to clarify the position in the marketplace by creating a branch called "Jacob Heating & Air Conditioning." This change resulted in major growth in our company, as we now have one of the most recognized names in West Volusia County.

Other internal changes have occurred in recent years, including becoming more efficient. In 2000 we changed our repair pricing to "Flat-Rate Pricing." This is a proven feature in our industry, which has brought higher profits and stability, and allowed us to pay higher wages to our employees. We have also increased employee training and have developed a wide range of employee benefits.

Most important, the company is extremely proud to say it has several employees who have been with the company over 10 years, and two have been with us 20 years and over. We are constantly striving to increase our place in the market. Through better management, organization and teamwork, we become more profitable.

IV. Organizational Structure:

Our company is a corporation registered in the State of Florida.

Our company is an official Qualified Business Organization in the State of Florida. Holding a State Class A Contractors License (CAC024345) and L.P. gas license.

Fully insured with business liability and workers comp insurance.

Memberships: V.A.C.C.A. (county) and A.C.C.A. (national).

V. Role of the Human Resources Department:

Due to the size of the company, the role of Human Resources is fulfilled through a team effort by the President, the office employees, a supervisor, and you, as the employee.

VI. Management Philosophy:

It is the philosophy of our company that we work as a team, with true success coming only through the combined efforts of each and every employee. Our management philosophy is to expect quality work from our employees, who will receive respect, competitive wages, and above average benefits in return.

We believe in an honest day's pay for an honest day's work. Every employee is expected to contribute his best effort, each day, to produce quality service to our customers. We believe this will assure a winning combination, for the company, its employees, and also for the customer.

We believe in an open-door policy and strive to create an atmosphere where employees are encouraged to discuss their problems openly with their superiors, without fear of reprisal, and share their accomplishments with others. Every effort will be made to assure each employee is always respected and treated equitably.

VII. Goals:

Our goal is to provide the highest quality service to our customers, at a fair price. In doing so we will provide a profitable business in which our employees can grow while creating a loyal client base within the West Volusia area.

101. Nature of Employment

This handbook is intended to provide employees with a general understanding of our personnel policies. Employees are encouraged to familiarize themselves with the contents of this handbook, for it will answer many common questions concerning employment with JH&A.

However, this handbook cannot anticipate every situation or answer every question about employment and should not be considered all-inclusive. It is not an employment contract and is not intended to create contractual obligations of any kind. Neither the employee nor JH&A is bound to continue the employment relationship if either chooses, at its will, to end the relationship at any time.

In order to retain necessary flexibility in the administration of policies and procedures, JH&A reserves the right to change, revise, or eliminate any of the policies and/or benefits described in this handbook, except for its policy of employment-at-will. The only recognized deviations from the stated policies are those authorized and signed by the chief executive officer of JH&A.

102. Employee Relations

JH&A believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisors.

Our experience has shown that when employees deal openly and directly with supervisors," the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that JH&A amply demonstrates its commitment to employees by responding effectively to employee concerns.

103. Equal Employment Opportunity

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at JH&A will be based on merit, qualifications, and abilities. JH&A does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, disability, veteran status, national origin, age, or any other characteristic protected by law. .

This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employee with questions or concerns about any type of discrimination in the workplace is encouraged to bring these issues to the attention of their immediate supervisor. Employees can raise concerns and make reports without fear of retaliation. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

104. Business Ethics and Conduct

The successful business operation and reputation of JH&A is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of JH&A is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees owe a duty to JH&A, its customers, and shareholders to act in a way that will merit the continued trust and confidence of the public.

JH&A will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor. If necessary, the matter should be escalated to Management for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every JH&A employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

105. Hiring of Relatives

The employment of relatives in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried into day-to-day working relationships. All hiring of family will be considered on a case-by-case basis in consideration of organizational impact.

In cases where a conflict or the potential for conflict arises, even if there is no supervisory relationship involved, the parties may be separated by reassignment or terminated from employment.

For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

106. Employee Medical Examinations

To help ensure that employees are able to perform their duties safely, medical examinations may be required.

After an offer has been made to an applicant entering a designated job category, a medical questionnaire will be required, and a medical examination may be required at JH&A's expense by a health professional of JH&A's choice. The offer of employment and assignment to duties is contingent upon completion of the questionnaire.

Any employee off work more than three continuous workdays for an unforeseen illness or injury may be required to present JH&A with a written status report from a qualified healthcare provider. The status report must contain a diagnosis of the illness or injury, an acceptable explanation of why the employee cannot perform his or her job duties, and a reasonable expected return-to-work date. (Also see employee policies under Section 601 "Medical Leave").

Information on an employee's medical condition or history will be kept separate from other employee information and maintained confidentially. Access to this information will be limited to those who have a legitimate need to know.

107. Immigration Law Compliance

JH&A is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed a I-9 with JH&A within the past three years, or if their previous I-9 is no longer retained or valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact the Controller. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

108. Conflicts of Interest

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which JH&A wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact Management for more information or questions about conflicts of interest.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of JH&A's business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to an officer of JH&A as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which JH&A does business, but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving JH&A.

109. Outside Employment

Employees may hold outside jobs as long as they are open and honest about their outside employment with their direct supervisor and meet the performance standards of their job with JH&A. All employees will be judged by the same performance standards and will be subject to JH&A's scheduling demands, regardless of any existing outside work requirements. If the outside role precedes employment with JH&A, the employee should make the intention to maintain their outside position during the application/interview process with JH&A.

If JH&A determines that an employee's outside work interferes with performance or the ability to meet the requirements of JH&A as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain with JH&A.

"Moonlighting," or outside employment that constitutes a conflict of interest is prohibited. Employees may not receive any income or material gain from individuals outside JH&A for materials produced or services rendered while performing their jobs.

Due to various reasons, the following will be considered as unacceptable conflicts of interests:

- Working for a competitor as a direct employee or as a subcontractor
- Taking business away from JH&A by serving an existing customer
- Any business that uses JH&A time or material.

It is important to note that service performed by an individual employee outside of JH&A business hours could be interpreted as JH&A related work from a legal perspective, and that it is against the law for a homeowner to hire an unlicensed individual to perform work. JH&A is in no way responsible for business performed by an individual outside of assigned jobs/duties.

110. Non-Disclosures

The protection of confidential business information and trade secrets is vital to the interests and the success of JH&A. Such confidential information includes, but is not limited to, the following examples:

- wages or personal employee data
- computer programs and codes
- customer lists
- customer preference
- financial information
- marketing strategies
- pricing for pending projects and proposals

Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information

111. Disability Accommodations

JH&A is committed to complying fully with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

Reasonable accommodation is available to all disabled employees, where their disability affects the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression, and seniority lists. Leave of all types will be available to all employees on an equal basis.

JH&A is also committed to not discriminating against any qualified employees or applicants because they are related to or associated with a person with a disability. JH&A will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

This policy is neither exhaustive nor exclusive. JH&A is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.

112. Employment Categories

It is the intent of JH&A to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the employee and JH&A.

Each employee is designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT employees are excluded from specific provisions of federal and state wage and hour laws. An employee's EXEMPT or NONEXEMPT classification may be changed only upon written notification by JH&A management.

In addition to the above categories, each employee will belong to one other employment category:

REGULAR FULL-TIME employees are those who are not in a temporary or introductory status and who are regularly scheduled to work JH&A's full-time schedule. Generally, they are eligible for JH&A's benefit package, subject to the terms, conditions, and limitations of each benefit program.

PART-TIME employees are those who are not assigned to a temporary or introductory status and who are regularly scheduled to work less than 32 hours per week. While they do receive all legally mandated benefits (such as Social Security and workers' compensation insurance), they are ineligible for all of JH&A's other benefit programs.

INTRODUCTORY employees are those whose performance is being evaluated to determine whether further employment in a specific position or with JH&A is appropriate. Employees who satisfactorily complete the introductory period will be notified of their new employment classification.

TEMPORARY employees are those who are hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project. Employment assignments in this category are of a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status unless and until notified of a change. While temporary employees receive all legally mandated benefits (such as workers' compensation insurance and Social Security), they are ineligible for all of JH&A's other benefit programs.

CASUAL employees are those who have established an employment relationship with JH&A but who are assigned to work on an intermittent and/or unpredictable basis. While they receive all legally mandated benefits (such as workers' compensation insurance and Social Security), they are ineligible for all of JH&A's other benefit programs.

113. Access to Personnel Files

JH&A maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of JH&A, and access to the information they contain is restricted. Generally, only supervisors and management personnel of JH&A who have a legitimate reason to review information in a file are allowed to do so.

Employees who wish to review their own file should contact their manager. With reasonable advance notice, employees may review their own personnel files in JH&A's offices and in the presence of an individual appointed by JH&A to maintain the files.

114. Employment Reference Checks

To ensure that individuals who join JH&A are well qualified and have a strong potential to be productive and successful, it is the policy of JH&A to check the references of all applicants. All applicants will be asked, in writing, to authorize background checks for felony convictions, driver's license reports, workers comp reports, and a nation-wide search on sex offender violations. The information obtained from the screening will be considered on a case by case basis and each situation will be considered individually.

Management will respond in writing only to those reference check inquiries that are submitted in writing. Responses to such inquiries will confirm only dates of employment, wage rates, and position(s) held.

115. Personnel Data Changes

It is the responsibility of each employee to promptly notify JH&A of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify the Office Manager.

116. Introductory Period

The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. JH&A uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or JH&A may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

All new and rehired employees work on an introductory basis for the first 90 calendar days after their date of hire. Any significant absence will automatically extend an introductory period by the length of the absence. If JH&A determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for a specified period.

Upon satisfactory completion of the introductory period, employees enter the "regular" employment classification.

During the introductory period, new employees are eligible for those benefits that are required by law, such as workers' compensation insurance and Social Security. After becoming regular employees, they may also be eligible for other JH&A provided benefits, subject to the terms and conditions of each benefits program. Employees should read the information for each specific benefits program for the details on eligibility requirements.

Your employment with JH&A is a voluntary one and is subject to termination by you or JH&A at will, with or without cause, and with or without notice, at any time. Nothing in these policies shall be interpreted to be in conflict with or to eliminate or modify in any way the employment-at-will status of JH&A employees.

This policy of employment-at-will may not be modified by any officer or employee and shall not be modified in any publication or document. The only exception to this policy is a written employment agreement approved at the discretion of the President or the Board of Directors, whichever is applicable.

117. Employment Applications

JH&A 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 JH&A's exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

118. Performance Evaluation

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Additional formal performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Performance evaluations are scheduled approximately every 12 months, generally occurring in the late spring.

Merit-based pay adjustments are awarded by JH&A in an effort to recognize truly superior employee performance. The decision to award such an adjustment is dependent upon numerous factors, including the information documented by this formal performance evaluation process.

119. Employee Benefits

Eligible employees at JH&A are provided a wide range of benefits. A number of the programs (such as Social Security, workers' compensation, state disability, and unemployment insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. Your supervisor can identify the programs for which you are eligible. Details of many of these programs can be found elsewhere in the employee handbook.

The following benefit programs are available to eligible employees:

- COBRA Major Medical Benefit Conversion at Termination
- Drug or Alcohol Rehabilitation Program (at employee's own expense)
- Employee Assistance Program (through the Drug Free Workplace)
- Family Leave (as required by Law)
- Holidays
- Major Medical Insurance for Employee
- Dependent Major Medical Insurance through payroll deduction
- Pharmacy (prescription drug plan included in Major Medical Insurance)
- Paid Time Off (PTO is similar to Vacation & Sick Leave)
- Pension Plan/ Simple IRA Contributions with Company matching (matching amount decided by retirement plan provider)
- Spiffs*
- Supplemental Plans through payroll deduction:
 - (Dental, Short-Term Disability, Accident, Hospital Indemnity, and Cancer Plans)
- Uniforms
- Voting Time Off

Some benefit programs require contributions from employees, but most are paid by JH&A. The benefit package for regular full-time employees represents an additional cost to JH&A of approximately 32 percent of wages.

Due to government regulations, there may be a waiting period required for certain benefits. For a current and comprehensive list of benefits guidelines and plans, see the Office Manager.

*Spiff benefits will only be extended/paid to Full-Time/Active employees.

120. Holidays

- JH&A will grant holiday time off to all employees on the holidays listed below:
- New Year's Day (January 1)
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Thanksgiving (fourth Thursday in November)
- Christmas (December 25)

JH&A will grant paid holiday time off to all eligible employees immediately upon assignment to an eligible employment classification. Holiday pay will be calculated based on the employee's straight-time pay rate (as of the date of the holiday) times the number of hours the employee would otherwise have worked on that day. Eligible employee classification(s):

- Regular full-time employees

A recognized holiday that falls on a Saturday will be observed on the preceding Friday. A recognized holiday that falls on a Sunday will be observed on the following Monday.

If a recognized holiday falls during an eligible employee's paid absence (such as vacation or sick leave), holiday pay will be provided instead of the paid time off benefit that would otherwise have applied.

If eligible nonexempt employees work on a recognized holiday, they will receive holiday pay plus wages at their straight-time rate for the hours worked on the holiday. Due to business needs, there will be on-call requirements for Service Technicians and those who are deemed as "on-call"

will inevitably work holidays. The holiday on-call schedule will be determined in advance and requests for PTO will be accommodated the best of JH&A's ability, but are not guaranteed.

Paid time off for holidays will not be counted as hours worked for the purposes of determining whether overtime pay is owed.

121. Workers' Compensation Insurance

JH&A provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Employees who sustain work related injuries or illnesses should inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible. Depending on the requirements of the Worker's Compensation insurance provider, and the situation, a drug and/or alcohol test may be required of the employee to submit a claim.

Neither JH&A nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by JH&A.

122. Time Off to Vote

JH&A encourages employees to fulfill their civic responsibilities by participating in elections. Generally, employees are able to find time to vote either before or after their regular work schedule. If employees are unable to vote in an election during their nonworking hours, JH&A will grant up to 1 hour of paid time off to vote.

Employees should request time off to vote from their supervisor at least two working days prior to the election day. Advance notice is required so that the necessary time off can be scheduled at the beginning or end of the work shift, whichever provides the least disruption to the normal work schedule.

123. Jury Duty

JH&A encourages employees to fulfill their civic responsibilities by serving jury duty when required. JH&A will pay an employee for up to 5 days of jury duty, with proof of summons. After 5 days, employees may request unpaid jury duty leave for the length of absence. If desired, employees may use any available paid time off (for example, vacation benefits).

Employees must show the jury duty summons to their supervisor as soon as possible so that the supervisor may make arrangements to accommodate their absence. Employees are expected to report for work whenever the court schedule permits.

Either JH&A or the employee may request an excuse from jury duty if, in JH&A's judgment, the employee's absence would create serious operational difficulties.

JH&A will continue to provide health insurance benefits for the full term of the jury duty absence.

Vacation, sick leave, and holiday benefits will continue to accrue during unpaid jury duty leave.

124. Witness Duty

JH&A encourages employees to appear in court for witness duty when subpoenaed to do so.

If employees have been subpoenaed or otherwise requested to testify as witnesses by JH&A, they will receive paid time off for the entire period of witness duty.

Employees will be granted unpaid time off to appear in court as a witness when requested by a party other than JH&A. Employees are free to use any available paid leave benefit (such as vacation leave) to receive compensation for the period of this absence.

The subpoena should be shown to the employee's supervisor immediately after it is received so that operating requirements can be adjusted, where necessary, to accommodate the employee's absence. The employee is expected to report for work whenever the court schedule permits.

125. Benefits Continuation (COBRA)

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under JH&A's health plan when a "qualifying event" would normally result in the loss of eligibility. Some common

qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee's hours or a leave of absence; an employee's divorce or legal separation; and a dependent child no longer meeting eligibility requirements.

Under COBRA, the employee or beneficiary pays the full cost of coverage at JH&A's group rates plus an administration fee. JH&A provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under JH&A's health insurance plan.

The notice contains important information about the employee's rights and obligations.

126. Educational Assistance

JH&A recognizes that the skills and knowledge of its employees are critical to the success of the organization.

Individual courses or courses that are part of a degree, licensing, or certification program must be related to the employee's current job duties or a foreseeable-future position in the organization in order to be eligible for educational assistance. JH&A has the sole discretion to determine whether a course relates to an employee's current job duties or a foreseeable-future position. Employees should contact Management for more information or questions about educational assistance and financial availability for educational assistance.

The following pay guidelines will apply when employees are attending classes, seminars and educational courses, and their attendance is specifically required by Jacob Heating & Air Conditioning:

- Employees attending company-required classes during their regular workday hours, Monday through Friday, will be paid a total of their hours worked and the hours spent in class and travel during the day.
- Employees attending company-required classes commencing and ending after their regular workday hours, will be paid overtime wages for time spent in class beyond their regular 40-hour work week.
- Any courses pursued for personal development, which are not company mandated, can be considered to be financed through the company, but hourly wages will not be paid to the employee for their time.

127. Paid Time OFF (PTO)

Paid Time Off (PTO) is an all-purpose time-off policy for eligible employees to use for vacation, illness or injury, and personal business. It combines traditional vacation and sick leave plans into one flexible, paid time-off policy. Employees in the following employment classification(s) are eligible to earn and use PTO as described in this policy:

- Regular full-time employees

Once employees enter an eligible employment classification, they begin to accrue PTO according to the schedule below. Accrued PTO is available for use immediately after accrual. PTO can be used in minimum increments of one-half hour.

The employee's accrued balance will be capped at the maximum PTO balance amount listed in the PTO schedule. PTO accrued in excess of this maximum balance amount will be lost.

Note: The amount of PTO accrued increases with the length of employment, as shown in the following schedule:

Months of Eligible Service Completed	PTO Hours Accrued Per Week	Annual Rate of PTO Accrual (Hours)	Maximum PTO Balance (Hours)
0	0	0	0
3	1.54	80	80
36	2.00	104	104
120	2.31	120	120
180	2.62	136	136
240	3.38	176	176
300	4.15	216	216

The length of eligible service is calculated based on a "benefit year." This is the 12-month period that begins when the employee starts to earn PTO. An employee's benefit year may be extended for any significant leave of absence except military leave of absence. Military leave has no effect on this calculation (see individual leave of absence policies for more information.)

REQUESTS FOR PTO WAGES AND APPROVAL:

To schedule planned PTO of less than 5 consecutive working days, employees must submit a PTO request form to their Supervisor with a minimum of 2 weeks of advance notice.

To schedule planned PTO of 5 or more consecutive working days, employees must submit a PTO request form to their Supervisor with a minimum of 4 weeks of advance notice.

Requests will be reviewed based on a number of factors, including business needs and staffing requirements. An employee should not assume that PTO will be automatically granted as requested.

Employees who have an unexpected need to be absent from work must notify their Supervisor before the start of the workday. If additional days of absence are then required, the employee must notify their Supervisor every additional day before the start of the workday with a phone call. An employee should not assume that PTO will be automatically granted, even in the case of emergency.

PTO PAY RATES:

PTO is paid at the employee's base pay rate at the time of absence. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials. PTO cannot be used in combination with base time to earn more than 40 hours per week.

PTO must be entered into the employee's timecard for the affected week. PTO not recorded on a timecard will not be awarded/paid.

PTO is a "use-it-or-lose-it" benefit. Unused PTO will not be paid out to an employee for any reason.

If an employee resigns and returns to employment at JH&A on later date, their eligibility for paid time off benefits will revert to that of a new employee.

Personal time off without pay, family leave and Military Leave will have an effect on the calculation of accumulated PTO. Accumulation of PTO stops when an employee is absent during personal time off.

128. Health Insurance

JH&A's health insurance plan provides employees and their dependents access to medical insurance benefits. Employees in the following employment classifications are eligible to participate in the health insurance plan:

- Regular full-time employees

Eligible employees may participate in the health insurance plan subject to all terms and conditions of the agreement between JH&A and the insurance carrier.

A change in employment classification that would result in loss of eligibility to participate in the health insurance plan may qualify an employee for benefits continuation under the Consolidated Omnibus Budget Reconciliation Act (COBRA). Refer to the Benefits Continuation (COBRA) policy for more information.

Details of the health insurance plan are described in the Summary Plan Description (SPD). An SPD and information on cost of coverage will be provided in advance of enrollment to eligible employees. Contact the Administrative Office for more information about health insurance benefits.

129. Timekeeping

Accurately recording time worked is the responsibility of every nonexempt employee. Federal and state laws require JH&A to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Hourly nonexempt employees should accurately record the time they begin and end their work, as well as the beginning and ending time of each meal period. They must also record the beginning and ending time of any departure from work for personal reasons. Overtime work must always be approved before it is performed.

Time sheets are available in the office. If a specific day's time sheet is not available, employees should inform the office personnel immediately.

It is the employee's responsibility to turn in their timecard on a timely basis. Failure to do so could result in a delay of pay.

A time sheet must be turned in even when the employee is on vacation, out sick, or taking personal time off. The time sheet should be marked with an explanation of the absence.

It is the employee's responsibility to sign their time sheet to certify the accuracy of all time recorded. Office personnel will review the time record for accuracy before payroll processing. If an employee has not correctly documented his or her time, corrections will be made in the total hours worked, according to the stop and start times recorded.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

130. Paydays

All employees are paid weekly. Each paycheck will include earnings for all work performed through the end of the previous payroll period. Our payroll period runs from Wednesday to Tuesday.

In the event that a regularly scheduled payday falls on a day off, such as a holiday, employees will receive pay on the last day of work before the regularly scheduled payday, unless the office personnel are unable to complete payroll due to unforeseen circumstances. In such case, employees will receive pay on the first day of work after the regularly scheduled payday.

If a regular payday falls during an employee's vacation, the employee may receive his or her earned wages before departing for vacation if a written request is submitted to the office at least one week prior to departing for vacation.

131. Employment Terminations

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- Resignation - voluntary employment termination initiated by an employee.
- Discharge - involuntary employment termination initiated by the organization.
- Layoff - involuntary employment termination initiated by the organization for non-disciplinary reasons.

Since employment with JH&A is based on mutual consent, both the employee and JH&A have the right to terminate employment at will, with or without cause, at any time. Employees will receive their final pay in accordance with applicable state law.

Employee benefits will be affected by employment termination in the following manner. All accrued, vested benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee's expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance.

132. On-Call Pay

All field technicians are provided with on-call stipends in the instance of being required to report to work on weekends. All notice of potential work should be provided by management to the employee(s) by the afternoon prior in order to allow for the employee to have adequate preparation.

133. Administrative Pay Corrections

JH&A takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of Management so that corrections can be made as quickly as possible.

134. Pay Deductions and Setoffs

The law requires that JH&A make certain deductions from every employee's compensation. Among these are applicable federal, state, and local income taxes. JH&A also must deduct Social Security taxes on each employee's earnings up to a specified limit that is called the Social Security "wage base." JH&A matches the amount of Social Security taxes paid by each employee.

JH&A offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their pay checks to cover the costs of participation in these programs.

Pay setoffs are pay deductions taken by JH&A, usually to help pay off a debt or obligation to JH&A or others.

Certain pay deductions, such as wage garnishments, credit union and insurance plans, are directed by law and cannot be altered by JH&A. Even though an employee may work a limited number of hours in a given payroll week, specific deductions must be made. Employees cannot choose to cancel certain deductions for a specific payroll period. If an employee does not have enough earned wages to support such a required payroll deduction, the deduction may be taken in the following weeks until the obligation is paid.

If you have questions concerning why deductions were made from your pay check or how they were calculated, your supervisor can assist in having your questions answered.

135. Safety

To assist in providing a safe and healthful work environment for employees, customers, and visitors, JH&A has established a workplace safety program. This program is a top priority for JH&A. Management is responsible for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all.

An M.S.D.S. application (Material Safety Data Sheets) for materials and chemicals used in our workplace is also provided on smart devices in each vehicle. Employees may view the Safety Program Manual or the digital M.S.D.S. sheets at any time, and are responsible for maintaining access via single sign on through the provided application.

JH&A provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written communications.

Employees and supervisors receive periodic workplace safety training. The training covers potential safety and health hazards and safe work practices and procedures to eliminate or minimize hazards.

Some of the best safety improvement ideas come from employees. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with their supervisor, or with another supervisor or manager, or bring them to the attention of the President. Reports and concerns about workplace safety issues may be made without fear of reprisal.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify the President or the appropriate supervisor. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

136. Work Schedules

The normal work schedule for all employees is 8 hours a day, 5 days a week. Supervisors will advise employees of the times their schedules will normally begin and end. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

137. Use of Phone System & Cell Phones

Personal use of a company telephone for long-distance and toll calls is not permitted. Employees should practice discretion when making local personal calls and may be required to reimburse JH&A for any charges resulting from their personal use of the telephone.

Use of cell phones for personal calls during regular working hours is not permitted.

Employees should practice discretion and inform their family and friends of the company's policy regarding this issue. Personal use of cell phones could lead to suspension and termination.

Employees who have been assigned a cell phone will use it only for official company business.

To ensure effective telephone communications, employees should always employ customer service best practices.

138. Smoking

In keeping with JH&A's intent to provide a safe and healthful work environment, smoking in the workplace is discouraged. Nonsmoking areas are clearly designated where smoking is expressly prohibited, and employees are asked to respect these designations. In situations where the preferences of smokers and nonsmokers are in direct conflict, the preferences of nonsmokers will prevail.

A customer may prohibit smoking on his property. In these situations, the customer's preference will prevail; smoking will not be allowed, except inside the company's vehicle. Smoking in the attic, under or inside the home of a customer is strictly prohibited, as is discarding cigarette butts, cigarette packages, or lighters.

This policy applies equally to all employees, customers, and visitors.

139. Meal Periods

All full-time regular employees are provided with one meal period of 30 minutes in length each workday. Supervisors will schedule meal periods to accommodate operating requirements. Employees will be relieved of all active responsibilities and restrictions during meal periods and will not be compensated for that time.

A minimum of a 15 minute meal period is required of all employees each day.

140. Overtime

When operating requirements or other needs cannot be met during regular working hours, employees may be scheduled to work overtime hours. When possible, advance notification of these mandatory assignments will be provided. All overtime work must receive the supervisor's prior authorization.

Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Overtime compensation is paid to all nonexempt employees in accordance with federal and state wage and hour restrictions.

Overtime pay is based on actual hours worked. JH&A's overtime pay rate is regular hourly wage (x) 1.5. Overtime pay is general paid for time worked over 40 hours per payroll week, with the following exception: Employees will always be paid overtime for hours worked on Sunday.

Failure to work assigned overtime may result in disciplinary action, up to and including possible termination of employment.

141. Use of Equipment and Vehicles

COMPANY-SUPPLIED TOOLS & EQUIPMENT:

Tools & Equipment essential in accomplishing job duties are expensive and may be difficult to replace. When using tools, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Please notify the supervisor if any equipment, machines, or tools appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. Tool & Equipment are to be used according to the manufacturer's instructions, and certain pieces of equipment such as refrigerant vacuum pumps and recovery machines require specific

maintenance. The supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment used on the job.

Some personally owned tools may be required for employment and use during work hours. Proper upkeep, care, and maintenance and care of personal tools is expected.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in disciplinary action, up to and including termination of employment.

Each employee who has been assigned a vehicle will be given a list of company-supplied tools & equipment. The employee will be required to sign the list, verifying the items are on the truck. A copy of this form will be kept in the office. Periodic inspections will be made to assure that each vehicle contains the items, and employees will be held accountable if the items are not found on the vehicle.

COMPANY VEHICLES:

Likewise, vehicles are expensive and essential pieces of property in any business. Care & maintenance is required by all employees. Improper use, carelessness, and unsafe operation of any company vehicle (including excessive or avoidable traffic and parking violations) will result in termination of employment.

Employees will be required to make a monthly assessment of the operating condition of their assigned vehicles. This assessment will be in the form of a report, to be filled out as requested during one of JH&A's weekly meetings.

All company vehicles shall have typical maintenance performed every 3 months, as directed by the company and manufacturer's guidelines, at a local service center. Employees may be asked to assist in performing the maintenance items.

Periodic service check-up reports are posted for all vehicles. The employee assigned to a vehicle will be held responsible for its safety and maintenance. Specifically, when a vehicle report is posted for a service interval, the employee assigned to the vehicle will be held responsible to get it performed. The employee should contact the office to schedule the service.

The following policies apply to all employees who drive a company vehicle:

1. Company vehicles shall be used only for company-related business, driven back & forth to the work site, and not used for personal business.
2. When not in use a company vehicle will be locked and kept safe and secure in the JH&A parking lot, or on the employee's premises (if driven home at night).
3. No one except JH&A employees shall be allowed to drive or use a company-owned vehicle.

4. If an employee is involved in an accident or any traffic incident, he must immediately report it to the office. In almost every case, the employee may be required to wait at the accident site until the police arrive and a police report is filed. In all cases, the employees involved will be required to fully cooperate with the patrol man and insurance company investigations.
5. Likewise, if an employee receives a traffic citation or parking ticket, it must be immediately reported to his supervisor. All parking tickets must be turned into the office the same day.

142. Use of Company Supplied Vehicle

Specific Requirements for Service Technicians

Service Technicians and the use of their company-assigned vehicle fall under a special provision in the Employee Handbook.

It is JH&A's policy to give each Service Technician the choice of either driving his assigned vehicle back and forth to his home each work day, or leaving it at the Jacob Heating & Air parking lot each night. A form indicating the employee's choice will be given to each Service Technician for his signature. A copy will be placed in the employee's personnel file.

The company's position on this matter is that the employee should be aware he does not need to provide his own vehicle to drive to work, and he does not pay gas, insurance or wear and tear on his own vehicle.

If the Service Technician chooses to drive the company vehicle home, his wages will begin when he is dispatched to his first call of the day. The employee's wages will end when he completes his last call of the day, unless he is outside a 10-mile radius of his home. In such case, the employee will be paid until crossing the 10-mile radius.

Drive time from the employee's home to the shop for a Company meeting or training session will not be compensated.

When the Service Technician is "on-call" and is required to leave his home for an emergency service call, wages will be paid from the employee's home to the customer and drive time back.

A Service Technician who is officially "on-call" will be paid a flat On-Call Bonus of \$75.00 per week. This bonus pay is defined as compensation for being paged by the Answering Service and returning phone calls to the customers, whether any pages or phone calls are actually received or not.

VEHICLE MAINTENANCE RESPONSIBILITIES: Service Technicians who choose to drive their company-assigned vehicle home will be required to fulfill the following responsibilities.

1. The service tech must gas up the vehicle daily or as needed, and check the oil. Getting gas is to be done on the employee's own time, either before the first call of the day, or on the way home from work in the evening.
2. Once a week the service tech is required to wash the vehicle, cleanout the interior, check all fluid levels and tire pressure, and perform a safety check.
3. Every 3 months the service tech is required to have the vehicle fully serviced, including oil changed and filter, have the tires rotated, and any other regular maintenance item needed.

Note: The personal time spent accomplishing the above responsibilities of maintenance on the Service Technician's company-assigned vehicle will not be compensated

____ I choose to drive my vehicle home each workday.

____ I have read the above provisions and acknowledge my responsibilities.

____ I choose to park my vehicle at Jacob Heating & Air Conditioning each night.

Signature: _____ Date: _____

JACOB SHEET METAL WORKS INC JACOB HEATING & AIR CONDITIONING DRIVING POLICY

JACOB HEATING & AIR CONDITIONING has made a commitment of safety, service, and quality to both our employees and customers. Our Company mandates that both our employees and non-employees operate all vehicles owned by or used by Jacob Heating & Air Conditioning in a safe and economical manner. The following summarizes policy guidelines:

1. Vehicles are not to be operated unless in a safe operating condition. An unsafe condition must be reported to the management immediately.
2. Drivers must be physically and mentally able to drive safely.
3. Drivers must conform to all traffic laws with allowances made for adverse weather and traffic conditions.
4. Respect the rights of other drivers and pedestrians. Courtesy is contagious.
5. Drivers may not use drugs or alcohol while operating a vehicle owned by or used by JH&A.
6. Your primary responsibility when driving a motor vehicle for JH&A is driving the vehicle safely. For the good of all our employees and the community in which we operate, it is our company policy that you not engage in activities while driving that cause you to become distracted from this responsibility, included but not limited to:
 - Using a cell phone
 - Using a computer or electronic handheld device
 - Adjusting the controls of a radio or OPS navigation unit
 - Searching for items in the vehicle such as CD's or coins
 - Eating
 - Reading printed material

ACCIDENTS

All accidents are to be reported to management of Jacob Heating & Air Conditioning immediately when the accident occurs. All accidents will be reviewed and determination made as either preventable or non-preventable. A preventable accident is defined as an accident in which the driver failed to do everything reasonably possible to avoid it.

MVR STANDARDS

Motor Vehicle Records (MVR) will be checked annually on all employees where driving is a part of their job description. The MVR will be reviewed to ascertain the employee holds a valid license and their driving record is within the parameters set by company management. MVR checks which reveal:

1. Three (3) or more traffic violations and/or at fault accidents over a three (3) year period for drivers age 25 and older, two (2) traffic violations and or at fault accidents for drivers between the ages of 18 and 25, or one (1) traffic violation and/or at fault accident for drivers 17 and under; or
2. One or more of the following type of serious traffic convictions within the past 3 years will disqualify the employee from driving company operated vehicles, and will result in termination of employment.
 - driving while under the influence or while disabled by use of drugs;
 - refusal to take a breath analyzer test;
 - leaving the scene of an accident without reporting it;
 - homicide, assault, or criminal negligence resulting from the operation of a vehicle;
 - driving while license is suspended or revoked;
 - reckless or dangerous driving, which results in injury to a person;
 - racing; and/or
 - passing a stopped school bus

Violations shown on a MVR check include seat belt violations, but do not include such non-moving violations as weight violations, or improper or inadequately maintained equipment.

RADAR DETECTORS

The use of radar detectors is forbidden in all vehicles owned or used by Jacob Heating & Air. Drivers using radar detectors will have their driving privileges revoked.

PASSENGERS

Hitchhikers and passengers, other than company employees, are not permitted.

SEATBELTS

All occupants must wear seat belts whenever the vehicle is in motion.

SECURING CARGO

Cargo will be secured and all doors locked while en route and while the vehicles are parked.



Jacob Heating & Air Conditioning

Date

I acknowledge I have received a copy and read the Company Driving Policy.

Employee

Date

143. Emergency Closings

At times, emergencies such as severe weather, fires, power failures, or hurricanes, can disrupt company operations. In extreme cases, these circumstances may require the closing of the work facility at JH&A.

When operations are officially closed due to emergency conditions, the time off from scheduled work will be unpaid. However, with supervisory approval, employees may use available paid leave time, such as unused vacation benefits.

If an emergency closing is not authorized, and JH&A remains open, employees who fail to report for work will not be paid for the time off.

Employees in essential operations may be asked to work on a day when operations are officially closed. In these circumstances, employees who work will receive regular pay.

144. Business Travel Expenses

JH&A will reimburse employees for reasonable business travel expenses incurred while on assignments away from the normal work location. All business travel must be approved in advance by the Controller.

Employees whose travel plans have been approved are responsible for making their own travel arrangements.

When approved, the actual costs of travel, meals, lodging, and other expenses directly related to accomplishing business travel objectives will be reimbursed by JH&A. Employees are expected to limit expenses to reasonable amounts.

Employees who are involved in an accident while traveling on business must promptly report the incident to their immediate supervisor. Vehicles owned, leased, or rented by JH&A may not be used for personal use without prior approval.

Cash advances to cover reasonable anticipated expenses may be made to employees, after travel has been approved. Employees should submit a written request to their supervisor when travel advances are needed.

When travel is completed, employees should submit completed travel expense reports within 30 days.

Reports should be accompanied by receipts for all individual expenses.

Employees should contact their supervisor for guidance and assistance on procedures related to travel arrangements, travel advances, expense reports, reimbursement for specific expenses, or any other business travel issues.

Abuse of this business travel expenses policy, including falsifying expense reports to reflect costs not incurred by the employee, can be grounds for disciplinary action, up to and including termination of employment.

145. Visitors in the Workplace

To provide for the safety and security of employees and the facilities at JH&A, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

All visitors should enter Jacob Sheet Metal Works or Jacob Heating & Air Conditioning at the main entrance. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors.

If an unauthorized individual is observed on company premises, employees should immediately notify their supervisor or, if necessary, direct the individual to the main entrance.

146. Computer and E-mail Usage

Computers, computer files, the e-mail system, and software furnished to employees are JH&A property intended for business use. Employees should not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and e-mail usage may be monitored.

JH&A strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, JH&A prohibits the use of computers and the e-mail system in ways that are disruptive, offensive to others, or harmful to morale.

For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, potentially offensive, or anything that may be construed as harassment or showing disrespect for others.

E-mail may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters.

Employees should notify their supervisor, the President or any member of management upon learning of violations of this policy. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

147. Workplace Monitoring

Workplace monitoring may be conducted by JH&A to ensure quality control, employee safety, security, and customer satisfaction.

Computers furnished to employees are the property of JH&A. As such, computer usage and files may be monitored or accessed.

JH&A may conduct video surveillance of non-private workplace areas. Video monitoring is used to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage or prevent acts of harassment and workplace violence.

Because JH&A is sensitive to the legitimate privacy rights of employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

148. Workplace Violence Prevention

JH&A is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, JH&A has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including supervisors and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of JH&A without proper authorization.

Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your work station, do not try to intercede or see what is happening.

JH&A will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, JH&A may suspend employees, either with or without pay, pending investigation.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

JH&A encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or Management before the situation escalates into potential violence. JH&A is eager to assist in the resolution of employee disputes, and will not discipline employees for raising such concerns.

149. Medical Leave

JH&A provides medical leaves of absence without pay to eligible employees who are temporarily unable to work due to a serious health condition or disability. For purposes of this policy, serious health conditions or disabilities include inpatient care in a hospital, hospice, or residential medical care facility; continuing treatment by a health care provider; and temporary disabilities associated with pregnancy, childbirth, and related medical conditions.

Employees in the following employment classifications are eligible to request medical leave as described in this policy.

- Regular full-time employees

Eligible employees may request medical leave only after having completed 365 calendar days of service. Exceptions to the service requirement will be considered to accommodate disabilities.

Eligible employees should make requests for medical leave to their supervisors at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events.

A health care provider's statement must be submitted verifying the need for medical leave and its beginning and expected ending dates. Any changes in this information should be promptly reported to JH&A. Employees returning from medical leave must submit a health care provider's verification of their fitness to return to work.

Eligible employees are normally granted leave for the period of the disability, up to a maximum of 6 weeks within any 12-month period. Any combination of medical leave and family leave may not exceed this maximum limit. If the initial period of approved absence proves insufficient, consideration will be given to a request for an extension. Employees will be required to first use any accrued paid leave time before taking unpaid medical leave.

Employees who sustain work-related injuries are eligible for a medical leave of absence for the period of disability in accordance with all applicable laws covering occupational disabilities.

Subject to the terms, conditions, and limitations of the applicable plans, health insurance benefits will be provided by JH&A until the end of the month in which the medical leave begins. At that time, employees will become responsible for the full costs of these benefits if they wish coverage

to continue. When the employee returns from medical leave, benefits will again be provided by JH&A according to the applicable plans.

The employee should be aware that credit union or Simple IRA deductions will not occur during the leave of absence. But employee supplemental plans such as Dental, AFLAC, and disability plans must continue to be paid by our company in order for the plans to stay in effect. Employees taking a leave of absence will be required to reimburse JH&A while off work. Every effort will be made to keep these supplemental plans in force.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon return to active employment.

So that an employee's return to work can be properly scheduled, an employee on medical leave is requested to provide JH&A with at least two weeks' advance notice of the date the employee intends to return to work. When a medical leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified.

If an employee fails to return to work on the agreed upon return date, JH&A will assume that the employee has resigned.

150. Family Leave

JH&A provides family leaves of absence without pay to eligible employees who wish to take time off from work duties to fulfill family obligations relating directly to childbirth, adoption, or placement of a foster child; or to care for a child, spouse, or parent with a serious health condition. A serious health condition means an illness, injury, impairment, or physical or mental condition that involves inpatient care in a hospital, hospice, or residential medical care facility; or continuing treatment by a health care provider.

Employees in the following employment classifications are eligible to request family leave as described in this policy:

- Regular full-time employees

Employees requesting family leave related to the serious health condition of a child, spouse, or parent may be required to submit a health care provider's statement verifying the need for a family leave to provide care, its beginning and expected ending dates, and the estimated time required.

The employee should be aware that credit union or Simple IRA deductions will not occur during the leave of absence. But employee supplemental plans such as Dental, AFLAC, and disability plans must continue to be paid by our company in order for the plans to stay in effect. Employees

taking a leave of absence will be required to reimburse JH&A while off work. Every effort will be made to keep these supplemental plans in force.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon return to active employment.

So that an employee's return to work can be properly scheduled, an employee on family leave is requested to provide JH&A with at least two weeks' advance notice of the date the employee intends to return to work. When a family leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified.

If an employee fails to return to work on the agreed upon return date, JH&A will assume that the employee has resigned.

151. Personal & Bereavement Leave

JH&A will consider leaves of absence without pay to eligible employees who wish to take time off from work duties to fulfill personal obligations. Employees in the following employment classification(s) are eligible to request personal leave as described in this policy:

- Regular full-time employees

Eligible employees may request personal leave only after having completed 90 calendar days of service. As soon as eligible employees become aware of the need for a personal leave of absence, they should request a leave from Management.

Personal leave may be granted for a period of not to exceed 5 calendar days per one-year period. If this initial period of absence proves insufficient, consideration will be given to a written request for a single extension of no more than 3 calendar days. With the supervisor's approval, an employee must take any available vacation paid time off first as part of the approved period.

Requests for personal leave will be evaluated based on a number of factors, including anticipated work load requirements and staffing considerations during the proposed period of absence. Employees should not assume they will be granted their request for personal time off.

Subject to the terms, conditions, and limitations of the applicable plans, health insurance benefits will be provided by JH&A until the end of the month in which the approved personal leave begins. At that time, employees will become responsible for the full costs of these benefits if they wish coverage to continue. When the employee returns from personal leave, benefits will again be provided by JH&A according to the applicable plans.

The employee should be aware that credit union or Simple IRA deductions will not occur during the leave of absence. But employee supplemental plans such as AFLAC, dental, and disability plans must continue to be paid by the Company in order for the plan to stay in effect. Employees taking a leave of absence will be required to reimburse JH&A in such cases. Every effort will be made to keep these supplemental plans in force.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon return to active employment.

When a personal leave ends, every reasonable effort will be made to return the employee to the same position, if it is available, or to a similar available position for which the employee is qualified. However, JH&A cannot guarantee reinstatement in all cases.

If an employee fails to report to work promptly at the expiration of the approved leave period, JH&A will assume the employee has resigned.

Each employee is eligible for bereavement leave of up to 3 business days for direct family (parents, siblings, grandparents, children). Bereavement leave does not apply to non-direct family members, and PTO usage would be required for anyone outside of these parameters.

152. Employee Conduct and Work Rules

To ensure orderly operations and provide the best possible work environment, JH&A expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Unsafe or negligent operation of company-owned vehicles.
- Excessive traffic violations.
- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment

- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking in prohibited areas
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or any absence without notice
- Unauthorized absence from work station during the workday
- Unauthorized use of telephones, mail system, or other employer-owned equipment
- Unauthorized disclosure of business "secrets" or confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct

Employment with JH&A is at the mutual consent of JH&A and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

153. Drug and Alcohol Use

It is JH&A's desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on JH&A premises and while conducting business-related activities off JH&A premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Violations this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

To inform employees about important provisions of this policy, JH&A has established a drug-free awareness program. The program provides information on the dangers and effects of substance abuse in the workplace, resources available to employees, and consequences for violations of this policy.

Employees with questions or concerns about substance dependency or abuse are encouraged to use the resources of the Employee Assistance Program. They may also wish to discuss these matters with their supervisor or the President to receive assistance or referrals to appropriate resources in the community.

Employees with drug or alcohol problems that have not resulted in, and are not the immediate subject of, disciplinary action may request approval to take unpaid time off to participate in a rehabilitation or treatment program through JH&A's health insurance benefit coverage. Leave may be granted if the employee agrees to abstain from use of the problem substance; abides by all JH&A policies, rules, and prohibitions relating to conduct in the workplace; and if granting the leave will not cause JH&A any undue hardship.

Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their supervisor or the President without fear of reprisal.

154. Sexual and Other Unlawful Harassment

JH&A is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated. As an example, sexual harassment (both overt and subtle) is a form of employee misconduct that is demeaning to another person, undermines the integrity of the employment relationship, and is strictly prohibited.

Any employee who wants to report an incident of sexual or other unlawful harassment should promptly report the matter to his or her supervisor. If the supervisor is unavailable or the employee believes it would be inappropriate to contact that person, the employee should immediately contact the President or any other member of management. Employees can raise concerns and make reports without fear of reprisal.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment should promptly advise the President or any member of management who will handle the matter in a timely and confidential manner.

Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

155. Attendance and Punctuality

To maintain a safe and productive work environment, JH&A expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness places a burden on other employees and on JH&A. In the rare instance when an employee cannot avoid being late to work or is unable to work as scheduled, he or she must notify their supervisor as soon as possible. It is imperative to notify the office staff, as well as the manager, in order to minimize business disruption.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

156. Personal Appearance

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image JH&A presents to customers and visitors.

During business hours, employees are expected to present a clean and neat appearance and to dress according to the requirements of their positions. Employees who appear for work inappropriately dressed will be sent home and directed to return to work in proper attire. Under such circumstances, employees will not be compensated for the time away from work.

PROPER WORK CLOTHING INCLUDES:

- Uniform clothing including shirts, polo shirts, T-shirts, pants, blue jeans and shorts, issued by Jacob Heating & Air Conditioning and branded accordingly.
- Jackets and coveralls provided by JH&A.
- Baseball caps provided by JH&A.
- Work shoes or boots, provided by the employee.

NOTE: Personal shirts, T-shirts, jackets and caps and hats with printing other than the official JH&A logos are not allowed. Cut-offs, torn or tattered blue jeans are not allowed.

Consult your supervisor or the Controller if you have questions as to what constitutes appropriate attire. ASSIGNMENT OF UNIFORMS:

Upon completion of the Probation Period (or before, if deemed by supervisor), Regular Employees will be assigned uniforms.

Office Personnel will receive the appropriate shirts. All other employees will be supplied uniforms through the uniform service. Safe footwear is the responsibility of each employee.

1. Maintenance on all uniforms will be performed by the employee. If necessary, arrangements for repairs can be made through JH&A; contact management.
2. The replacement of uniforms will be made by JH&A as management deems necessary. The employee is expected to take due care and is responsible for lost articles. Damages to uniforms will be reviewed on a case-to-case basis.
3. If an employee leaves his/her employment with JH&A, or is terminated, all items must be returned. The employee will be held financially accountable for any missing items.

Jacob Heating & Air Conditioning reserves the right to change the uniform plan at any time, to add or change the requirements, and to select services outside of the company, as management deems necessary.

157. Return of Property

Employees are responsible for items issued to them by JH&A or in their possession or control, such as the following:

- company training materials
- client lists
- credit cards
- company-owned equipment & tools
- keys
- manuals

- pagers
- protective equipment
- uniforms
- price books & any written company materials

All JH&A property must be returned by employees on or before their last day of work. Where permitted by applicable laws, JH&A may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. JH&A may also take all action deemed appropriate to recover or protect its property.

158. Resignation

Resignation is a voluntary act initiated by the employee to terminate employment with JH&A. Although advance notice is not required, JH&A requests at least 2 weeks written resignation notice from all employees.

Prior to an employee's departure, an exit interview may be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits.

159. Security Inspections

JH&A wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, JH&A prohibits the possession, transfer, sale, or use of such materials on its premises. JH&A requires the cooperation of all employees in administering this policy.

Company vehicles, desks, drawers, bins, and other storage devices may be provided for the convenience of employees but remain the sole property of JH&A. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of JH&A at any time, either with or without prior notice.

JH&A likewise wishes to discourage theft or unauthorized possession of the property of employees, JH&A, visitors, and customers. To facilitate enforcement of this policy, JH&A or its representative may inspect not only company vehicles, desks, and drawers but also persons entering and/or leaving the premises and any packages or other belongings. Any employee who

wishes to avoid inspection of any articles or materials should not bring such items onto JH&A's premises.

160. Solicitation

In an effort to ensure a productive and harmonious work environment, persons not employed by JH&A may not solicit or distribute literature in the workplace at any time for any purpose.

JH&A recognizes that employees may have interests in events and organizations outside the workplace. However, employees may not solicit or distribute literature concerning these activities during working time. (Working time does not include lunch periods, work breaks, or any other periods in which employees are not on duty.)

In addition, the posting of written solicitations on company bulletin boards is restricted. These bulletin boards display important information, and employees should consult them frequently for:

- Employee announcements
- Internal memoranda
- Organization announcements
- Workers' compensation insurance information
- State disability insurance/unemployment insurance information.

If employees have a message of interest to the workplace, they may submit it to the Controller for approval. All approved messages will be posted by the Controller.

161. Drug Testing

JH&A is committed to providing a safe, efficient, and productive work environment for all employees. Using or being under the influence of drugs or alcohol on the job may pose serious safety and health risks. To help ensure a safe and healthful working environment, job applicants and employees may be asked to provide body substance samples (such as urine and/or blood) to determine the illicit or illegal use of drugs and alcohol. Specifically, in a case where a Worker's Comp claim is submitted, drug or alcohol screening may be required. Refusal to submit to drug testing may result in disciplinary action, up to and including termination of employment.

The Employee Assistance Program (EAP) provides confidential counseling and referral services to employees for assistance with such problems as drug and/or alcohol abuse or addiction. It is

the employee's responsibility to seek assistance from the EAP prior to reaching a point where his or her judgment, performance, or behavior has led to imminent disciplinary action. Participation in the EAP after the disciplinary process has begun may not preclude disciplinary action, up to and including termination of employment.

Copies of the drug testing policy will be provided to all employees. Employees will be asked to sign an acknowledgement form indicating that they have received a copy of the drug testing policy. Questions concerning this policy or its administration should be directed to the Controller.

162. Progressive Discipline

The purpose of this policy is to state JH&A's position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

JH&A's own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Although employment with JH&A is based on mutual consent and both the employee and JH&A have the right to terminate employment at will, with or without cause or advance notice, JH&A may use progressive discipline at its discretion.

Disciplinary action may call for any of four steps -- verbal warning, written warning, suspension with or without pay, or termination of employment -- depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; a next offense may be followed by a written warning; another offense may lead to a suspension; and, still another offense may then lead to termination of employment.

JH&A recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

While it is impossible to list every type of behavior that may be deemed a serious offense, the Employee Conduct and Work Rules policy includes examples of problems that may result in immediate suspension or termination of employment. However, the problems listed are not all

necessarily serious offenses, but may be examples of unsatisfactory conduct that will trigger progressive discipline.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and JH&A.

163. Life-Threatening Illnesses in the Workplace

Employees with life-threatening illnesses, such as cancer, heart disease, and AIDS, often wish to continue their normal pursuits, including work, to the extent allowed by their condition. JH&A supports these endeavors as long as employees are able to meet acceptable performance standards and don't pose a health risk to other employees. As in the case of other disabilities, JH&A will make reasonable accommodations in accordance with all legal

requirements, to allow qualified employees with life-threatening illnesses to perform the essential functions of their jobs.

Medical information on individual employees is treated confidentially. JH&A will take reasonable precautions to protect such information from inappropriate disclosure. Managers and other employees have a responsibility to respect and maintain the confidentiality of employee medical information.

Anyone inappropriately disclosing such information is subject to disciplinary action, up to and including termination of employment.