



AdvantageServices

Company Policy and Procedures

Employee Manual

Revised February 12, 2025

Table of Contents

Receipt & Acknowledgment of Advantage Services Employee Manual	5
Welcome To Advantage Services	6
Purpose of This Manual	7
You’re Part of Our Team	7
Disclaimer Notice	8
About Advantage Services	8
Background in Hiring Special Populations of Disabled/Disadvantaged Employees	9
What You Can Expect from Advantage Services	10
Human Resources Administration	11
Personnel Files	11
Employment Classifications	12
Introductory/Probationary Employees	12
Regular Employees	12
Full-time Employees	12
Part-time Employees	13
Temporary/Seasonal Employees	13
“Non-Exempt” and “Exempt” Employees	13
Employment Policies, Procedures, and Information	15
Anniversary Date	15
“At Will” Employment	15
Bonding Requirement	15
Borrowing from Employees	16
Communications	16
Community Activities	16
Company and Department Meetings	16
Computers, Electronic and Communication Systems	17
Computer Software (Unauthorized Copying)	18
Confidential Information	18
Customer Relations	18
Dress Code/Personal Appearance	19
Driving Company Vehicles	19
Drug-Free Workplace Requirements	19
Drug Testing	20
Employee Referral	25
Employment of Former Employees	25
Entering and Leaving the Premises	25
Entry After Hours	25
Equal Employment Opportunity	25
Evacuation Plan	26
Expense Reimbursement	26
Fire Drills	26
First Aid	27
Grievance Procedure	27
Gift Fund	28
Gift Giving/Receiving	28
Harassment	28

Employee Manual – Advantage Services, Inc. – 2/12/2025

Managers/Supervisor Role	29
Mileage Reimbursement.....	30
New Hire Orientation.....	30
Noncompeting Agreement and Proprietary Information.....	30
Open Door Policy and Counseling.....	30
Outside Activities	31
Outside Employment	31
Parking Lot	31
Payroll Advances	31
Performance Improvement Procedure.....	31
Personal Property	32
Personal Use of Company Property.....	32
Petty Cash	32
Proof of U.S. Citizenship and/or Right to Work	32
Promotions.....	32
Property and Equipment Care	33
Relatives/Nepotism.....	33
Resignation.....	33
Restricted Areas.....	33
Return of Company Property.....	33
Seminars/Training Sessions	33
Safety Procedures	34
Security	35
Security Checks	35
Smoking.....	35
Social Networking	36
Solicitations and Distributions	36
Traffic Violations	37
Training	37
Transfers	37
Uniforms	37
Use of Company Vehicle	38
Veterans Preference	39
Violations of Policies	39
Visitors	39
Standards of Conduct	39
Unacceptable Activities	39
Wage & Salary Policies and Procedures	40
Call Back Pay	40
Deductions from Paycheck (Mandatory).....	40
Deductions (Other)	41
Error in Pay.....	41
On Call.....	41
Overtime Pay (non-exempt employees only).....	42
Work Performed On Company Holidays.....	42
Pay Cycle, Pay Days, Compensatory Time	43
Paycheck Distribution and Cashing Procedures	43
Inclement Weather and “Acts of God”	43
Shift Premium	43

Employee Manual – Advantage Services, Inc. – 2/12/2025

Termination and Severance Pay Procedure	44
Time Sheets/Cards/Records Procedure.....	44
Tuition Reimbursement	44
Wage Assignments (Garnishments).....	45
Work Orders.....	45
Performance/Compensation Reviews	45
Performance Reviews	45
Work Schedule	46
Absence or Lateness	46
Attendance.....	46
Breaks/Rest Periods	46
Closure After Starting Time.....	47
Closure Prior To Starting Time	47
Lunch Period	47
The Benefits Package	47
Holidays	47
Recognized Holidays	48
Vacations.....	48
Amount of Vacation	49
Other Paid Leaves	49
Funeral (Bereavement) Leave.....	49
Jury Duty	50
Personal Leave	50
Sick Leave	50
Unpaid Leaves of Absence	51
Military Reserves or National Guard Leave Of Absence.....	52
Election Day	52
Returning From a Leave of Absence	52
Accepting other employment or going into business while on “Leave of Absence”	53
Insurance premium payment during “Leaves of Absence”	53
Insurance Coverage	53
Group Health Insurance.....	53
Termination of Insurance.....	54
Dental/Vision Insurance.....	54
Long Term/ Short Term Disability Insurance	54
Life Insurance	54
Government Required Coverage	54
Workers' Compensation	55
Unemployment Compensation.....	55
Retirement/Profit Sharing	55
Retirement Plan	55

Receipt & Acknowledgment of Advantage Services Employee Manual

The Employee Manual will serve as a guide. Individual circumstances may call for individual attention. Because the general business atmosphere of Advantage Services and economic conditions are always changing, the contents of this manual may be changed at any time at the discretion of Advantage Services.

Please read the following statements and sign below to acknowledge you have been given an opportunity to read the employee manual and have also been given the opportunity to ask questions if you did not understand any of the policies.

I have read or agree to read the Advantage Services Employee Manual. I understand that the policies, rules and benefits described in it are subject to change unilaterally at the sole discretion of Advantage Services at any time.

I further understand that Advantage Services is an “At Will” Company located in a “Right to Work State” and that my employment is terminable “at will”, either by myself or Advantage Services, regardless of the length of my employment. And that in such a case of termination by Advantage Services no reason or advanced notice is required.

I understand that no contract of employment other than “at will” has been expressed or implied, and that no circumstances arising out of my employment will alter my “at will” employment relationship unless expressed in writing, with the understanding specifically set forth and signed by myself and the CEO/President of Advantage Services.

I am aware that during the course of my employment confidential information will be made available to me, i.e., confidential customer information belonging to the customer from customer locations, customer lists, pricing policies and other related information. I understand that this information is confidential and critical to the success of Advantage Services and must not be disseminated or used outside of Advantage Services’ premises. In the event of termination of employment, whether voluntary or involuntary, I hereby agree not to utilize or exploit this information with any other individual or company.

I understand that, should the content in this manual be changed, Advantage Services shall provide a copy of the change to me or post changes on company bulletin boards to make me aware of the change and provide an opportunity for me to ask questions if I do not understand any new policies, and that I am responsible to read posted amendments to the employee manual and policies and procedures.

I understand that my signature below indicates that I have read and understand the above statements and have received an opportunity to read the full Advantage Services Employee Manual.

Employee’s Printed Name

Position

Employee’s Signature

Date

Manager’s Signature

Date

*The signed original copy of this agreement must be given to your manager – it will be filed in your personnel file. You will receive a copy upon request.

Welcome To Advantage Services

Advantage Services Employees:

We're very happy to welcome you to Advantage Services. Thank you for joining us! We want you to feel that your association with Advantage Services will be a mutually beneficial and pleasant one.

You have joined an organization that is committed to developing a reputation for quality services. We can only accomplish this through our employees. We hope you will find satisfaction and take pride in your work here.

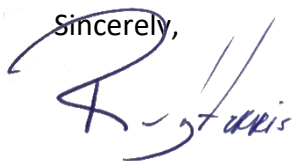
This manual provides answers to most of the questions you may have about Advantage Services' company policies and procedures. Our responsibilities to you and your responsibilities to Advantage Services. If anything is unclear, please discuss the matter with your supervisor or contact Human Resources. You are responsible for reading and understanding this Employee Manual, and your performance evaluations will reflect your adherence to Advantage Services policies and procedures. In addition to clarifying responsibilities, we hope this Employee Manual also gives you an indication of the Advantage Service's interest in the welfare of all who work here.

From time to time, the information included in our Employee Manual may change. Every effort will be made to keep you informed through suitable lines of communication, including postings on the company bulletin boards and/or notices sent directly to you.

Compensation and personal satisfaction gained from doing a job well are only some of the reasons most people work. Most likely, many other factors count among your reasons for working – work schedules, flexibility, career development, self-esteem, relationships, promotion opportunities, working conditions, retirement, incentives, and health benefits are just a few. Advantage Services is committed to doing its part to assure you of a satisfying work experience.

I extend to you my personal best wishes for your success and happiness at Advantage Services.

Sincerely,

A handwritten signature in blue ink that reads "R. G. Ferris". The signature is stylized with a large, sweeping initial "R" and a long, horizontal flourish extending to the right.

Robert G. Ferris, CEO
Advantage Services

Employee Manual – Advantage Services, Inc. – 2/12/2025

Purpose of This Manual

This Manual has been prepared to inform you about Advantage Services' history, philosophy, employment practices, and policies, as well as the benefits provided to you as a valued employee and the conduct expected from you. We ask that you read this manual carefully and refer to it whenever questions arise. No employee manual can answer every question.

Advantage Services' policies, benefits, and rules, as explained in this manual, may be changed from time to time as business, employment legislation, and economic conditions dictate. A current Employee Manual is always available for your reference in the main office upon your request.

You're Part of Our Team . . .

As a member of the Advantage Services team, you will be expected to contribute your talents and energies to improve the environment and quality of the company, as well as the company's products/services, and overall profit. In return, you will be given opportunities to grow and advance in your career. We hope you will take advantage of the career opportunities here at Advantage Services.

We want you to provide our customers with the best quality products/services at a competitive price with the best service.

We want to provide you with wages and benefits comparable to others doing similar work within our industry and within the region.

At Advantage Services, we always put safety first. We believe it is our duty to provide you with as safe a workplace as possible. For your protection, we have an in-house safety committee and a safety inspection program, and we may enlist the services of outside safety consulting firms. We also have a substance abuse policy because you have a right to know you can depend on your co-workers.

The only things we require for employment, compensation, advancement, and benefits are good performance and a good team attitude; however, all employment at Advantage Services is "at will." No one will be denied opportunities or benefits on the basis of age, gender, color, race, creed, national origin, religious persuasion, marital status, political belief, sexual orientation, disadvantage or disability that does not prohibit performance of essential job functions; nor will anyone receive special treatment for those reasons, with the exception of people with disabilities; where work accommodations will be made to ensure jobs can be performed efficiently. The company is operated as a social enterprise and an affirmative business, with a goal of filling 70% of all jobs with disabled or disadvantaged employees. The corporate mission is to develop a viable businesses model and provide supported and permanent employment that will lead to competitive career employment opportunities for individuals who are disadvantaged or disabled.

The corporation is governed by an independent board of directors composed of local business executives and community leaders.

Employee Manual – Advantage Services, Inc. – 2/12/2025

Disclaimer Notice

This manual is provided to Advantage Services Inc. employees to help them become acquainted with Advantage Services. The policies in this manual are to be considered as guidelines. This manual contains no promises or guarantees of any kind by Advantage Services regarding employment. Nothing in this manual may be construed as creating a contract of employment, or as a guarantee of employment for any duration. Employment with Advantage Services may be terminated at the will of either the employee or Advantage Services at any time, with or without cause, and with or without notice.

Employees may not accrue eligibility for monetary benefits (unless provided for in writing) that they have not earned through actual time spent at work or do not qualify based on part time or temporary working status. Employees shall not accrue eligibility for any benefits, rights, or privileges beyond their last day worked.

No supervisor, manager or other representative of Advantage Services has any authority to make any promise regarding the duration, conditions, or terms of employment which is different from or inconsistent with the foregoing. Only the Chief Executive Officer of Advantage Services may enter into employment contracts, which must be in writing and signed by the Chief Executive Officer and the employee, which may contain terms different or inconsistent with the foregoing.

Advantage Services may add to, delete, or otherwise modify this manual and/or make exceptions to the policies and procedures contained in this manual at any time, without notice, and at the sole discretion of Advantage Services. The most current version is available for review at the main office. Please see Human Resources.

The contents of this manual are a summary of the more detailed and extensive policies and procedures maintained by Advantage Services. For full details, please speak to the Accounting/HR Manager, Chief Operations Officer or the Chief Executive Officer (HR Management Team).

Should any provision in this Employee Manual be found to be unenforceable and invalid, such findings do not invalidate the entire Employee Manual, but only the subject provision in question.

About Advantage Services

Advantage Services, Inc. (formerly Valley Services, Inc.) is a 501(c)(3) non-profit social enterprise working with people who have barriers to employment. Advantage Services was incorporated in December 1992 as an affirmative business which attempts to maintain a minimum of 70% of its employees having some sort of disability or disadvantage. Advantage Services has a diverse customer base and currently maintains federal, state, county, city, and private contracts.

Advantage Services, Inc. has several lines of business from general labor contracts to more skilled professions such as administrative and maintenance contracts. Advantage Services serves both

Employee Manual – Advantage Services, Inc. – 2/12/2025

government and private companies, actively seeking out contracts at all levels for any size of company.

Advantage Services, Inc. is a triple bottom line driven company (Social, Financial, and Environmental). We pledge to work with people with barriers to employment and provide a quality service to its customers to maintain a financially sound company. Additionally, Advantage Services strives to reduce its corporate footprint in the environment by using recycled and green products.

Our Mission:

To enhance recovery and independence for people with mental health and other life challenges by providing employment through viable businesses delivering exceptional customer service.

Our Vision:

Advantage Services will operate an economically viable business, providing opportunities for competitive career employment to employees with mental disabilities and to those who have other barriers to employment by developing jobs in the community and by providing work accommodations, thereby assisting employees in attaining greater levels of self-sufficiency.

Our Values:

Advantage Services, Inc. is a social enterprise and has many “Core Values”, all of which revolve around customer satisfaction, independent living, meaningful employment, and self-sufficiency. Some main core values include:

Customer Service– Our customers’ needs must always come first to ensure a quality service is being provided and contracts maintained to financially sustain our social enterprise.

Training – Every employee is a lifelong learner and is trained to be proficient in their job. Our employees strive for excellence and our leaders ensure our performance exceeds customer expectations.

Respect – Respect for us and others through independent thought, building self-worth and discovering individual abilities.

Voice – Each individual has their own unique voice which defines who they are as a member of society. We help people find their voice and their place in society.

Independence – People with disadvantages can also be contributing viable members of society. Advantage Services is a steppingstone to meaningful permanent employment.

Background in Hiring Special Populations of Disabled/Disadvantaged Employees

For many years people have assumed that individuals with certain barriers should not be working and that the stress produced by working would lead to increasing symptoms and use of public and health care services. More recent data has shown just the opposite to be true when reasonable accommodation is provided based on individual needs.

Affirmative businesses hiring challenged employees have prospered across the United States,

Employee Manual – Advantage Services, Inc. – 2/12/2025

and many have multi-million-dollar budgets. Most of these companies have hired people with a mix of challenges. Advantage Services is one of the first offering competitive, career employment to individuals with a serious mental illness and /or disadvantaged workers.

Traditionally, contract maintenance companies do not provide a full range of fringe benefits, and most provide only one of the four services provided by Advantage Services – buildings, grounds, custodial and administrative. Disadvantaged employees hired by Advantage Services are very typical of the type of employees routinely hired by other contract maintenance companies and staffing businesses, but without providing the necessary work accommodation.

Advantage Services is committed to providing career employment. Given opportunities for training, the work product of each individual employee will be equal to that of their counterparts in the local labor market.

At Advantage Services we believe that providing our employees with a clear vision of our company's direction and position will dramatically improve productivity, reduce conflicting efforts and generate a winning team spirit.

What You Can Expect from Advantage Services

Advantage Services' established employee relations policy is to:

1. Operate an economically successful business that provides career employment and steady work for individuals with chronic mental illness and those who are disadvantaged or physically disabled.
2. Select employees based on skill, training, ability, attitude, and character without discrimination with regard to age, gender, color, race, creed, national origin, religious persuasion, marital status, political belief, sexual orientation or disabilities that do not prohibit performance of essential job functions.
3. Operate as an affirmative business by generally giving preference to hiring individuals with barriers to regular employment.
4. Develop work accommodations for disabled and disadvantaged employees.
5. Pay all employees according to their contribution to the success of our business. Provide consideration for those employees receiving Social Security benefits.
6. Review wages, benefits and working conditions periodically with the objective of providing maximum non-taxable benefits in these areas, consistent with affirmative business practices.
7. Provide paid vacations, sick leave, and holidays only to eligible employees, as defined herein.
8. Provide eligible employees with medical, dental, and other benefits. Provide retirement benefits to full-time employees, as defined herein.
9. Always work towards "Total Quality," "Continual Improvement," and "Customer Service."
10. Hire competent people who understand and meet our objectives, and who accept with open minds the ideas, suggestions, and constructive criticisms of fellow employees.

Employee Manual – Advantage Services, Inc. – 2/12/2025

11. Assure employees, after talking with their manager, an opportunity to discuss any unresolved problem with upper management.
12. Make prompt and fair adjustment to any complaints which may arise in the everyday conduct of our business, to the extent that is practicable.
13. Respect individual rights and treat all employees with courtesy and consideration. Promote employees based on their ability and merit.
14. Make promotions or fill vacancies from within Advantage Services whenever possible.
15. Keep all employees informed through the chain of command about the progress of Advantage Services, as well as the company's overall plans and objectives.
16. Do all these things in a spirit of friendliness and cooperation so that Advantage Services will continue to be known as an employer of choice.

Human Resources Administration

The Operations/Support Team is responsible for personnel records and related personnel administration functions. Questions regarding insurance, wages, and interpretation of policies should be directed to your supervisor first. If further information is needed, your manager should contact Human Resources.

Personnel Files

Policy - Advantage Services will maintain a Personnel File for each employee

Procedure – Your personnel file is the property of Advantage Services. When a change occurs in any of the following items, notify your supervisor and Human Resources as soon as possible:

1. Legal name (full name from Social Security card – changed when married or divorced)
2. Home address
3. Home telephone number
4. Person to call in case of emergency
5. Number of dependents
6. Marital status
7. Change of beneficiary
8. Driving record, driver's agreement contract, if you operate any Advantage Services vehicles or are reimbursed mileage (Required for insurance)
9. Automobile liability insurance (if you are eligible/approved for mileage reimbursement)
10. Exemptions on your W-4 tax form
11. I-9 employment eligibility document verification
12. Change in criminal history

You should complete the release of information so that we may communicate work-related issues with your support providers through our EAP.

You may see information which is kept in your own personnel file if you wish, and you may

Employee Manual – Advantage Services, Inc. – 2/12/2025

request and receive copies of all documents you have signed. Please ask your supervisor to make arrangements with Human Resources for you. Employee files must be signed out if removed from the file cabinet. Removing an employee's file out of the office, requires the CEO's or COO's permission.

Employment Classifications

Introductory/Probationary Employees

Policy – All employees, and employees hiring/transferring into a different position, must successfully complete a three-month introductory/probationary period.

Procedure – Applications will be reviewed by the appropriate manager and interviewed to evaluate abilities and skills needed to perform the work. People with disabilities or barriers to employment will be given priority based on our affirmative business hiring qualifications to fulfill our non-profit mission.

To fulfill the requirements of the introductory/probationary period, each employee must complete three months of continuous work and successfully satisfy the introductory performance evaluation requirements.

Regular Employees

Policy – Regular employment status will begin with the date ending the original introductory/probationary period.

Procedure – Regular employees are eligible for transfer, reclassification, promotion and other benefits.

Full-time Employees

Policy – The minimum hours specified for an employee to be considered full time are average a of 32 hours a week. Assignment of work hours is a management prerogative. Individuals will be designated as full time on the "New Hire" form and will accrue sick and vacation at the usual rate, unless their manager changes their status. Or the employee is contracted to work for an outside company while an employee of Advantage Services.

Procedures - Full-time employees are eligible for Health/Dental/Vision benefits, 401K program with a 6% match (minimum of 1 yr. of employment to qualify), vacation and sick leave, long term/short term disability leave, FMLA, personal (unpaid) leave, funeral leave, holiday pay and other benefits that all full-time employees are eligible for. Individual work hours and assignments may be rescheduled at the discretion of the manager.

Employees, who have successfully completed an introductory/probationary period, are considered regular employees, but may be terminated "at will" or for unacceptable performance, violation of work rules, inability to get along with other workers or for other justifiable reasons

Employee Manual – Advantage Services, Inc. – 2/12/2025

as described in “Disciplinary Policy”.

Part-time Employees

Policy – An employee who works less than a regular thirty-two (32) hour work week is considered a part-time employee. Part-time employees are not eligible to receive Health/Dental/Vision benefits, vacation and sick leave, long term/short term disability leave, personal (unpaid) leave, funeral leave, holiday pay and other benefits that all full-time employees are eligible for. Part-time employees can have personal (unpaid) leave, FMLA (if qualifications have been met), and do qualify for the company 401K program with a 6% match (after a minimum of 1 yr. of employment to qualify),

Procedures – Part-time employees are paid an hourly wage and work an average of twenty (20) hours per week but may be hired at fewer hours or up to twenty-nine (29) hours per week.

Part-time employees, who have successfully completed an introductory/probationary period, are considered regular employees, but may be terminated “at will” or for unacceptable performance, violation of work rules, or for other justifiable reasons as described in “Disciplinary Policy”.

Temporary/Seasonal Employees

Policy – Advantage Services may hire employees for specific periods of time or for the completion of a specific project/contract. An employee hired under these conditions will be considered a temporary or seasonal employee. The job assignment, work schedule and duration of the position will be determined on an individual basis to include giving a start and stop date.

Procedure – A temporary position may not exceed 1,200 hours in a calendar year. Summer or seasonal employees are considered temporary employees. New hire paperwork must check “Temporary” on status portion on the “New Hire” form and the “Seasonal Position Agreement” form must be signed by the employee in the new hire packet.

Temporary/seasonal employees are not eligible for benefits described in this manual, except as required by provision of State and Federal laws. If hired, the period of time worked as a temporary/seasonal may not be counted as part of the introductory phase of employment.

“Non-Exempt” and “Exempt” Employees

Policy – Depending on job duties and responsibilities, each employee is classified as either “Exempt” or “Non-exempt” under the Fair Labor Standards Act for payroll purposes. These two terms refer to whether or not an employee is exempt from overtime requirements.

Safe Harbor (FLSA) Policy – If your job is classified as salaried/exempt, your pay does not depend on the number of hours you work per day and/or per week. Rather, exempt employees receive a fixed salary each work week without regard to the number of hours they work or the quantity or quality of their work, subject only to those deductions specifically authorized by the Fair Labor Standards Act (FLSA) as consistent with their exempt status. Under FLSA, exempt

Employee Manual – Advantage Services, Inc. – 2/12/2025

employees are not entitled to payment for any work week in which they perform no work for Advantage Services. In addition, the salary of an exempt employee may be prorated in their first and last weeks of employment. If you are an exempt employee, your pay is subject only to certain deductions as permitted by FLSA regulations. No deductions will be taken from an exempt employee's pay inconsistent with their exempt status. Moreover, no policy or statement in this manual or any other Advantage Services policy or procedure shall be construed as permitting or authorizing an exempt employee's pay to be subject to deductions inconsistent with their exempt status. If you believe your salary was subject to an impermissible deduction inconsistent with the FLSA's salaried basis requirement, or if you have any other concerns about your pay, please contact Human Resources. Human Resources will conduct an immediate investigation of your concerns, disclosing them only to those who have a need to know in order to investigate and/or to take corrective action. If an improper deduction has been taken from your pay, you will be reimbursed for the improper deduction in the next possible paycheck. We also will ensure that, in the future, no similar deductions are taken from your pay or the pay of other employees. Regardless of whether an improper deduction was taken from your pay, we also will ensure that there is no retaliation against you for bringing your concerns to our attention.

Procedure – “Exempt” employees may be executives/officers, directors, managers, supervisors, professional staff, technical staff, outside sales representatives, and others whose duties and responsibilities allow them to be “exempt” from overtime pay provisions as provided by the Federal Fair Labor Standards Act (FLSA) and any applicable state laws. If you are an exempt employee, you will be advised that you are in this classification at the time you are hired, transferred or promoted. Exempt employees are not eligible for overtime pay. Overtime hours are expected to complete work responsibilities and is part of the job for exempt positions. Exempt employees are hired to complete a job, not to work for a specified number of hours. Compensation time accrues for hours worked in excess of forty-five (45) hours per week. Compensation time cannot carry more than 24 hours from one month to the next month.

Employees whose positions do not meet certain legal requirements necessary for exemption from applicable overtime laws are classified “non-exempt”. Non-exempt employees are paid overtime rates for hours worked over 40 in a workweek. Non-exempt employees are paid for each hour worked.

We adhere to a strict policy prohibiting off-the-clock work. Disciplinary action up to and including termination of employment may be initiated if an employee does not report work hours accurately on time records or a manager instructs an employee to work off the clock. It is also prohibited for an employee or manager to instruct another employee to work off the clock. Employees should report such violations immediately.

Non-exempt employees are prohibited from working unauthorized overtime. Disciplinary action up to and including termination of employment may be imposed for such action even though the employee is paid for working such unauthorized overtime.

Employee Manual – Advantage Services, Inc. – 2/12/2025

To ensure time record accuracy, non-exempt employees are required to review and certify the accuracy of time entries. Following the employee's certification of accuracy, managers are also required to certify accuracy of entries. Falsifying reports of hours worked or paid time off are serious offenses that can result in disciplinary action or termination.

Employment Policies, Procedures, and Information

Anniversary Date

Policy – The first day worked by any employee will be designated as the official anniversary date used to compute various conditions and benefits. If an employee is initially hired as a part-time, seasonal or temporary employee and becomes a full-time benefited employee, the date the employee becomes full-time will become their anniversary date for computing vacation and sick time.

Procedure – The first day you report to work is your “official” anniversary date. Your anniversary date is used to compute various conditions and benefits described in this Manual. The date you are considered for performance increases is one year following your anniversary date. The Date of Hire (DOH) is the date that you filled out your new hire paperwork. This date is used for other types of paperwork but not to determine pay or eligibility.

“At Will” Employment

Policy – Utah is a “Right to Work State” and Advantage Services is an “At Will” company. Which means that you can be terminated with or without cause, and with or without notice, at any time, at the option of either Advantage Services or yourself, except as otherwise provided by law.

Procedure – If your performance is unsatisfactory, there is a lack of work or any situation in or outside of your control that effects the company arises, it will sometimes deem your employment unnecessary and can result in your immediate termination. In these cases, no notice or explanation is required to be given to the employee upon termination.

You cannot be terminated based on age, gender, color, race, creed, national origin, religious persuasion, marital status, political belief, sexual orientation or disabilities that do not prohibit performance of essential job functions.

Bonding Requirement

Policy – Under circumstances relevant to company security, Advantage Services will require employees to become bonded.

Procedure – Under certain circumstances, Advantage Services may require that you be bonded. It is your responsibility to ensure that you are bondable. Advantage Services will pay the cost of bonding. Should you fail to maintain these qualifications, you will be terminated.

Employee Manual – Advantage Services, Inc. – 2/12/2025

Borrowing from Employees

Policy – Employees should not ask to borrow money from each other. This may cause a hostile workplace environment if one party is unable to repay in the time agreed upon.

Procedure - There is no procedure for this policy since borrowing or lending money between employees is strongly discouraged

Communications

Procedure - Successful working conditions and relationships depend upon successful communication. Not only do you need to stay aware of changes in procedures, policies and general information, you also need to communicate your ideas, suggestions, personal goals or problems as they affect your work.

In addition to the exchanges of information and expressions of ideas and attitudes which occur daily, make certain you are aware of and utilize all Advantage Services methods of communication, including this employee manual, bulletin boards, discussions with your manager, e-mail, memoranda's, staff meetings, newsletters, training sessions, etc. There is no regular schedule for distribution of this information.

Communications with customers is mandatory. If you have a problem with scheduled contract work, you must inform the customer in advance or immediately after you are aware of the problem. Do not let customers "wait for you." Do not make promises to customers that you cannot keep. Never tell a customer anything but the truth. It is essential that our customers have trust in what we say as the experts.

Community Activities

Policy - Advantage Services recognizes the importance of community participation. Advantage Services encourages and supports your participation in service activities that contribute to the community.

Procedure - We will reimburse up to two (2) hours per month at your regular hourly rate to participate in an approved community service activity. The time must be scheduled at least two (2) weeks in advance and be approved by your manager.

For reimbursement, provide your manager with a voucher from the community organization where you served, indicating the date and amount of time contributed.

Company and Department Meetings

Procedure - On occasion, we may request that you attend a company or department sponsored meeting. If this is scheduled during your regular working hours, your attendance is required. If it is held during your non-working hours and you decide to attend, you will be paid for the time spent at the meeting. Some meetings are mandatory, even if they are during your non-working hours.

Employee Manual – Advantage Services, Inc. – 2/12/2025

Computers, Electronic and Communication Systems

To assist in the successful completion of the business goals and objectives of Advantage Services, we have provided for the use of various equipment and means of communication. This may include, but is not limited to: e-mail, voicemail, fax, telephone, Internet access, Intranet (any Advantage Services network access), computers, cell phones, etc. All of these, as well as all messages or communications made, sent or transmitted on the same shall be known as “Advantage Services equipment”.

Advantage Services owns and claims all rights of access to Advantage Services equipment. Use of any Advantage Services equipment should be limited to Advantage Services business purposes. Advantage Services will not consider reasonable, non-harassing, noncommercial and/or incidental use of Advantage Services equipment for personal reasons to be a violation of this policy. Advantage Services reserves the right and the discretion to determine, in specific cases, whether use of Advantage Services equipment has been inappropriately used for personal reasons.

Employees have no expectation of privacy regarding any use of Advantage Services equipment or property. For business, security and related reasons, including ensuring proper use and precluding misuse, Advantage Services reserves the right to monitor, through its designated and authorized representatives, the use of Advantage Services equipment. By virtue of employment or continued employment with Advantage Services, employees consent to whatever monitoring Advantage Services decides to conduct, in its discretion and through its specifically designated and authorized representatives, including the interception of and review of e-mail, voicemail, telephone, fax, internet use, intranet use or other communications. No Advantage Services equipment shall be coded in any way such as to attempt to restrict this monitoring by Advantage Services.

Due to the sensitive and confidential nature of information collected and stored at Advantage Services, employees are provided with individual passwords to access computer systems. Passwords help protect against misuse by seeking to restrict use of Advantage Services systems and networks to authorized users. Users must take great care in protecting their passwords from careless misplacement. Passwords should NEVER be shared with another person under any circumstances. Individual users will be held responsible for any password security violation.

Notwithstanding the right of Advantage Services to monitor Advantage Services equipment, employees must respect and observe confidentiality regarding Advantage Services equipment, including voicemail, fax, telephones, etc. No employee may conduct any monitoring of Advantage Services equipment used by other employees or people conducting business with Advantage Services except as expressly authorized by Advantage Services CEO or COO.

Employees shall take all proper steps to protect Advantage Services equipment from being infected with any computer viruses. Employees are prohibited from using Advantage Services equipment for any improper or illegal purpose, including but not limited to (a) harassing, threatening or annoying anyone, (b) conducting non- Advantage Services business or commercial

Employee Manual – Advantage Services, Inc. – 2/12/2025

activity, (c) obtaining sexually explicit, illegal, copyrighted or proprietary materials or trade secrets, and/or (d) transmitting or receiving messages or materials that insult, degrade or poke fun at sex, gender, race, color, national origin, religion, age, disability, citizenship, or sexual orientation.

Anyone who violates this policy will be subject to discipline, at the discretion of Advantage Services, up to and including termination of employment. Anyone aware of a violation of this policy or who believes they have been subjected to or injured by the misuse of Advantage Services equipment should immediately report the same to Human Resources. If possible, preserve and present to Advantage Services any evidence of the violation. All reports will be investigated and kept confidential to the extent practicable while being investigated.

Computer Software (Unauthorized Copying)

Policy - Advantage Services does not condone the illegal duplication of software. The copyright law is clear. The copyright holder is given certain exclusive rights, including the right to make and distribute copies. Title 17 of the U.S. Code states that "it is illegal to make or distribute copies of copyrighted material without authorization" (Section 106). The only exception is the users' right to make a backup copy for archival purposes (Section 117).

The law protects the exclusive rights of the copyright holder and does not give users the right to copy software unless a backup copy is not provided by the manufacturer. Unauthorized duplication of software is a federal crime. Penalties include fines of as much as \$100,000, and jail terms of up to five years.

Confidential Information

Policy – Violations/Disclosure of confidential customer/medical information or other confidential information will lead to termination of employment with Advantage Services and could result in legal proceedings. Violations of proprietary business information may also lead to termination. Employees may be asked to sign a Non-Disclosure Agreement.

Procedure – Violations of our customer's or employers' confidential information will lead to immediate dismissal. Employees are not to read any information located in the customer's or employer's offices or facilities. Employment with Advantage Services assumes an obligation to maintain confidentiality, even after you leave our employment.

A Nondisclosure Agreement may be required. No one is permitted to remove or make copies of any Advantage Services records, reports, or documents without prior management approval. Wage and grade levels are confidential and should not be discussed between employees or with others. This is grounds for termination.

Customer Relations

Policy – Advantage Services employees will maintain highly professional relationships with employees, customers, suppliers and the general public.

Employee Manual – Advantage Services, Inc. – 2/12/2025

Procedure – The success of Advantage Services depends upon the quality of the relationships between Advantage Services, our employees, our customers, our suppliers, and the general public.

Here are several things you can do to help give customers a good impression of Advantage Services:

1. Act competently and deal with customers in a courteous and respectful manner. Let them know you are interested in their needs.
2. Always communicate pleasantly and respectfully with other employees.
3. Follow up on orders and questions promptly, provide businesslike replies to inquiries and requests. If you don't know the answer, tell them you will find out and get back to them.
4. Take pride in your appearance and wear your uniform as required.

Dress Code/Personal Appearance

Procedure - You are expected to dress and groom yourself in accordance with accepted social and business standards, particularly if your job involves dealing with customers or visitors in person. Each manager or department head is responsible for establishing a reasonable dress code appropriate to the job you perform. However, sun dresses with bare backs and/or shoulders, men's undershirts, and shorts, for men or women, are usually not appropriate. When working at a customer's site, please observe what the customer is wearing and dress appropriately. If your manager feels your attire is out of place, you may be asked to leave your workplace until you are properly attired. You will not be paid for the time you are off the job for this purpose. Your manager has the sole authorization to determine an appropriate dress code, and anyone who violates this standard will be subject to appropriate disciplinary action.

Driving Company Vehicles

Policy - You must operate all vehicles in a safe and law-abiding manner following all the rules and laws set forth by the State. Driving in a distracted or unsafe manner whether you're in a personal or company-owned, while on Advantage Services business is prohibited. Distractions could include using a wireless telephone or other electronic device (unless using hands-free), texting, searching for an item in the vehicle, eating/drinking, or attending to personal hygiene or grooming.

Procedure - All drivers of Advantage Services will be required to sign a "Drivers Agreement" (located in the new hire paperwork) and provide an MVR (reimbursed by company) to be added to the company insurance prior to operating any company vehicle.

Drug-Free Workplace Requirements

Policy – Illegal drugs and drug activities are prohibited in Advantage Services' places of employment.

Employee Manual – Advantage Services, Inc. – 2/12/2025

Procedure – Drug counseling and rehabilitation services are available through the company health plan and through special arrangements. Employees must notify Advantage Services of any criminal drug-or alcohol related convictions no later than five days after the conviction. Advantage Services must notify companies under contract which require notification of workplace-related drug abuse conviction. Employees convicted of drug abuse either must be required to participate in a drug rehabilitation program or must be disciplined. Employees working under Department of Defense contracts, and who may have access to classified materials, must comply with the DOD mandatory drug testing regulations.

Drug awareness information is available to all employees to educate employees on the dangers of drug use. See Advantage Service’s full drug procedures for more information and detail.

Drug Testing

It is the policy of the Advantage Services to prohibit the unauthorized possession, use or presence of, or the sale or transfer of illegal drugs and/or alcohol in our workplace or off company premises while on company business or attending company sponsored events. This includes the abuse of prescription medications. Employees are expected and required to report to work on time and in suitable mental and physical condition for work. A healthy and productive workforce, safe working conditions free from the presence of illegal drugs and/or alcohol, and the maintenance of the quality of our products and services are of the utmost importance to Advantage Services, Inc. and to all of its employees.

The abuse of drugs and the use of alcohol causes increased injuries on the job, increased absenteeism, increased financial burden on health and benefit programs, increased workplace theft, decreased employee morale, decreased productivity, and a decline in the quality of services and products produced.

The following procedures set forth a fair and equitable testing program for drugs and alcohol in the workplace. These practices are hereby adopted by all company employees.

Procedures-

1. Definitions. The following definitions will apply to this policy.
 - a) ALCOHOL means ethyl alcohol or ethanol.
 - b) CHAIN-OF-CUSTODY means procedure to account for the integrity of each urine sample, hair and/or blood specimen by tracking its handling and storage from the point of specimen collection to final disposition.
 - c) COLLECTION SITE means a place where individuals present themselves or are presented via company personnel for the purpose of being tested for specified drugs and/or alcohol.
 - d) DRUG/ALCOHOL TEST means analysis of urine, blood, hair, and/or breath sample for the presence of “illegal drugs” and/or “controlled substances” and/or “alcohol” provided by an “employee” or “prospective employee”.

Employee Manual – Advantage Services, Inc. – 2/12/2025

- e) EMPLOYEE ASSISTANCE PROGRAM means a program that offers assessment, short-term counseling, and referral services to employees for a wide range of drug, alcohol and mental health problems and monitors the progress of employees while in treatment.
 - f) GC/MS means Gas Chromatography with Mass Spectrometry. This testing procedure is performed on a second sample from the original specimen that tested positive with EMIT. GC/MS takes a chemical fingerprint of the specimen. It is widely accepted in legal proceedings and is mandated by SAMHSA.
 - g) ILLEGAL DRUGS means a controlled substance included in schedules I or II, as defined by section 802(6) of Title 21 of the United States Code, the possession of which is unlawful under Chapter 13 of the Title. This does not mean the use of a controlled substance pursuant to a valid prescription or other use authorized by law.
 - h) MEDICAL REVIEW OFFICER (MRO) means a licensed physician of medicine with knowledge of substance abuse disorders and appropriate medical training to interpret substance abuse disorders and appropriate medical training to interpret and evaluate confirmed positive test results from the laboratory together with an individual's history and any other relevant biomedical information.
 - i) SAMHSA means Substance Abuse and Mental Health Services Administration.
 - j) PROSPECTIVE EMPLOYEE means any person who has made application to Advantage Services, whether written or oral, to become an employee of Advantage Services, and who has received a conditional job offer but not yet commenced employment with Advantage Services.
 - k) SAMPLE means urine, blood, hair, or breath specimen.
2. Testing. Advantage Services reserves the right to conduct or require drug/alcohol tests on any employee who is on company premises, engaged in company business, operating company equipment/vehicles, attending company sponsored events, or who has applied for employment, unless prohibited by applicable law. This policy will apply to all employees, including management and prospective employees.
- a) Drug/Alcohol Testing will Occur:
 - 1. Pre-Hire: Employees who are hired to drive company or customer vehicles or when requested by customer will submit to drug and alcohol testing prior to starting position (Drivers will be required to participate in a random drug testing program).
 - 2. Post-Accident: An incident occurring while on company business that results in an injury to yourself or others, requiring medical attention and/or damage to Company or other property and/or equipment will be grounds for an immediate drug and alcohol test.
 - 3. Reasonable Cause: After consultation with a department manager and either the CEO, COO, Director of Field Services or Operations Manager, an employee may be asked to undergo a reasonable cause test. Reasonable cause is substantiated by:
 - i. Observable phenomena (actual use, possession, etc.)
 - ii. Abnormal conduct/behavior.
 - iii. Drug related investigation, arrest, or conviction.

Employee Manual – Advantage Services, Inc. – 2/12/2025

- iv. Employee drug test tampering.
- v. Information from reliable sources.

An employee may request a drug or alcohol test at any time if questioned for suspicion of drug or alcohol use under this section of reasonable cause.

Anyone requesting consideration under reasonable cause, including those noting the occurrence of any symptoms/behaviors of drug or alcohol use is required to write in detail, the specific facts, symptoms or behavior observations which form the basis for the determination that a reasonable suspicion exists of drug or alcohol use.

4. Random testing: For the added safety and health of company, all employees classified as “drivers” who are listed on company insurance will participate in a random drug testing program. Testing of all drivers for controlled substances may be conducted at any time. The employee’s rights are protected under systematic random selection, giving equal probability that any driver will be selected. The company will test one percent to one hundred percent of the employee driver population on an annualized basis. The selected driver will be required to present themselves at the Collection Site within two hours of notification of selection or may be presented at the Collection Site via company personnel. Any exception requires the approval of the CEO, COO, Director of Field Services or their designee.
- b) Drug testing procedures: The drug test will be performed from urine or hair specimens collected at a qualified collection site. All specimens will undergo an initial screening or Immunoassay test. Any positive results from this screen will be confirmed through a GC-MS test. Any positive results from this latter test will be reviewed by a Medical Review Officer (MRO) prior to the results being communicated to the Company. This will ensure that positive results are not due to prescription drugs or other factors which the MRO feels justify the presence of controlled substances. An employee who is tested will have the right, upon request, to see the results of his/her test. Employees whose tests are confirmed positive by the GC-MS test and verified positive by the MRO will be notified. Breath testing may be performed by the Company to determine alcohol levels. If the breath test reads positive, a blood alcohol test may be performed from blood drawn at a collection site. Proper handling and labeling of the specimens will be maintained so that the specimen results can be traced to the proper individual. A secure, written Chain of Custody process will be implemented from the time of the collection of the specimen until the specimen is disposed of or secured in frozen long-term storage. The specimen will be analyzed by a SAMSHA certified, professional laboratory for the following controlled substances:

Employee Manual – Advantage Services, Inc. – 2/12/2025

Drug	Screening Cutoff	Confirmation Cutoff
Cocaine	300 NG/ML	150 NG/ML
Opiates	2000 NG/ML	2000 NG/ML
Cannabinoids (Marijuana)	50 NG/ML	15 NG/ML
Phencyclidine (PCP)	25 NG/ML	25 NG/ML
Amphetamines/ Methamphetamine *(1)	25 NG/ML 1000 NG/ML	25 NG/ML 500 NG/ML
Ethanol/Alcohol	Breath: .04%	Blood: .04%
*(1) Must also contain Amphetamine equal to or greater than 200 NG/ML		

3. **Refusal to Submit to Drug/Alcohol Testing.** Company policy requires that employees cooperate in personal, or facility searches when there is reason to believe drugs or alcohol are present, when their performance is impaired, or when their behavior is erratic. Refusing to cooperate with the procedures may be a cause for disciplinary action, including discharge.

Should any employee refuse to submit drug or alcohol screening tests, they may be considered as having voluntarily resigned from employment with the company. If a prospective employee refuses to submit to a drug or alcohol test, their job offer will be revoked.

4. **Consent Forms:** The employee or prospective employee may be requested to sign a consent form authorizing appropriate testing for the purpose of determining the presence of alcohol or illegal drugs, and to authorize the release of the written results of such test to the company.
5. **Time of Testing and Cost of Testing:** Any drug or alcohol testing by the company will occur immediately after notification or when seeking treatment for an accident and will be deemed work time for the purposes of compensation and benefits for current employees. Pre-employment screens will NOT be considered time worked.

The Company will pay the costs of testing for drugs or alcohol required by the company.

6. **Employee Information:** An employee or prospective employee asked by the company to undergo drug or alcohol testing may notify the CEO, COO, Director of Field Services or their designee of any information the employee or prospective employee considers relevant to the test. Including identification of currently or recently used prescriptions or non-prescription drugs, or other relevant medical information.
7. **Disciplinary Actions:**
- a. Upon receiving a verified positive drug or alcohol test result or the refusal of an employee to take the test in accordance with this policy, the following rehabilitative or disciplinary actions may be taken:
 1. The employee may be terminated.
 2. The employee may be suspended pending investigation and a review of drug/alcohol test results.

Employee Manual – Advantage Services, Inc. – 2/12/2025

3. The employee may be required to enroll in an employee assistance program (if available) or seek other rehabilitation. The employee must provide proof of enrollment. Failure to provide proof of enrollment may result in termination. The employee must successfully complete treatment as described by the EAP (if available) or other rehabilitation center and provide proof of completion. The employee must submit to mandatory and periodic, unannounced drug and alcohol tests to retain employment. If the employee should again test positive for drug or alcohol use, or violate any terms of their probation, employment may be terminated immediately. The employee may be required to enter into a Substance Abuse Agreement (Exhibit A). The employee must fulfill the requirements of the agreement or be subject to discipline up to and including termination of employment.
4. If the employee refuses to take a substance abuse test which is in accordance with Company policy, the employee will be terminated.
5. The employee will immediately become ineligible to drive any company vehicle and/or will be ineligible to drive any vehicle on company business or to be reimbursed for mileage until completion of treatment. If driving is an essential requirement of an employee's job duties, upon ineligibility to drive, the employee may be demoted, wages reduced, reassigned duties, terminated, or any combination thereof.
- b. The Chief Executive Officer, Chief Operations Officer, Director of Field Services or their designee, after consulting with the MRO, may exercise discretion in taking disciplinary action. Factors to be considered include, but are not limited to, the following:
 1. Longevity
 2. Service/performance record
8. **Reinstatement.** To be reinstated to a job, an employee must have a signed release from a doctor stating that they are fit to work. The employee must submit to another drug/alcohol test and have a negative result. The Company will decide when the test shall be administered. Before the former employee returns to work, he/she may be required to sign a Condition of Reinstatement Agreement (Exhibit B) and individualized random drug/alcohol testing may be conducted following reinstatement.
9. **Employee Assistance Program.** The Company may make available to employees voluntary counseling whereby the employee may seek and receive substance or alcohol abuse counseling and rehabilitation. All employees should be aware that seeking and/or receiving such aid will be a confidential, private procedure, and if successfully completed, will have no adverse employment consequences. However, volunteering for and undergoing rehabilitation will not grant immunity to any prior or future documented instances which would normally result in some type of disciplinary action. If the employee seeks assistance through the EAP, the following rules will apply:
 - a) If an employee is tested positive for illegal drugs or alcohol while utilizing the EAP, the employee may be terminated.
 - b) failure by the employee to complete the recommended course of action may be

Employee Manual – Advantage Services, Inc. – 2/12/2025

grounds for immediate discharge.

- c) Employees seeking voluntary assistance will not have any disciplinary action taken against them should they discontinue the service. However, if tested positive for illegal drugs or alcohol, the employee may be terminated.
- d) Strict confidentiality will be maintained concerning employees using the EAP.

Employee Referral

Procedure - Advantage Services may not post all openings externally . Most open positions will be posted on our website and through DWS Website. You are encouraged to recommend and refer qualified candidates for employment with Advantage Services. If you know of someone who would like to work here, we will be glad to consider them for appropriate openings.

Employment of Former Employees

Policy – To be considered for reemployment, an applicant should have been in good standing at the time of their previous termination of employment with Advantage Services and should have provided at least two weeks advance notice of their intention to terminate employment with Advantage Services. Accommodation is made for medically related terminations as well as terminations based on mental health and barrier related situations. A ninety-day re-application period is enforced but can be waived by the COO or the CEO.

Procedure – If an employee is terminated or self-quits for any of the above reasons. And if they did not endanger the company legally or commit violence in the workplace they will be considered “re-hirable” and may reapply 90 days for the date of the separation.

In some cases, the 90-day rehire policy can be waived by the COO or the CEO and must be requested though the “Employment Coordinator” or any partner organizations who refer employees to Advantage Services.

Entering and Leaving the Premises

Procedure - At the time you are hired, you will be advised about the proper entrances and exits for our employees in all our contract facilities. You are expected to always abide by these rules. Failure to do so will lead to disciplinary action.

Entry After Hours

Policy – Employees are not allowed to enter Advantage Services or Advantage Services customer properties after normal working hours for any reason without the express approval of the manager on duty.

Equal Employment Opportunity

Policy – An employee’s religion, age, gender, national origin, race, color, or sexual preference will have nothing to do with hiring, promotion, pay, or benefits. However an emphasis will be placed on hiring a majority of job applicants with barriers to employment. The deliberate selection of disadvantaged or disabled job applicants, referred from the community partners, is part of our

Employee Manual – Advantage Services, Inc. – 2/12/2025

“Mission Statement” , and is a principal philosophy in the “Articles of Incorporation” and our work as a 501(c)3 Nonprofit.

Procedures – Advantage Services is a social enterprise pursuing affirmative hiring practices. Approximately seventy percent (70%) of the employees hired will have a physical or mental disability or are disadvantaged and living below the federal poverty level.

Advantage Services provides equal employment opportunities for everyone regardless of age, sex, color, race, creed, national origin, religious persuasion, marital status, political belief, sexual preference, or disabilities that do not prohibit performance of essential job functions.

Advantage Services complies with ADA employment requirements regarding qualification standards, pre-employment inquiries, selection criteria, and reasonable accommodation by making special efforts to recruit people with disabilities and to expand recruiting efforts to sources of qualified candidates with disabilities.

Evacuation Plan

Procedure - Regardless which building or facility you are working in, if there is a safety concern at that worksite and you must comply with the established safety program and evacuate the building accordingly. The site supervisor or crew leader is responsible to do a head count and ensure that everyone has safely exited the building. Any staff working that day, that are missing, should be reported by the supervisor to the emergency personnel in charge. The supervisor should then report the incident to Advantage Services management as soon as possible. Failure to adhere to these rules will be considered serious infractions of safety rules and will result in disciplinary actions.

Expense Reimbursement

Procedure - You must have your manager's written authorization (requisition/purchase order, etc.) prior to incurring an expense on behalf of Advantage Services. To be reimbursed for all authorized expenses, you must submit an expense report/voucher accompanied by receipts and approved by your manager. Please submit your expense report/voucher each month, as you incur authorized reimbursable expenses.

If you are asked to conduct company business using your personal vehicle, you will be reimbursed at the current mileage reimbursement rate per mile. Please submit this expense on your mileage reimbursement expense report/voucher.

Fire Drills

Procedure - Drills may be scheduled throughout the year for employee safety. Your manager can answer any questions you may have about what to do. If you are working in a facility exercising a fire drill, follow the same emergency exit and reporting procedures you would for an actual fire. Evacuation plans are posted throughout every building.

Employee Manual – Advantage Services, Inc. – 2/12/2025

First Aid

Procedure - All required posters are on display in our facilities. We are required to complete OSHA Form 300 and 300a, which summarizes our injuries and illnesses. The Form should be signed by a company officer to certify the data. Therefore, it is important for you to report any accident or injury promptly to a member of the safety committee.

In case of an accident:

1. Notify your supervisor immediately
2. Your supervisor will set up a EMC OnCall Nurse Phone call to determine next step.
3. Fill out an accident report with your supervisor
4. Regardless of the next steps set up by the EMC OnCall Nurse, your supervisor will take you to IHC WorkMed for a drug test.
5. If it is a matter of life or Limb proceed to the nearest emergency room.

Grievance Procedure

Procedure - In order to provide for prompt and efficient evaluation of and response to grievances/suggestions, Advantage Services has established a formal grievance/suggestion procedure for all employees. There will be no discrimination against or toward anyone for his or her part in presenting grievances/suggestions.

Under this policy, a grievance is defined as any event, condition, rule, or practice which the employee believes violates his or her civil rights, treats him or her unfairly, or causes him or her any degree of unpleasantness or unhappiness on the job. This covers a wide range of circumstances, everything from the workplace, the environment, and other working conditions to policies or practices which interfere with or hinder his or her performance. A grievance may also deal with an attitude, a statement, or an opinion held by a manager or a fellow employee.

The Grievance/Suggestion Procedure is as follows:

- 1) See Your Supervisor First: Establish with your manager an appropriate time and place to discuss your concern. If for some reason your manager fails to offer you the opportunity to discuss the matter, or if the discussion does not lead to a satisfactory conclusion, then proceed to the next step. If the grievance is in regards to your supervisor, direct the grievance directly to the COO, Director of Field Services or the Operations Manager.
- 2) Put it in Writing: If, after discussion with your supervisor, the situation remains unsettled, the matter should be referred to senior management. You may need to elaborate your complaint or proposed solution in writing. Further describe the situation or problem, name any witnesses if applicable, and be sure to mention any times, dates, and places. Also, include a summary of your communications with your manager on the subject. An appropriate member of senior management will schedule a discussion with you.
- 3) Grievance/Suggestion Conference: Your manager's immediate manager will review the grievance/suggestion and call you in for a scheduled conference. This may, at his or her discretion, be with or without the presence of your immediate manager. At this conference, you should feel free to openly discuss your complaint and substantiate your reasons for

Employee Manual – Advantage Services, Inc. – 2/12/2025

feeling the way you do; the senior management member will consider your input and render a decision.

- 4) If you are still displeased with the decision rendered, you should bring the problem directly to the CEO. The problem will be discussed with all concerned and a final decision rendered. The CEO's decision will be binding on all.

Gift Fund

Procedure - We desire to acknowledge important events such as births, deaths and severe illnesses in the families of our employees. Therefore, in order to avoid the necessity of someone taking up an individual collection to recognize these occasions, Advantage Services provides a special gift fund.

If you wish to purchase a gift for an employee on behalf of Advantage Services and/or your department, please submit your request to Human Resources. Approved requests will provide for reimbursement of the cost of the gift (upon submission of an "Expense Report") up to a maximum of \$20. Seek advice from Human Resources of the circumstances eligible for reimbursement from the gift fund.

Gift Giving/Receiving

Policy: Advance approval from management is required before an employee may accept or solicit a gift of any kind from a customer, supplier or vendor representative. Employees are not permitted to give gifts to customers or suppliers, except for certain promotional items imprinted with the Advantage Services logo or sales information.

Procedure: Get permission from your supervisor prior to giving or receiving a gift. Unsolicited tips for labor done do not require permission but also should not be asked for by the employee.

Harassment

Policy – Advantage Services intends to provide a work environment that is pleasant, healthful, comfortable, and free from intimidation, hostility or other offenses which might interfere with work performance. Harassment of any sort – verbal, physical, sexual, or visual will not be tolerated. Supervisors and managers who are aware of harassment and ignore it will be subject to the same discipline or punishment as the perpetrator. Harassment will result in disciplinary action up and to including termination.

Procedure – As an Advantage Services employee, you are responsible for keeping our work environment free of harassment. Any employee who becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it to a supervisor or any manager of Advantage Services with whom you feel comfortable. When Advantage Services becomes aware that harassment might exist, it is obligated by law to take prompt and appropriate action, whether or not the victim wants the company to do so. It is the responsibility of the manager of the business to investigate all charges fully and completely, regardless of the way they are made and who is involved, and to share the report with Human

Employee Manual – Advantage Services, Inc. – 2/12/2025

Resources. All complaints and the investigation thereof are to be kept strictly confidential. All complaints will be investigated fully without bias and prejudice. Such an investigation will include interviews with both parties to the complaint, and co-workers and former employees who may have knowledge of the situation. An investigator may be appointed by the CEO or COO of the business, and the investigator will have access to all personnel files and will be granted all necessary access to information. Advantage Services is committed to a workplace free from any traces of any kind of harassment or a sexually charged environment.

Reporting – Procedure if you feel that you have experienced harassment, report the incident immediately to Human Resources or any manager of Advantage Services with whom you feel comfortable. Because the line between kidding and breaking the law is unclear, management must be informed of all inappropriate attention or comments as well as threats, demeaning jokes or insults.

Any employee found to have harassed a fellow employee will be subject to severe disciplinary action or possible discharge. Advantage Services will not retaliate against any employee who makes a good faith report of alleged harassment, even if the employee was in error.

Punishment for violating these rules should fit the offense, ranging from a verbal warning or reprimand for a first offense to firing someone who is seriously offensive and resists all attempts to get him/her to change the offensive conduct.

The individual who makes unwelcome advances, threatens or in any way harasses another employee is personally liable for such actions and their consequences. Advantage Services will not provide legal, financial or any other assistance to an individual accused of harassment if a legal complaint is filed.

What is Harassment?

Harassment can take many forms. It may be, but is not limited to: words, signs, jokes, graffiti or pictures, pranks, intimidation, physical contact, or violence. Harassment is not necessarily sexual in nature.

Sexual harassment may include unwelcome sexual advances, requests for sexual favors, other verbal or physical contact of a sexual nature when such conduct creates an intimidating environment, prevents an individual from effectively performing the duties of their position, or when such conduct is made a condition of employment or compensation, either implicitly or explicitly. At no time should an employee embrace or fondle another employee or expect the same from another employee. Isolated instances of rude conduct are not considered sexual harassment, if there is no pattern of offensive conduct, and that gender bias is not pervasive (These examples are only illustrations and are not a complete list of prohibited activities).

Managers/Supervisor Role

Your manager and supervisors are in complete charge of the business he/she has been hired to oversee. He or she is responsible for the efficient operation of the business. Your supervisor or manager has the authority to make recommendations to hire and dismiss, to assign work, to

Employee Manual – Advantage Services, Inc. – 2/12/2025

recommend pay increases, transfers or promotions, and to maintain order and discipline. This may be accomplished by the manager personally or through the supervisor. Only the CEO or COO can make the decision to increase pay, change employment status or terminate an employee.

When you need help or have questions, complaints, problems or suggestions, contact your supervisor or manager first. He or she is interested in your success, the success of every member of your department, and the overall success of Advantage Services.

Mileage Reimbursement

Policy - All employees using personal vehicles to conduct company business will be reimbursed at the established company rate.

Procedure - Employees must be approved for mileage reimbursement based on assignments and responsibilities. Supervisory approval must be confirmed by management. Employees must produce proof of a valid driver's license and insurance coverage. Information regarding their driving record is also required.

Revocation of driving privileges, denial by company insurance, or loss of personal liability insurance is reason for withdrawal of mileage reimbursement. Anyone losing liability insurance or driver's license privileges must report such information to the employer within 24 hours.

New Hire Orientation

New Hire Orientation is the responsibility of HR, supplemented by your supervisor and manager.

Noncompeting Agreement and Proprietary Information

Policy – Employees with a job description that has potential competing elements with Advantage Services competitors may be required to sign a non-compete agreement as a condition of employment.

Procedure – Certain new employees, such as outside/field salespeople and most employees in exempt positions and certain sensitive non-exempt positions may be required to sign a Non-compete Agreement prepared by our corporate attorneys as a condition of employment. While working at Advantage Services, you may not work at another job that is in direct competition with Advantage Services without written approval from the Advantage Services CEO or COO.

Open Door Policy and Counseling

Normally, you will be expected to use the Grievances/Suggestions Procedure. However, if the problem or complaint is of a personal nature, or a very delicate matter, you may meet first with any member of management, including the CEO, COO, or Director of Field Services to discuss it. He or she will decide if you should first discuss the problem with your immediate manager. If so, you will be directed to use the Grievances/Suggestions Procedure. If the complaint, suggestion, or question is of such a nature that resolution would be hampered by the Grievances/Suggestions Procedure, the management person you contact will take the appropriate action.

Employee Manual – Advantage Services, Inc. – 2/12/2025

Outside Activities

Policy - No employee may take on activities, either for pay or as a donation of his or her personal time, with a customer or competitor of Advantage Services without the approval of the CEO or COO

Procedure - Before agreeing to outside activities with a customer or competitor of Advantage Services either on a volunteer basis or for compensation you must discuss the matter with your manager and get approval from the CEO or COO. Outside activities cannot interfere with your work at Advantage Services.

Outside Employment

Policy – Advantage Services employees will not participate in outside employment that conflicts with assigned work duties.

Procedure – If outside employment conflicts with your work time or job performance at Advantage Services, you can be terminated. Disclosure of outside employment is mandatory.

Parking Lot

Procedure - You are encouraged to use the parking areas designated for our employees. Please keep in mind that the parking spaces adjacent to or in front of our building(s) and our customers' buildings are for our/their customers and visitors only. Remember to lock your car every day and park within the specified areas.

If you should damage another car while parking or leaving, immediately report the incident, along with the license numbers of both vehicles and any other pertinent information you may have, to your manager. Advantage Services does not assume any liability for any loss or damages you may sustain. You must observe safe driving speeds and regulations while driving in customers parking lots. Violators will be reprimanded.

Payroll Advances

Payroll advances are not allowed.

Performance Improvement Procedure

Procedure – Advantage Services tries to place as few restraints on personal conduct as possible. We rely on employees to be personally responsible for their actions and to exercise good judgment. However, to maintain our desired high level of service to our customers, we reserve the right to take corrective action, when necessary, to improve an employee's performance.

Employment is “at-will” and may be terminated at any time, for any reason or no reason, with or without cause, by either the employer or the employee. Employee performance problems will be handled in a progressive manner through corrective action (one-on-one discussion, written warning) prior to termination. However, we do retain the privilege of utilizing more serious measures such as suspension or termination as Advantage Services deems appropriate.

Employee Manual – Advantage Services, Inc. – 2/12/2025

Personal Property

Due to the strict liability guidelines of our insurance carrier, under no circumstances are you allowed to keep personal equipment or vehicles on Advantage Services property where damage or fire could result.

Personal Use of Company Property

Procedure - Employees may be allowed to borrow certain tools and equipment. If you want to use Advantage Services equipment or tools during or after work hours for personal benefit, you must have the approval of your supervisor or manager. You must have a written pass before removing the equipment or tools from Advantage Services property. You understand and agree that Advantage Services is not liable for personal injury incurred during the use of company property for personal projects. As a Advantage Services employee, you accept full responsibility for any and all liabilities for injuries or losses which occur, or for the malfunction of equipment. You are responsible for returning the equipment or tools in good condition and you agree that you are required to pay for any damages that occur while using the equipment or tools for personal projects.

Petty Cash

Petty cash is used as an efficient and controllable method to purchase small, miscellaneous items that are of limited value to make use of the normal purchase order uneconomical. Petty cash is used for MVR Reimbursements, supplies or replacement parts on work orders when out on a job when an established vendor account is not available or economically feasible. Charges to petty cash will be limited to parts and items necessary for the operation of the company. Transactions must be approved by the Office Manager and receipt is required to process reimbursement.

Proof of U.S. Citizenship and/or Right to Work

Policy – Advantage Services will adhere to proof of legal right to work as applicable to law.

Procedure – Federal regulations require that before becoming employed, all applicants must complete and sign Federal Form I-9, Employment Eligibility Verification Form; and all applicants who are hired need to present documents of identity and eligibility to work in the U. S. Advantage Services will run an E-Verify Check on every employee after the employee has started working.

Promotions

Policy - It is our policy to advise employees about advancement opportunities and whenever possible promote them from within the company.

Procedure - Whenever a position becomes available, every effort will be made to fill it by promoting a qualified employee. Jobs will be awarded based on individual ability, past job performance, past job experience, dependability, as well as length of service if two people have similar qualifications. Advantage Services may also look outside the company for potential employees if a suitable match cannot be form in our current employee pool.

Employee Manual – Advantage Services, Inc. – 2/12/2025

No one will be denied promotional advancement opportunities based on age, gender, color, race, creed, national origin, religious persuasion, marital status, political belief, sexual orientation or disability that does not prohibit performance of essential job functions.

Property and Equipment Care

Procedure - It is your responsibility to understand the machines and equipment you need to use to perform your duties. If you find that a machine or equipment is not working properly or in any way appears unsafe, notify your supervisor/manager immediately so that repairs or adjustments may be made. Under no circumstances should you start or operate a machine you deem unsafe, nor should you adjust or modify the safeguards provided.

Relatives/Nepotism

Policy – Immediately related employees may not supervise the other nor may they be assigned to work on the same crew/team on a permanent basis, except in situations directly approved by the Advantage Services CEO or COO. For purposes of this section, immediate family includes a spouse, children, siblings, parents, grandparents, and spouse’s children, siblings, parents and grandparents. Relationships between employees are highly discouraged, and if employees do get into a relationship, they will also fall into the above rule of not being directly supervised by the individual they are in a relationship with.

Resignation

Procedure - If you anticipate having to resign your position with Advantage Services, you are requested to notify your manager in writing at least two (2) weeks in advance of the date that you must leave. Opportunities for rehire depend on you extending this courtesy.

Restricted Areas

Procedure - In the interest of safety and security, certain portions of Advantage Services’ facilities may be restricted to authorized personnel only. Such areas will be clearly marked.

Return of Company Property

Procedure - All Advantage Services property issued to you, such as keys, ID badges, tools, PPE or uniforms, must be returned to Advantage Services at the time of your dismissal, resignation, or when requested by your manager or a member of management. You are responsible to pay for any lost or damaged items. The value of any property issued and not returned may be deducted from your paycheck. You may not pick up your final paycheck without first resolving these issues.

Seminars/Training Sessions

Procedure - From time to time, Advantage Services may arrange to have both formal and informal training programs to enable you to progress in your technical knowledge of our business. Several times a year, employees are selected to attend factory schools, workshops, or training programs. You will receive a normal paycheck while attending these schools or workshops. All or a portion of the expenses for training will be paid for by Advantage Services.

Employee Manual – Advantage Services, Inc. – 2/12/2025

If you become aware of a particular seminar that you believe is appropriate for enhancing your skills (and/or those of other employees), please bring it to the attention of your manager.

Safety Procedures

Procedure - Please report all injuries (no matter how slight) to your manager immediately, as well as anything that needs repair or is a safety hazard. Below are some general safety rules. Your manager or department head may post other safety procedures in your department or work area:

- Avoid overloading electrical outlets with too many appliances or machines.
- Use flammable items, such as cleaning fluids, with caution.
- Walk - don't run.
- Use stairs one at a time.
- Report to your manager if you or a co-worker becomes ill or is injured.
- Ask for assistance when lifting heavy objects or moving heavy furniture.
- Smoke only in designated outdoors smoking areas.
- Keep cabinet doors and file and desk drawers closed when not in use.
- Never empty an ash tray into a waste basket or open receptacle.
- Sit firmly and squarely in chairs that roll or tilt.
- Wear or use appropriate safety equipment as required in your work.
- Avoid "horseplay" or practical jokes.
- Start work on any machine only after safety procedures and requirements have been explained (and you understand them).
- Use air hoses only for the use intended. Avoid blowing air at yourself or anyone else.
- Wear appropriate personal protective equipment, like shoes, hats, gloves, goggles, spats, hearing protectors, etc., in designated areas or when working on an operation which requires their use, and in bio-hazard cleaning.
- Keep your work area clean, orderly, and work aisles clear.
- Stack materials only to safe heights.
- Watch out for the safety of fellow employees.
- Use the right tool for the job, and use it correctly.
- Wear gloves whenever handling castings, scrap, barrels, limbs, trash, and when cleaning.
- Operate motorized equipment only if authorized by your immediate manager. All operators must be licensed by Advantage Services, and approved by the insurance carrier when required.

Some of the Safety Procedure when operating machines and equipment:

- Machine guards must be in place while machines are in operation.
- Loose clothing, jewelry or rings must be removed before operating machinery.
- You must have steel toe shoes and (if necessary) prescription eye protection to start some jobs.

Employee Manual – Advantage Services, Inc. – 2/12/2025

- Required personal protective equipment, except for prescription glasses and steel toe shoes, will be issued to you by your manager.
- When spraying chemicals, paint, and etc., you must wear correct masks, goggles, or a respirator as appropriate. Respirators must be worn when spraying herbicides, epoxy activators, and acid base solutions.

Replacement for mandatory personal protective equipment (PPE) which has been purposely destroyed or lost must be purchased by you at cost.

You are expected to work safely, to observe all safety rules and to keep the premises clean and neat. Remember that carelessly endangering yourself or others may lead to disciplinary action, including possible dismissal. All employees are required to read and understand the “Company Safety Manual”.

Security

Procedure - Maintaining the security of Advantage Services buildings and vehicles is every employee's responsibility. Employees are expected to develop habits that insure security as a matter of course. For example:

- Always keep cash properly secured. If you are aware that cash is insecurely stored, immediately inform the person responsible.
- Know the location of all alarms and fire extinguishers, and familiarize yourself with the proper procedure for using them, should the need arise.
- When you leave Advantage Services’ premises and the premises of all customers make sure that all entrances are properly locked and secured.
- Keep truck tool boxes and van boxes locked at all times.
- Keep all equipment and tools secure while not in use, during breaks and lunch periods and at other times.
- Lock all vehicles, tool boxes, equipment storage doors, and etc. in the evening and weekends when you are not at work.

You are required to maintain the security of our customers’ buildings at all times. When you are the last one to leave a building, it is your responsibility to ensure that all doors are locked and windows shut.

Security Checks

Policy – Advantage Services will exercise its right to inspect all bags, backpacks and packages and entering and leaving our premises. Our customers will also exercise their rights to such inspections when you are on their premises. You may never bring alcohol, drugs or unauthorized weapons to work.

Smoking

Procedure - Utah law prohibits smoking in public buildings and within twenty five feet of the

Employee Manual – Advantage Services, Inc. – 2/12/2025

entrance to public buildings. Do not smoke in areas where you are directly serving customers and where it may be offensive to your co-workers. Smoking is not permitted in company vehicles or private offices. Do not smoke inside of buildings or in restricted areas.

Social Networking

Advantage Services has no desire to act as Internet police or keep employees from enjoying social networking sites. The following is in place to protect Advantage Services, its employees, and customers; not to prevent people from using the social network sites in usual, harmless ways.

GENERAL

1. Be aware that there is no right to privacy when posting on a social networking site. If it's on a site, it can be read, regardless of where you connected from.
2. Employees are prohibited from posting any materials (images, comments, etc.) that harass, threaten, disparage, or discriminate against employees or anyone associated with Advantage Services. Such actions would be considered grounds for discipline, up to and including termination.
3. Unless specifically authorized, employees are not authorized and therefore restricted to post/blog on behalf of Advantage Services. If authorized, employees must comply with Advantage Services confidentiality and disclosure of proprietary information policies.
4. Personal blogs should never represent the views of Advantage Services.
5. Employees are prohibited from using their Advantage Services email address in their personal profile on social networking sites.
6. When participating on social networking sites it is expected that employees will be respectful to Advantage Services, other employees, clients, community partners and competitors.
7. Social networking activities should not interfere with work responsibilities. Refer to Information Technology - Security and Acceptable Use policy.
8. The Advantage Services logo may only be used on company-approved sites or blogs.
9. Advantage Services reserves the right to monitor Advantage Services-related content and take whatever action it feels is appropriate regarding harmful content.
10. Employees are expected to report violations of the above procedures to supervisors, managers, Human Resources, or anonymously.

Solicitations and Distributions

Procedure - Solicitation for any cause during working time and in working areas is not permitted. You are not permitted to distribute literature not related to Advantage Services, sell raffle tickets or merchandise, or circulate petitions in work areas at any time during working time. Employees are not permitted to sell chances, merchandise or otherwise solicit money or contributions without management approval. Working time is defined as the time assigned for the performance of your job and does not apply to break periods and meal times. Working areas do not include the lunch room or the parking areas. Solicitation during authorized meal and break

Employee Manual – Advantage Services, Inc. – 2/12/2025

periods is permitted so long as it is not conducted in working areas.

Persons not employed by Advantage Services are prohibited from soliciting or distributing literature on company property.

Traffic Violations

Procedure - If you are authorized to operate a company vehicle in the course of your assigned work, or if you operate your own vehicle in performing your job, you will be considered completely responsible for any accidents, fines or traffic violations incurred. All accidents and tickets must be reported immediately to your supervisor. This includes both company vehicles and private vehicles.

Training

Procedure - Each employee is required to spend the first weeks of employment under the close supervision of a supervisor or crew leader for on-the-job training. This time will be used to familiarize the new employee with the tools, equipment, methods of work, chemicals and supplies used, safety precautions, etc. This training will continue after the first two weeks on a less structured basis. All employees are expected to work independently by the end of sixty (60) days of work.

Other training opportunities will be offered as appropriate, opportunities for training will be offered on a case by case basis. Please refer requests for training to management.

Transfers

Procedure - Transfer from one position to another may be required or requested from time to time. Such transfers (up, down, or laterally) will be made with a possible adjustment in pay. Assignment and reassignment are management prerogatives.

In the unlikely event that you are permanently transferred for Advantage Services' benefit to a lower position, your wage may need to be adjusted to suit the new position.

You may request a transfer if you qualify for a position opening in another department. You must be fulfilling your current job satisfactorily and have at least a standard rating on your most recent performance evaluation to be eligible for promotion or transferring to another position. Attendance is a critical factor in promotions to a supervisory job.

Uniforms

Procedure - Uniform shirts provided to employees must be worn while working to identify who you are to our customers. Upon termination of employment, uniforms are to be returned or the cost will be deducted from your final paycheck. Replacements will be furnished based on normal wear.

Employee Manual – Advantage Services, Inc. – 2/12/2025

Use of Company Vehicle

Policy – Employees whose work requires operation of a motor vehicle must present and maintain a valid driver’s license and a driving record acceptable to our insurer.

Procedures – You may be asked to submit a copy of your driving record to Advantage Services from time to time. Any changes in your driving record must be reported to the Human Resources Department immediately. Failure to do so may result in disciplinary action, including possible dismissal. Our insurer will check your driving record from time to time. You will also be required to sign a separate in depth “Drivers Agreement Contract” before you can drive company vehicles and adhere to the following rules:

1. You must be a licensed driver in Utah, and at least 21 years old for insurance coverage.
 2. You must maintain weekly mileage trip reports, as requested by your supervisor.
 3. You are responsible for following all the manufacturer's recommended maintenance schedules to maintain valid warranties, and for following the manufacturer's recommended oil change schedule.
 4. You are responsible for paying any moving violation tickets. Also, please park appropriately; parking violations will not be paid by Advantage Services. You must report all tickets to your supervisor immediately.
 5. You must keep the vehicle clean at all times, and washed and vacuumed as often as necessary. You will be reimbursed for your reasonable expense of keeping the vehicle clean. Retain receipt for reimbursement.
 6. You must not allow persons not authorized or employed by Advantage Services to operate or ride in a company vehicle.
 7. Prior to operation of any company vehicle, your manager will train you on the appropriate steps to take if you are involved in an accident; filling out the accident report, getting names of witnesses, etc.
3. You must maintain a driving record acceptable to our insurance carrier and you must be insurable. If after employment you become uninsurable, you may lose your job.
1. You must report all violations to your license to the company and provide a semi-annual MVR to ensure you are still eligible to stay on the company insurance policy.
 2. Before being hired and every 90 days (when requested) you must submit to a drug test.
 3. Wearing of seatbelts is mandatory for driver and all passengers it is the drivers responsibility to ensure everyone in the vehicle is buckled in before operating the vehicle
 4. Drivers caught texting and driving, distracted driving or operating the vehicle in an unsafe manner will be subject to disciplinary actions to

Employee Manual – Advantage Services, Inc. – 2/12/2025

include write-ups, termination of driving privileges or employment.

5. All drivers must sign a “Driver’s Agreement” at time of hire/transfer.

Veterans Preference

Policy – Qualified veterans and un-remarried surviving spouses of qualified veterans shall receive preferential employment treatment. A preference letter from the Veteran’s Administration is required with the application.

Violations of Policies

Procedure - You are expected to abide by the policies and procedures in this Manual. Failure to do so will lead to appropriate disciplinary action. A written record of all policy violations is maintained in each individual's personnel file.

Visitors

Policy – Visitors are not permitted on Advantage Services property without prior permission from your manager; no visitors are permitted in working areas. Visitors or family members of Advantage Services employees are not permitted on customer work sites, in customer buildings or on customer’s properties

Standards of Conduct

By accepting employment with us, you have a responsibility to Advantage Services and to your fellow employees to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. When each person is aware that he or she can fully depend upon fellow workers to follow the rules of conduct, then our organization will be a better place to work for everyone.

Unacceptable Activities

Policy – The following are examples of conduct which will not be tolerated, and which may result in disciplinary action up to and including termination. This list is not exhaustive, but is provided only for purposes of illustration:

1. Dishonesty in any form or degree, including theft, misuse, destruction, or unauthorized possession of Advantage Services property or other employees’ property.
2. Inappropriate access to Advantage Services or customer property or records.
3. Possession, consumption, sale, distribution or being under the influence of alcohol or controlled substances on Advantage Services premises and/or while representing Advantage Services.
4. Unauthorized possession of removal or use of property belonging to Advantage Services, customers, or other employees.
5. Loafing or sleeping on the job.
6. Refusal to perform work as directed (insubordination); failure to meet work performance

Employee Manual – Advantage Services, Inc. – 2/12/2025

- standards.
7. Failure to observe fire prevention or safety regulations, or failure to report on-the-job injuries or unsafe conditions, violation of established safety standards.
 8. Unexcused or excessive absence or tardiness; failure to report for work or call in.
 9. Unwillingness or inability to work in harmony with others. Discourteous conduct creates disharmony, irritation, or friction. This includes harassment that is based on race, color, religion, gender, sexual orientation, national origin, disability, or veteran status.
 10. Fighting, horseplay or using profane, obscene, or abusive language while at work.
 11. Threatening, intimidating, or coercing others on Advantage Services or customer premises or carrying unauthorized weapons.
 12. Falsification of material or omission of information on any Advantage Services record.
 13. Alteration of your timecard or the timecard of another employee.
 14. Violation of any other commonly accepted reasonable rule or responsible personal conduct, appearance, or cleanliness.
 15. Failure to adhere to the guidelines outlined in this manual.
 16. Obtaining or conveying without authority any confidential information about Advantage Services, its employees or any confidential customer information.
 17. Failure to adhere to the smoke-free policy of no smoking within 25 feet of outside entrances to Advantage Services or customer facilities.
 18. Failure to cooperate in an investigation conducted by Advantage Services.
 19. Failure to work cooperatively with others or demonstrated discourtesy.
 20. Any conduct which a reasonable person would know or could be expected to know could result in disciplinary action.
 21. Misuse of phones, phone system, computers, or other electronic communication.
 22. Texting while driving a vehicle on Advantage Services business (per state law).

Wage & Salary Policies and Procedures

Advantage Services has developed policies to ensure wages and salaries comparable to those of other employees with similar jobs at Advantage Services or in our industry.

Call Back Pay

Policy – Employee will be compensated fairly for call backs.

Procedure – Employees may be asked to return to work after you have left the premises for the day. If this occurs, you will be guaranteed a minimum of two (2) hours of pay. If you work longer than two (2) hours, you will be paid for the time you actually work.

Deductions from Paycheck (Mandatory)

Policy – Mandatory and other deductions will be made from employee paychecks according to applicable law and other circumstances.

Procedure – Mandatory deductions include federal, state, and local income tax withholding, certain state disability deductions, authorized deductions for health/life insurance, garnishments, and tax deferrals.

Employee Manual – Advantage Services, Inc. – 2/12/2025

Advantage Services is required by law to make certain deductions from your paycheck each time one is prepared. Among these are your federal, state, and local income taxes and your contribution to Social Security as required by law. These deductions will be itemized on your check stub. The amount of the deductions may depend on your earnings and on the information, you furnish on your W-4 form regarding the number of dependents/exemptions you claim. Any change in name, address, telephone number, marital status or number of exemptions must be reported to Human Resources immediately and complete a new W-4, to ensure proper credit for tax purposes. The W-2 form you receive for each year indicates precisely how much of your earnings were deducted for these purposes.

Any other mandatory deductions to be made from your paycheck, such as court ordered attachments, including garnishments, will be explained whenever Advantage Services is ordered to make such deductions.

Deductions (Other)

Policy – There may be payroll deductions for property owned by the company not returned at termination, deductions for negligence damage to equipment and/or deductions for uniforms not returned.

Procedure – Human resources will make payroll deductions as necessary and explain deductions to employees.

Error in Pay

Policy- Advantage Services will correct errors in pay.

Procedure – If you believe an error has been made, tell your manager in writing immediately. He or she will take the necessary steps to research the problem and to assure that any necessary correction is made properly and promptly. Corrections will be made with the following pay period, or sooner.

On Call

Policy – Advantage Services will maintain a crisis on call system to respond to customers crisis.

Procedure – All full-time maintenance technicians and some other employees are required to cover after hour's emergency calls. On call will be assigned by the Manager.

The schedule will be rotated by the number of employees on call. If an employee is unable to take calls for the week assigned, it is his/her responsibility to find another technician to cover that week, with the approval of the manager.

The employee on call is required to always carry his/her company cell phone and respond to calls within fifteen (15) minutes by phone and respond on site within one hour of the phone call. The manager is the back-up to the employee on call for assistance with problems. He/she will

Employee Manual – Advantage Services, Inc. – 2/12/2025

designate another backup during time off.

The employee will be paid a minimum of two (2) hours of time for responding to an emergency, regardless of the actual time worked. If two calls are received back-to-back, and the employee does not return home between calls, it is counted as one on call response. If more than two (2) hours are worked, the actual number of hours worked will be paid. When the technician receives more than one call a night, weekend, or holiday, time and one-half pay is only available when more than forty (40) hours is actually worked in the week. Sick leave, vacation and holidays are not hours worked.

When an employee is called out on a company holiday, straight time is paid (in addition to holiday pay) for the hours worked on the holiday, unless overtime applies, then the overtime rate is paid as well.

Overtime Pay (non-exempt employees only)

Policy - Advantage Services will pay overtime to non-exempt employees as applicable by law.

Procedure – Daily-overtime pay is not required in Utah. Overtime will be paid more than 40 hours worked in a work week.

All overtime must be approved in advance by your manager. Because we provide 24-hour services, 365 days per year, when it is necessary to work overtime, you are expected to cooperate as a condition of your employment. There are two types of overtime work:

1. **Scheduled Overtime:** Scheduled overtime work is announced in advance and generally will involve an entire crew or business.
2. **Incidental Overtime:** Incidental overtime isn't scheduled; it becomes necessary in response to extenuating circumstances.

Overtime will be paid one and one-half (1-1/2) times your regular hourly wage for any time over forty (40) hours worked per week. If, during that week, you were away from the job because of a job related injury, paid holiday, jury duty, vacation or paid sick time and etc., those hours not worked will not be counted as hours worked for the purpose of computing eligibility for overtime pay.

Work Performed On Company Holidays

Policy – Part-time “non-exempt” employees are not eligible for holiday pay and are paid straight time for hours worked on a company holiday. Full-time “non-exempt” employees who work on a Company holiday will be paid eight (8) hours straight time for the holiday and will also be paid straight time for hours worked on the holiday unless overtime applies.

Procedure – Advantage services provides benefited employees up to Twelve holiday days during the calendar year. Employees are eligible for holiday pay as of their date of hire. Specific holiday schedules vary from year to year and are normally announced in advance by the Human Resource

Employee Manual – Advantage Services, Inc. – 2/12/2025

Department. Non-benefited employees are not eligible for holiday pay.

Pay Cycle, Pay Days, Compensatory Time

Policy - Advantage Services will maintain a twenty-six (26) bi-weekly payroll.

Procedure – Calendar Pay Period/Semimonthly: Our payroll workweek begins on Sunday at 12:01 a.m. and ends on Saturday at 12:00 midnight.

Paydays are bi-weekly and paid on Fridays. If the payroll falls on a holiday or weekend, you will be paid on the last working day prior to the regular payday. There are twenty-six (26) normal pay periods during the year

Compensatory time is available for exempt employees required to work in excess of the regular forty (40) hour week and are excluded from overtime. Compensatory time is accrued after forty-five (45) hours have been worked in a single work week. All approved Compensatory time earned except for twenty four (24) hours is forfeited at the end of the month. Compensatory time is not paid at termination.

Paycheck Distribution and Cashing Procedures

Procedure – Paychecks are distributed by your manager or are available to employees from the main office, from 8:00 a.m. 4:00 p.m. on payday or are mailed to the address on file if not picked up by 4:00 p.m. or if other prior arrangements have not been made.

Inclement Weather and “Acts of God”

Policy – Advantage Services will not be accountable to provide work or pay employees when work is not available due to circumstance not within Advantage Services’ control.

Procedure – The following are examples of, but not limited to, such circumstances:

1. Operations cannot commence or continue due to threats to employees or property or when recommended by civil authorities.
2. Public utilities fail to supply electricity, water, or gas, or there is a failure in the public utilities, or sewer system.
3. The interruption of work is caused by an “Act of God” (inclement weather, fire, flood, earthquake, avalanche, etc.) or some other cause not within the control of Advantage Services or their customers.

Shift Premium

Procedure – If you are requested to work an additional shift and must return to work you will be paid one extra hour for your costs of transportation or be reimbursed through mileage reimbursement, whichever is less. If you are requested to drive from one location to another, you will be reimbursed through mileage reimbursement as well as wages for the drive time.

Employee Manual – Advantage Services, Inc. – 2/12/2025

Termination and Severance Pay Procedure

Procedure – Advantage Services expects that you will give at least two weeks' notice in the event you intend to leave our employment. Any accrued but unused vacation time based on maximum carry over amounts (see "Table" on Page 33) can be paid at the time of termination if; your employment ended on good terms (not fired for "cause") and two weeks' notice was given (if resigning). Advantage Services, when appropriate, may pay severance. Severance pay is equal to one week of pay for every full year of employment with a maximum of eight weeks of severance pay; final amounts and eligibility will be determined by the CEO. Any accrued but unused sick time or compensatory will not be paid.

Time Sheets/Cards/Records Procedure

Procedure – Work rules prohibit employees from recording another's time, causing another employee to record time for him or her, or failing to record his or her time. They also forbid signing in prior to shift start or out too after scheduled stop without authorization. "Falsifying" timecards is considered theft of time and can be considered the cause for dismissal.

By law, we are obligated to keep accurate records of the time worked by "non-exempt" employees. This is done by time sheets.

If you are to take a lunch break when working an eight-hour day you must record your time out and time in and record time for brief absences like a doctor's or dentist's appointment. All employees are required to keep their supervisor advised of their departures from and returns to the work site during the workday, and to document this on the time sheet.

If you forget to make an entry or make an error on your sheet, your manager must make the correction and you and your manager must initial the correction. No one can record hours worked on another's sheet. Tampering with another's time sheet is cause for disciplinary action, including possible dismissal, of both employees. In the event of an error in recording your time, report the matter to your manager immediately.

Time sheets must be turned every Monday by 5pm, unless it is a Holiday, to your supervisor or the front office. The supervisor should turn in reviewed time sheets into Human Resources by the end of the day on Monday unless Monday is a holiday. Human Resources will provide the managers with a list of missing time sheets by Tuesday, giving supervisors one day to find missing time sheets and get them turned in by Wednesday. It is the responsibility of each employee to turn time sheets in on time and fill them out accurately. Late time sheets will result in performance "write-up's" and can lead to termination of employment if three late timesheets in a 12-month period occur.

Tuition Reimbursement

Policy – Advantage Services no longer provides Tuition Reimbursement.

Employee Manual – Advantage Services, Inc. – 2/12/2025

Wage Assignments (Garnishments)

Procedure – Whenever there are court ordered deductions are to be taken from your paycheck, you will be notified. According to the Federal Wage Garnishment Act, three (3) or more garnishments may be cause for dismissal.

Work Orders

Policy – Advantage Services depends on work orders being turned in in a timely manner to bill customers to ensure payroll can be covered and to verify employees' time recorded on timesheets are accurate.

Procedure – Work Orders must be settled within 24 hours of service completion and returned to the supervisor within 48 hours. It is the responsibility of the supervisor and technician completing the work in order to ensure that the time is accurate and reasonable for each cost center. Invoices should be attached to the completed work order. The manager reviews all paperwork for completeness and accuracy and turns in work orders at least weekly to the accountant. The time on the work order and the time sheet must be the same for accurate job costing. Work orders should be signed on the job at the completion of work, by the customer whenever possible.

Performance/Compensation Reviews

Performance Reviews

Policy – Performance reviews will be conducted annually. An introductory review is done at three months of employment if a probationary period is required.

Procedure – You will be given a performance review one year after your date of hire and annually thereafter. Your supervisor will identify areas where improvement is needed for you to continue to develop your job skills and keep you aware of the level of performance expected, as well as set goals for you to achieve during the next review period.

When appropriate and when financials are favorable the amount of your pay increase will be based on how well you met the criteria or established standards. A major purpose of the evaluation is to let employees know how they can improve. Comments should be balanced and should show an understanding for the problems that keep the employee from being able to meet expectations.

Your supervisor is continuously evaluating your job performance. Day-to-day interaction between you and your supervisor should give you a sense of how your performance is perceived. A review may also be conducted in the event of a requested probationary period, promotion, demotion, or change in duties and responsibilities.

Work Schedule

Your schedule of daily work hours will be given to you by your supervisor. You will be notified promptly whenever a change is necessary. Should you have any questions concerning your work schedule, please ask your supervisor.

Absence or Lateness

Policy – Absence from work for three (3) consecutive days without notifying a manager will be considered a voluntary resignation. In general, five (5) absences in a 90-day period, or a consistent pattern of absence, will be considered excessive, and the reasons for the absences may come under question. Three (3) tardy incidents in a 90-day period will be considered a “tardiness pattern” and will carry the same weight as an absence. Excessive tardiness and/or absence may result in disciplinary action and/or dismissal.

Procedure – Advantage Services is aware that emergencies, illnesses, or pressing personal business that cannot be scheduled outside your work hours may arise. If you are unable to report to work, or if you will arrive late, please contact your manager immediately. If you are unable to personally reach the manager leave a cell phone message and a message with the Advantage Services support staff using the office number.

If you are absent because of illness for three (3) or more successive days, your manager may request that you submit written documentation from your doctor. If you are absent for any amount of days because of injury, you may be required to provide written documentation from a doctor that you are able to resume normal work duties before you are allowed to return to work. You will be responsible for any charges made by your doctor for this documentation.

Attendance

Procedure – You are expected to be at your workstation and ready to work at the beginning of your assigned daily work hours, and you are expected to remain at your workstation until the end of your assigned work hours, except for approved breaks and lunch. (See above “absence and Lateness” policy)

Breaks/Rest Periods

Procedure – Advantage Services employees are entitled to two (2) fifteen (15) minute rest breaks each day if you work full time. Normally these rest breaks will be scheduled in mid-morning and mid-afternoon. Times will be determined by your manager. If you work in a business where breaks are not directly assigned, please coordinate with your co-workers to always maintain adequate coverage. Part-time workers will also be provided with an appropriate break of one (1) fifteen (15) minute break per four (4) hours worked.

Breaks should not exceed fifteen (15) minutes and cannot be combined with lunch. Not taking a break does not allow you to leave early – break time does not accumulate. Unauthorized breaks will lead to disciplinary action.

Employee Manual – Advantage Services, Inc. – 2/12/2025

Closure After Starting Time

Procedure – If severe weather conditions exist and the CEO/COO (or designated representative) decides to close Advantage Services for the remainder of the day, you will be notified as soon as possible by your manager. If you are sent home before having worked two (2) hours, you will be paid for two (2) hours of work. If you are sent home after having worked two (2) hours, you will be paid for the time that you worked. If you are notified before you leave for work, there will be no compensation provided.

If your manager asks that you remain at work after Advantage Services has closed because of severe weather conditions, you will be paid at time and one-half for the remaining hours that you work over forty (40) hours per week.

Closure Prior To Starting Time

Procedure – If you report to work and find that, due to severe weather conditions, Advantage Services or contracted facilities will unexpectedly be closed for business, you will be paid for two (2) hours of work for that day only.

Lunch Period

Procedure – If you work longer than four (4) hours, you will be given an unpaid lunch period. The time when lunch periods are scheduled varies among departments, depending on the needs of each department. Your manager will give you your schedule. The lunch break is normally thirty (30) to sixty (60) minutes in duration. The minimum lunch period is thirty (30) minutes. The maximum lunch period is sixty (60) minutes.

You are expected to take your full allotted time for lunch. You are requested not to perform any work during your regularly scheduled lunch period, unless specifically requested to do so by your manager. You may leave the premises during your lunch period. It is important to return to work on time at the end of your lunch period.

The Benefits Package

In addition to receiving competitive pay and having an equal opportunity for professional development and advancement, you may be eligible to enjoy other benefits which will enhance your job satisfaction.

Holidays

Only full-time employees are eligible for holiday pay. Part-time employees do not receive holiday pay but may be permitted to take the day off as contracts allow.

You are eligible to receive holiday pay during your Introductory Period if you work the required thirty-two (32) hours during the week. You are not eligible to receive holiday pay if you are a part-time or temporary employee, beyond pay for the work actually done, either at regular or overtime rates as applicable.

Employee Manual – Advantage Services, Inc. – 2/12/2025

Recognized Holidays

Policy – The following Thirteen (13) holidays are recognized by Advantage Services as paid holidays for full time employees: New Year’s Day, Martin Luther King Day, Presidents’ Day, Memorial Day, Juneteenth, Independence Day, Pioneer Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, Day after Thanksgiving, Christmas Day.

Advantage Services reserves the right, at its discretion and without notice, to make changes to its schedule of paid holidays. Holidays falling on weekends are usually observed on either the Monday following or the Friday preceding the holiday.

Procedure – You may take time off to observe your religious holidays, if approved by your manager. Approval will be based on contract commitments and availability of staff to cover the services needed that day or to stay on schedule. If available, a full day of unused personal leave or a vacation day may be used for this purpose, otherwise the time off is without pay. You must notify your manager at least ten business days in advance for approval.

We schedule all national holidays on the day designated by common business practice, or those observed by our customers. If a holiday occurs during your scheduled vacation and you are eligible for holiday pay, you are permitted to take an extra day of vacation. In order to qualify for holiday pay, you must work the scheduled workday immediately before and after the holiday or your vacation. If you work the day of the holiday and are eligible for holiday pay you will be paid for the holiday. Only excused absences will be considered exceptions to this policy. You are not eligible to receive holiday pay when you are on an unpaid leave of absence.

Vacations

Procedure – Advantage Services has provided paid vacation as one of the many ways in which we show our appreciation for your loyalty and continued service. If for some reason you are unable to take your annual vacation, the time will be carried over to the next year. Leave accrue is based on time of employment (established in “**Table 1**” on page 33) time starts only when employee became eligible for full time status (time spent as part-time employee is excluded). Those who leave the company and are rehired must start over in the accrual process. All hours above your maximum amount of accrual as of December 31, will be lost. You will be paid out only the authorized amount of carry over hours of vacation at termination or retirement. Unless a separate severance package is offered. Employees who are terminated for cause, quit without two (2) weeks’ notice or who are moved to part-time status for disciplinary reasons will not qualify for having their vacation paid out.

Only regular full-time (exempt or non-exempt) employees are eligible for paid vacation. You are not eligible for paid vacation during your Introductory Period.

A new full time employee will accrue vacation monthly after the first full pay period, but may not take the time off during the three (3) month Introductory Period. The rate at which vacation accrues varies, depending on the number of years employed by Advantage Services.

Employee Manual – Advantage Services, Inc. – 2/12/2025

Vacation shall not accrue during a pay period in which the employee did not work or used accrued vacation or sick leave; or during a period in which the employee has been granted leave without pay. You must work the full pay period. If your employment is terminated for cause or fraud, you will not be paid for your accrued vacation.

Vacation leave must be approved in advance (usually 14 days in advance) by the manager to provide adequate coverage and may not supersede the needs of the company. More than two weeks' vacation may not be taken at one time without approval from your manager.

Amount of Vacation

The vacation accrual rate is based on your length of employment and the maximum amount of leave carried over per year are as follows:

Years of Employment	Pay Period Accrual Rate for Vacation and Sick (In Hours)	Total Accrual Per Year of Vacation and Sick (In Days)	Total Use or Lose amount of Hours to carry over
Less than five (5) years	3.69	12	80
Five (5) years, but less than ten (10) years	4.62	15	100
Ten (10) years, but less than (15) years	5.54	18	150
More than 15 years	6.46	21	240

Table 1

Other Paid Leaves

Funeral (Bereavement) Leave

Procedure - You are entitled to take up to three (3) workdays with pay to attend the funeral and take care of personal matters related to the death of a member of your immediate family (A parent, spouse, spouse's parent, child, spouse's child by a former marriage, brother or sister). One (1) day of paid funeral leave will be granted in the case of the death of a grandparent, grandchild, your spouse's grandparent or sibling, or any member of your extended family living in your home.

For other relatives, you will be given three (3) hours, with pay, on the day of the funeral.

Employee Manual – Advantage Services, Inc. – 2/12/2025

Additional time off for attending a funeral must be taken from accumulated vacation time or as leave without pay. Only regular full-time employees are eligible for paid funeral leave.

With your manager's approval, you may take up to one full day without pay to attend funerals of other relatives and friends. If you prefer, unused personal leave or a day of earned vacation may be used for this purpose.

Pay for a funeral leave will be made for actual time lost from work. If the death or funeral occurs at a time when work is not scheduled, payment will not be made. If a holiday or part of your vacation occurs on any of the days of absence, you may not receive holiday or vacation pay in addition to paid funeral leave. An excused absence for family death may not be retroactive, postponed or split.

Jury Duty

Procedure - Time off is required by law. No state or federal law requires that employees be paid for jury duty.

It is your civic duty as a citizen to report for jury duty whenever called. If you are called for jury duty, we will permit you to take the necessary time off and we wish to help you avoid any financial loss because of such service. If you have completed your Introductory Period, Advantage Services will pay you your regular pay and you must relinquish to Advantage Services your jury pay. Or, you can keep your jury pay and not be paid by Advantage Services. Pay will be limited for the length of the trial. A qualifying period of employment must be met before paid jury leave. Paid leave is not given for court appearances on personal matters. You must notify your manager within forty-eight (48) hours of receipt of the jury summons.

On any day or half day you are not required to serve, you will be expected to return to work. In order to receive jury duty pay, you must present a statement of jury service and pay to the Director of Operations. This document is issued by the court.

Personal Leave

Procedure - Advantage Services permits time off for urgent personal matters and the time is counted as part of the vacation hours. Granting personal leave means that employees are expected to give reasonable advance notice when an employee will not be at work.

Sick Leave

Procedure - Only full-time employees (Exempt and Non-Exempt) qualify for sick leave. If you must be absent from work because of a personal illness, you will be eligible to receive your regular straight time pay. You may use your sick leave in units of no less than two (2) hours at any one time. You may use your accrued sick leave after completing two (2) full pay periods. The amount of sick leave you are able to accrue is based on time of employment represented in "**Table 1**" located on page 51. At the time of your termination your sick time **will not** be paid out.

Employee Manual – Advantage Services, Inc. – 2/12/2025

If you are sick, you should call your supervisor at least one half hour before the start of the work day. If you are on the night shift, you should call in by 12 noon on the day of the illness. If you do not call in, it will be recorded as an unexcused absence.

Sick leave shall not accrue during the first pay period if the day of hire is other than the first day of the pay period. During a pay period in which the employee did not work or use accrued vacation or sick leave at least an average of 8 hours per day for the pay period, or during a period in which the employee has been granted leave without pay. You must work the full pay period. Worker's compensation is an exception to this.

You may not use sick leave to go on vacation or to extend your vacation. You may not receive advance sick leave pay (for sick time taken in excess of your sick accrual balance). Sick leave may be used for the purpose of visiting doctors, dentists or other practitioners in their offices.

Advantage Services may request "proof of illness" and may also use an appointed physician to examine the employee.

If you need to take a disability leave of absence, any accrued sick leave will be used at the time the leave commences; sick leave will not accrue during disability leave. Unpaid disability leave may be approved for up to three months.

If you are on an approved leave of absence for less than thirty (30) days, your sick leave eligibility will not be affected, but sick leave will not continue to accrue.

This sick leave policy/procedure does not apply if sick leave is needed as a result of self-inflicted injury, illegal substance abuse or alcohol abuse, incarceration, or illness or injury incurred while in the act of committing a felony.

Unpaid Leaves of Absence

Family and Medical Leave - We comply with the Family and Medical Leave Act (FMLA). Family and medical care leave may be taken for the following reasons:

1. Birth of a child
2. Your adoption of a child
3. Placement of a child with you for foster care
4. Care of a child, spouse or parent having a serious health condition
5. Care of a family member injured in the line of duty
6. Your incapacity due to a serious health condition.

Eligibility - A request for family and medical leave will be considered for all employees employed by Advantage Services for at least 12 months and who have worked at least 1,040 hours in the 12 months preceding commencement of the leave. The needs of Advantage Services will determine the number of employees allowed out on unpaid leave at any one time. Benefits do

Employee Manual – Advantage Services, Inc. – 2/12/2025

not accrue during a leave of absence. There is no guarantee that your previous job responsibilities will be available when you are ready to return.

Amount of Leave - Eligible employees shall be entitled to up to 12 workweeks of unpaid, designated family and medical leave during a 12-month period. The 12-month period is measured backward from the date the employee uses any family and medical leave (i.e., “the rolling method”). Leave taken under this policy will run concurrently with any other leave for which an employee may qualify.

Military Family Leave Entitlement – An otherwise eligible employee who is a spouse, son, daughter, parent, or next of kin of a covered service member with a serious injury or illness may be granted up to a total of 26 workweeks of unpaid leave during a “single 12-month period” to care for the service member.

You must adhere to all the requirements set forth in the following sections. Failure to do so may result in alterations of your employment status or termination of your employment with Advantage Services.

To request a disability leave of absence from your manager, you should submit, or have someone submit for you, a statement of ill health or disability from your doctor.

Military Reserves or National Guard Leave Of Absence

Policy – Advantage Service will comply with federal law for National Guard and Reserve Service

Procedure - Employees who serve in U. S. military organizations or state militia groups may take the necessary time off without pay to fulfill this obligation and will retain all of their legal rights for continued employment under existing laws. These employees may apply accrued personal leave and unused earned vacation time to the leave if they wish; however, they are not obliged to do so. Employees will be given up to eleven (11) days to attend summer camp. Employees are expected to notify their manager as soon as they are aware of the dates they will be on duty so that arrangements can be made for replacement during this absence.

Election Day

Procedure - We encourage you to exercise your voting privileges in local, state, and national elections. However, since the polls are open for long periods, you are encouraged to vote before or after regular working hours. If it should be necessary, you may be granted up to two hours leave from work to vote in a governmental election or referendum. You will be expected to notify your manager at least one week in advance. You will not be paid for such time. Vacation time, if available, may be used for this purpose.

Returning From a Leave of Absence

You must notify Advantage Services at least fifteen (15) days prior to your expected return date, that you intend to return from a leave of absence. When you return, you will be placed on your

Employee Manual – Advantage Services, Inc. – 2/12/2025

regular job if such position remains and is available. If Advantage Services has had to eliminate or fill your position while you were on leave, you will be assigned to an open position for which you are properly qualified. If no such position exists, you will be placed on layoff status, unless returning from FMLA leave, when best efforts will be made to place you in a similar position.

If you don't return from your leave of absence on the day indicated in your original application or in any approved extension, or within three (3) days of release by your doctor if you have been on a disability leave of absence, you will be considered to have voluntarily resigned from employment with Advantage Services as of the day on which you began your leave of absence.

If you have been on a disability leave of absence, you will be required to submit a statement from your doctor indicating that you are fit to return to your normal duties or have the employment service verify your situation. You will receive seniority credit for the time that you have been on disability leave of absence.

If you have been on a military leave of absence, you will receive seniority credit for the time that you were on active military duty.

Accepting other employment or going into business while on “Leave of Absence”

If you accept any employment or go into business while on a leave of absence from Advantage Services, you will be considered to have voluntarily resigned from employment with Advantage Services as of the day on which you began your leave of absence.

Insurance premium payment during “Leaves of Absence”

Advantage Services will continue to pay our share of insurance premiums for employee coverage and dependent coverage while you are on a paid disability leave of absence for a work related injury. You will be required to pay your share each month to maintain eligibility for this benefit. Payment must be made to Advantage Services on the first of each month. Failure to do so may result in loss of coverage. While you are on any type of unpaid leave of absence from Advantage Services, you will be responsible for paying the total premiums for your coverage and that of your dependents while on leave. Payment must be made to Advantage Services on the first of each month. Failure to do so may result in loss of coverage and possible refusal by the insurance carrier to allow your coverage to be reinstated.

Insurance Coverage

This description of insurance coverage is kept general and brief, since coverage and other details can change often.

Group Health Insurance

Procedure - Comprehensive health insurance benefits are available for you and your family. After completion of sixty (60) days of continuously working thirty (32) hours or more per week, and on the first day of the following month, you become eligible for coverage. At that time, you may

Employee Manual – Advantage Services, Inc. – 2/12/2025

choose to accept the insurance coverage, or not. Insurance Premiums are split between the employee and employer. The base split is 60/40 percent, 60% employer 40% employee. Unless negotiated as a hiring or retention tool; in which case the maximum allowed would be a 70/30 percent split.

When you choose insurance coverage, our insurance company provides a booklet or on-line access describing your benefits; a copy of this will be given to you when you join the program.

"COBRA" rights under federal law provide you with the following benefit. In the event of your termination of employment with Advantage Services or loss of eligibility to remain covered under our group health insurance program, you and your eligible dependents may have the right to continued coverage under our health insurance program for a limited period of time at your or their own expense. Consult Human Resources for details.

Termination of Insurance

Your insurance will terminate when you fail to make an agreed contribution to premium when due; when you cease to be eligible for coverage under the terms of our group insurance program; or when you cease to be employed as a regular full-time employee or a three quarter (3/4) time employee eligible for the insurance. Advantage Services may, by continuing to pay the premium, keep your insurance in effect for a brief period if you cease to be an eligible employee for any reason other than resignation, dismissal, or failure to meet the terms of eligibility of our group insurance program. You may lose your eligibility for insurance if you do not maintain your three quarter (3/4) time for three consecutive calendar months.

Dental/Vision Insurance

All full-time employees are eligible for dental/Vision insurance with 100% of the premium paid by the employer. Refer to the literature provided by our insurance company for details on coverage. Consult Human Resources for details.

Long Term/ Short Term Disability Insurance

All full-time employees are eligible for "Long Term" and "Short Term" disability insurance with 100% of premium paid by employer. Refer to the literature provided by our insurance company for details on coverage. Consult Human Resources for details.

Life Insurance

All full-time employees are eligible for a life insurance policy with 100% of premium paid by employer. Refer to the literature provided by our insurance company for details on coverage. Consult Human Resources for details.

Government Required Coverage

Employee Manual – Advantage Services, Inc. – 2/12/2025

Workers' Compensation

Procedure - The Utah Workers' Compensation Law is a no-fault insurance plan which is supervised by the state and one hundred percent (100%) paid for by Advantage Services. This law was designed to provide you with benefits for any injury which you may suffer in connection with your employment. Under the provisions of the law, if you are injured while at work, you are eligible to apply for Workers' Compensation.

Every Advantage Services employee is protected by Workers' Compensation. Any injury is covered if it's caused by your job. Coverage begins the first day you're on the job and continues anytime you're working for Advantage Services.

Utah law guarantees you three kinds of Workers' Compensation benefits: 1) Medical care to take care of the injury. 2) Rehabilitation services necessary to return to work. 3) Cash payments for lost wages following a waiting period.

All injuries, no matter how slight, must be reported immediately to your manager to assure consideration under Workers' Compensation Insurance, should complications develop later. Your manager will see that you receive medical attention. You must go for treatment to one of the facilities approved by Advantage Services. Going anywhere else could lessen the benefit. Tell your supervisor of your injury and fill out an accident report with all the information describing the injury and how it occurred.

Employees returning to work, after being absent due to an injury, must report to their manager prior to beginning work, and must bring a doctor's clearance for returning to duty.

Unemployment Compensation

Advantage Services pays a percentage of its payroll to the Unemployment Compensation Fund according to Advantage Services' employment history. If you become unemployed, you may be eligible for unemployment compensation, under certain conditions, for a limited period of time. Unemployment compensation provides temporary income for workers who have lost their jobs. To be eligible you must have earned a certain amount and be willing and able to work. You should apply for benefits through your local Utah State Department of Workforce Services as soon as possible.

Retirement/Profit Sharing

Retirement Plan

On January 1, 2022, Advantage Services reinstated a 401K program for the company with a 6% match. To be eligible you must have worked for Advantage Services for one year. Every full-time, part-time or temporary employee is eligible on their 1-year work anniversary.

Employee Manual – Advantage Services, Inc. – 2/12/2025

Index

		<u>Evacuation Plan</u>	26
A		<u>Expectations</u>	10
		<u>Expense Reimbursement</u>	26
<u>About Advantage Services</u>	8		
<u>Absence or Lateness</u>	45	F	
<u>Accepting Other Employment Or Going Into Business</u>			
<u>While On Leave Of Absence</u>	53	<u>Fire Drills</u>	26
<u>Amount of Vacation</u>	49	<u>First Aid</u>	26
<u>Anniversary Date</u>	14	<u>Former Employees</u>	25
<u>At Will Employment</u>	15	<u>Full-time Employees</u>	12
<u>Attendance</u>	46	<u>Funeral (Bereavement) Leave</u>	49
B		G	
<u>Background</u>	9	<u>Gift Fund</u>	27
<u>Benefits Package</u>	47	<u>Gift Giving/Receiving</u>	28
<u>Bonding Requirement</u>	15	<u>Government Required Coverage</u>	54
<u>Borrowing from Employees</u>	15	<u>Grievance Procedure</u>	27
<u>Breaks/Rest Periods</u>	46	<u>Group Health Insurance</u>	53
C		H	
<u>Call Back Pay</u>	40	<u>Harassment</u>	28
<u>Closure After Starting Time</u>	46	<u>Holidays</u>	47
<u>Closure Prior To Starting Time</u>	47		
<u>Communications</u>	15	I	
<u>Community Activities</u>	16	<u>Inclement Weather & "Acts Of God"</u>	43
<u>Company and Department Meetings</u>	16	<u>Insurance Coverage</u>	53
<u>Computer Software</u>	18	<u>Insurance Premium Payment During Leaves Of Absence</u>	53
<u>Computers Systems</u>	16	<u>Introductory Employees</u>	11
<u>Confidential Information</u>	18		
<u>Customer Relations</u>	18	J	
		<u>Jury Duty</u>	50
D		L	
<u>Deductions (Other)</u>	41	<u>Life Insurance</u>	54
<u>Deductions from Paycheck</u>	40	<u>Long Term. Short Term Disability Insurance</u>	54
<u>Dental/Vision Insurance</u>	54	<u>Lunch Period</u>	47
<u>Disclaimer Notice</u>	7		
<u>Dress Code/Personal Appearance</u>	19	M	
<u>Driving Company Vehicles</u>	19	<u>Managers Role</u>	29
<u>Drug Testing</u>	20	<u>Mileage Reimbursement</u>	30
<u>Drug-Free Workplace Requirements</u>	19	<u>Military Leave Of Absence</u>	52
E		N	
<u>Election Day</u>	52	<u>Nepotism</u>	33
<u>Employee Referral</u>	24	<u>New Hire Orientation</u>	30
<u>Employment Classifications</u>	11	<u>Noncompeting Agreement</u>	30
<u>Employment Policies</u>	14		
<u>Entering & Leaving the Premises</u>	25		
<u>Entry Afterhours</u>	25		
<u>Equal Employment Opportunity</u>	25		
<u>Error In Pay</u>	41		

Employee Manual – Advantage Services, Inc. – 2/12/2025

<u>Non-Exempt\ And \Exempt\ Employees</u>	13	<u>Shift Premium</u>	43
		<u>Sick Leave</u>	50
O		<u>Smoking</u>	35
<u>On Call</u>	41	<u>Social Networking</u>	35
<u>Open Door Policy & Counseling</u>	30	<u>Solicitations & Distributions</u>	36
<u>Other Paid Leaves</u>	49	<u>Standards of Conduct</u>	39
<u>Outside Activities</u>	30		
<u>Outside Employment</u>	31	T	
<u>Overtime Pay</u>	42	<u>Temporary/Seasonal Employees</u>	13
		<u>Termination & Severance Pay Procedure</u>	43
P		<u>Termination of Insurance</u>	54
<u>Parking Lot</u>	31	<u>Time Sheets/Cards/Records Procedure</u>	44
<u>Part-time Employees & Three Quarter (3/4) Time Employees</u>	12	<u>Traffic Violations</u>	36
<u>Pay Cycle, Pay Days, Compensatory Time</u>	42	<u>Training</u>	37
<u>Paycheck Distribution & Cashing Procedures</u>	43	<u>Transfers</u>	37
<u>Payroll Advances</u>	31	<u>Tuition Reimbursement</u>	44
<u>Performance Improvement Procedure</u>	31		
<u>Performance Reviews</u>	45	U	
<u>Performance/Compensation Reviews</u>	45	<u>Unacceptable Activities</u>	39
<u>Personal Leave</u>	50	<u>Unemployment Compensation</u>	55
<u>Personal Property</u>	31	<u>Uniforms</u>	37
<u>Personal Use of Company Property</u>	31	<u>Unpaid Leaves of Absence</u>	51
<u>Personnel Administration</u>	11	<u>Use of Company Vehicle</u>	37
<u>Petty Cash</u>	32		
<u>Promotions</u>	32	V	
<u>Proof of U.S. Citizenship</u>	32	<u>Vacations</u>	48
<u>Property & Equipment Care</u>	32	<u>Veterans Preference</u>	38
		<u>Violations Of Policies</u>	38
R		<u>Visitors</u>	39
<u>Receipt & Acknowledgment</u>	5		
<u>Recognized Holidays</u>	47	W	
<u>Regular Employees</u>	12	<u>Wage & Salary Policies and Procedures</u>	40
<u>Resignation</u>	33	<u>Wage Assignments (Garnishments)</u>	44
<u>Restricted Areas</u>	33	<u>Welcome to Advantage Services</u>	6
<u>Retirement Plan</u>	55	<u>What Is Harassment?</u>	29
<u>Retirement/Profit Sharing</u>	55	<u>Work Orders</u>	44
<u>Return of Company Property</u>	33	<u>Work Performed On Company Holidays</u>	42
<u>Returning From a Leave of Absence</u>	52	<u>Work Schedule</u>	45
		<u>Workers' Compensation</u>	54
S			
<u>Safety Procedures</u>	33	Y	
<u>Security</u>	35	<u>You're Part of Our Team</u>	7
<u>Security Checks</u>	35	<u>Your Personnel File</u>	11
<u>Seminars/Training Sessions</u>	33		