



EMPLOYEE POLICY HANDBOOK

WELCOME!

We are glad to have you as part of our company.

This company and its ownership are dedicated to provide employees with the best possible working conditions and the best possible service to its customers. You should feel as if you have joined a family of individuals who take great pride in themselves and their work. We are a company that cares about you and the well being of your family.

You are vital to the success of this company and we want you to be happy here. Please feel free to talk to us if you ever have a problem, or concern, or a suggestion that would help the company improve. Your opinion is important.

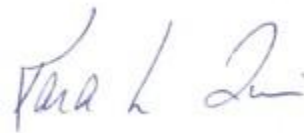
This handbook was developed to help answer questions you may have, though it is not all-compassing and does not provide information for every situation or provide an answer to every question. It does contain some of the expectations of our employees and outline company policies and benefits. As a new employee, we would like for you to familiarize yourself with handbook contents, for it will answer many questions about your employment here with ServExperts, Inc.

You will be asked to sign and date the Appendices referred to within this handbook after you have read and understood each. You may certainly reach out to us with any questions you have!

Peace & blessings,



Kirby Quinn
Co-Owner



Kara Quinn
Co-Owner

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MISSION

Our mission is to provide unparalleled quality of service to exceed our client's expectations. We strive to maintain superior customer relations while providing a great work environment and growth for our employees. ServiceExperts is built on quality and honesty. Each employee is to give the best quality of service to customers. This sometimes involves working as a team in coordinating with co-workers and discussion with customers.

VISION

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

EQUAL OPPORTUNITY EMPLOYER

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at ServiceExperts, Inc. will be based on merit, qualifications, and abilities. ServiceExperts does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age, disability, veteran status, or any other characteristic protected by law.

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

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

CONDUCT WITH CUSTOMERS AND THEIR EMPLOYEES

Employees are expected to conduct themselves professionally, ethically, and respectfully in all interactions with customers and their employees. Our reputation and success depend on maintaining trust, integrity, and positive working relationships.

Employees must:

- Treat customers and their employees with courtesy, fairness, and respect at all times.
- Communicate honestly, clearly, and professionally, whether in person, in writing, or electronically.
- Comply with all applicable laws, regulations, contractual obligations, and customer policies while on customer premises or representing the Company.
- Protect confidential, proprietary, and personal information belonging to customers and their employees.
- Avoid any behavior that could be perceived as harassment, discrimination, intimidation, or retaliation.
- Refrain from offering or accepting gifts, favors, or anything of value that could influence—or appear to influence—business decisions, except as permitted by Company policy.
- Avoid conflicts of interest and promptly disclose any potential conflicts involving customers or their employees.
- Use customer property, systems, and resources only for authorized business purposes.

Employees must not:

- Engage in unprofessional, abusive, deceptive, or inappropriate behavior.
- Make false, misleading, or unauthorized statements on behalf of the Company.
- Solicit customers or their employees for personal business, financial gain, or non-Company activities.
- Participate in gossip, disparagement, or conduct that could harm the Company's or customer's reputation.

Violations of this policy may result in disciplinary action, up to and including termination of employment, and may also result in legal consequences.

ALCOHOL AND SUBSTANCE ABUSE

It is the policy of ServExperts to create a drug-free workplace in keeping with the spirit and intent of the Drug-Free Workplace Act of 1988. Employees are expected to not use illegal drugs and alcohol. Compliance with this policy is a condition of continued employment. The use of these substances subjects employees and visitors to unacceptable safety risks that undermine ServExperts' ability to operate safely, effectively and efficiently.

To maintain a Drug-Free Workplace, ServExperts, Inc. has established the following policy effective 3/01/2012 with regard to the use, possession, and sale of illegal drugs and alcohol. Drug and alcohol testing practices will be adopted to identify employees or applicants using drugs and/ or alcohol.

DRUG & ALCOHOL PROHIBITIONS

"Illegal Drug" means any drug in which, (1) is not legally obtainable, or (2) is legally obtainable but has not been legally obtained, or (3) non-prescribed controlled drugs. In addition, "illegal drug" also refers to prescribed drugs not being used in a prescribed manner.

- 1) Any employee involved in any of the following activities at any time during the hours between the beginning and end of the employee's work shift, whether or not on Company business, premises, or property, is in violation of Company policy and subject to disciplinary action:
 - a) Bringing illegal drugs onto Company property or premises.
 - b) Having possession of or having any amount of illegal drugs or alcohol in an employee's body during working hours.
 - c) Using, consuming, transforming, distributing, or attempting to distribute or dispensing illegal drugs.

DRUG AND ALCOHOL TESTING

ServExperts, Inc. asserts its legal right and prerogative to test any employee for illegal drugs and alcohol use in conjunction with any accident or injury alleged to have occurred within the course and scope of employment. Employees may be asked to submit to a medical examination and/or submit to urine, saliva, breath, blood, and/or hair testing for illegal drugs or alcohol within the body of the employee following an alleged accident or injury. Any information obtained through such examinations may be retained by ServExperts and is the property of ServExperts.

In particular, ServExperts, Inc. reserves the right, in its discretion and within the limits of federal and state laws, to examine and test for the presence of drugs and alcohol in situations such as, but not limited to, the following:

POST-ACCIDENT

An incident occurring while on Company business that results in injury (requiring medical treatment) to an employee or others and/or damage to Company property will be subject to illegal drug and/or alcohol test.

Failure to report any accident which meets the post-accident testing criteria is in violation of Company policy and subject to disciplinary action. Employees testing positive, under state law, may subject to termination or receive a 15% reduction of workers' compensation benefits.

REASONABLE SUSPICION

Current employees may be asked to submit to a drug and/or alcohol test if cause exists to indicate that their health or ability to perform work may be impaired. Although reasonable suspicion testing does not require certainty, mere "hunches" are not sufficient to meet this standard. Therefore, a reasonable suspicion test will only be conducted after careful consideration.

DRUG TESTING PROCEDURES

After completing and submitting the Employee Consent Forms, Appendix A to the ServExperts, Inc. office, the drug test will be performed from urine specimens collected at a qualified collection site. For all post-accident and reasonable cause situations to determine substance levels, a blood test or evidential breath test will be performed at the collection site. The collection site will take the necessary steps to avoid any dilution or alteration of urine specimens.

Proper handling 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 NIDA-certified, professional laboratory for the following controlled substances only:

Cocaine	Cannabinoids (marijuana)
Amphetamines	Phencyclidine (PCP)
Opiates	

In addition to the above controlled substances, breath test or blood test will be conducted to determine presence of Alcohol.

Any employee who is tested will have the right, upon request, to see the results of his/her test. Employees whose tests are confirmed positive will be notified by the company. If the test is a result of a post-accident situation requiring medical care, the company's workers' compensation insurance carrier will be notified of the results.

DISCIPLINARY ACTION

The company reserves the right to use disciplinary actions, up to and including termination of employment, depending upon the seriousness of the violation, the employee's present job assignment, the employee's record with the Company, and other factors, including the impact of the violation upon the conduct of Company business.

CONSENT

As a condition of continued employment, employees must sign the consent form on Appendix A.

VIOLENCE IN THE WORKPLACE

This company has a zero tolerance policy for violence in the workplace. If you engage in any violence in the workplace, or threaten violence in the workplace, your employment will be terminated immediately. "Violence" includes physically harming another, shoving, pushing, harassing, intimidating, coercing, brandishing weapons, and threatening or talking of engaging in those activities. It is the intent of this policy to ensure that everyone associated with this Company, including employees and customers, never feels threatened by any employee's actions or conduct.

Employees can report incidences of violence to the Company owners, Kirby and Kara Quinn.

ATTENDANCE AND ABSENCE FROM WORK

ServicExperts, Inc. achieves extraordinary results through highly committed, productive team players, and every employee plays an important and necessary role at ServicExperts, Inc. and meeting our customer commitments. Regular, timely attendance supports our team approach. For that reason, you are expected to be at work and be on time. Employees are expected to be present at the beginning of their assigned work time, during their regular work hours, and continue to work until the scheduled quitting time. You are also expected to be available 24/7 while covering an OnCall week or an OnCall Backup week. When you do not meet these expectations, you may be subject to disciplinary action, up to and including termination.

Employees who will be absent or tardy are responsible for telephoning their supervisor directly, explaining why they will be out and estimating when he or she will report back to work. The employee must notify their supervisor by telephone (email and text message are not acceptable) no later than the employee's scheduled start time. Failure to follow the required notification procedure may result in disciplinary action including termination.

If you do not come to work and do not call for two consecutive workdays, ServicExperts, Inc. will assume you have voluntarily resigned

NON-COMPETITION AGREEMENT (Appendix B)

This Employment Agreement ("Agreement") is entered into, by, and between ServExperts, Inc., a Kansas Corporation with its principal place of business located at 1313 S Young St, Wichita, KS 67209 (the "Employer") and _____ (the "Employee"), (the Employer and the Employee are collectively referred to herein as the "Parties"), as of _____, 20__ (the "Effective Date").

In consideration of the Employee's employment or continued employment by the Employer, which the Employee acknowledges to be good and valuable consideration for the Employee's obligations hereunder, the Employer and the Employee hereby agree as follows:

A) Non-Competition

Because of Employer's legitimate business interest and the good and valuable consideration offered to the Employee, the receipt and sufficiency of which is acknowledged, during the term of Employee's employment and for one (1) year, to run consecutively, beginning on the last day of the Employee's employment with the Employer, for any reason or no reason and whether employment is terminated at the option of the Employee or the Employer, the Employee agrees and covenants not to engage in any Prohibited Activity within seventy-five (75) miles of Wichita, Kansas.

For purposes of this non-compete clause, "Prohibited Activity" is activity in which the Employee contributes the Employee's knowledge, directly or indirectly, in whole or in part, as an employee, employer, owner, operator, manager, advisor, consultant, agent, partner, director, stockholder, officer, volunteer, intern, or any other similar capacity to an entity engaged in the same or similar business as the Employer, including those engaged in the business of Mechanical Contracting including but not limited to new construction HVAC and duct work installation, as well as service/repair of HVAC and restaurant equipment including but not limited to refrigeration units. Prohibited Activity also includes activity that may require or inevitably require disclosure of trade secrets, proprietary information, or confidential information of Employer.

B) Non-Solicitation of Employees

The Employee agrees and covenants not to directly or indirectly solicit, hire, recruit, or attempt to hire or recruit, any employee of the Employer or any employee who has been employed by the Employer in the six (6) months preceding the last day of Employee's employment (collectively "Covered Employee"), or induce the termination of employment of any employee of the Employer for a period of one (1) year, beginning on the last day of the Employee's employment with the Employer.

This non-solicitation provision explicitly covers all forms of oral, written, or electronic communication, including, but not limited to, communications by email, regular mail, express mail, telephone, fax, instant message, and social media, including, but not limited to, Facebook, LinkedIn, Instagram, and Twitter, and any other social media platform, whether or not in existence at the time of entering into this Agreement. This Section does not restrict or impede, in any way, and shall not be interpreted or understood as restricting or impeding, the Employee from discussing the terms and conditions of Employee's employment with co-workers or union representatives/exercising Employee's rights under Section 7 of the National Labor Relations Act (NLRA)/exercising protected rights to the extent that such rights cannot be waived by agreement.

C) Non-Solicitation of Customers

The Employee understands and acknowledges that because of the Employee's experience with and relationship to the Employer, he/she will have access to and learn about much or all of the Employer's customer information. "Customer Information" includes, but is not limited to, names, phone numbers, addresses, email addresses, order history, order preferences, chain of command, pricing information, and other information identifying facts and circumstances specific to the customer and relevant to sales and/or services.

The Employee understands and acknowledges that loss of any such customer relationship and/or goodwill will cause significant and irreparable harm to the Employer. The Employee agrees and covenants, for a period of two (2) years, beginning on the last day of the Employee's employment with the Employer, not to directly or indirectly solicit, contact, or attempt to solicit or contact, using any other form of oral, written, or electronic communication, including, but not limited to, email, regular mail, express mail, telephone, fax, instant message, or social media, including but not limited to Facebook, LinkedIn, Instagram or Twitter, or any other social media platform, whether or not in existence at the time of entering into this agreement, or meet with the Employer's current, former, or prospective customers for purposes of offering or accepting goods or services similar to or competitive with those offered by the Employer.

D) Non-Disparagement

The Employee agrees and covenants that the Employee will not at any time make, publish, or communicate to any person or entity or in any public forum any defamatory or disparaging remarks, comments, or statements concerning the Employer or its businesses, or any of its employees, officers, and existing and prospective customers, suppliers, investors, and other associated third parties.

E) Additional Terms and Conditions

- 1) Acknowledgment. The Employee acknowledges and agrees that the Employee's services to be rendered to the Employer are of a special and unique character; that the Employee will obtain knowledge and skill relevant to the Employer's industry, methods of doing business, and marketing strategies by virtue of the Employee's employment; and that the restrictive covenants and other terms and conditions of this Agreement are reasonable and reasonably necessary to protect the legitimate business interests of the Employer.
- 2) The Employee further acknowledges that the amount of the Employee's compensation reflects, in part, the Employee's obligations and the Employer's rights under this Agreement; that the Employee has no expectation of any additional compensation, royalties, or other payment of any kind not otherwise referenced herein in connection herewith; and that the Employee will not be subject to undue hardship by reason of the Employee's full compliance with the terms and conditions of this Agreement or the Employer's enforcement thereof; and that this Agreement is not a contract of employment and shall not be construed as a commitment by either of the Parties to continue an employment relationship for any certain period of time.
- 3) Nothing in this Agreement shall be construed to in any way terminate, supersede, undermine, or otherwise modify the "at-will" status of the employment relationship between the Employer and the Employee, pursuant to which either the Employer or the Employee may terminate the employment relationship at any time, with or without cause, and with or without notice.
- 4) Remedies. In the event of a breach or threatened breach by the Employee of any of the provisions of this Agreement, the Employee hereby consents and agrees that the Employer shall be entitled to, in addition to other available remedies, a temporary or permanent injunction or other equitable relief against such breach or threatened breach from any court of competent jurisdiction, without the necessity of showing any actual damages or that money damages would not afford an adequate remedy, and without the necessity of posting any bond or other security. The aforementioned equitable relief shall be in addition to, not in lieu of, legal remedies, monetary damages, or other available forms of relief.

- 5) Assignment by the Employer. To the extent permitted by state law, the Employer may assign this Agreement to any successor or assign (whether direct or indirect, by purchase, merger, consolidation, or otherwise) to all or substantially all of the business or assets of the Employer. This Agreement shall inure to the benefit of the Employer and permitted successors and assigns.
- 6) No Assignment by the Employee. The Employee may not assign this Agreement or any part hereof. Any purported assignment by the Employee shall be null and void from the initial date of purported assignment.
- 7) Governing Law: Jurisdiction and Venue. This Agreement, for all purposes, shall be construed in accordance with the laws of Kansas without regard to conflicts-of-law principles. Any action or proceeding by either of the Parties to enforce this Agreement shall be brought only in any state court located in the State of Kansas, County of Sedgwick. The Parties hereby irrevocably submit to the exclusive jurisdiction of such courts and waive the defense of inconvenient forum to the maintenance of any such action or proceeding in such venue.
- 8) Entire Agreement. Unless specifically provided herein, this Agreement contains all the understandings and representations between the Employee and the Employer pertaining to the subject matter hereof and supersedes all prior and contemporaneous understandings, agreements, representations, and warranties, both written and oral, with respect to such subject matter.
- 9) Modification and Waiver. No provision of this Agreement may be amended or modified unless such amendment or modification is agreed to in writing and signed by the Employee and by the owner of the Employer. No waiver by either of the Parties of any breach by the other party hereto of any condition or provision of this Agreement to be performed by the other party hereto shall be deemed a waiver of any similar or dissimilar provision or condition at the same or any prior or subsequent time, nor shall the failure of or delay by either of the Parties in exercising any right, power, or privilege hereunder operate as a waiver thereof to preclude any other or further exercise thereof or the exercise of any other such right, power, or privilege.
- 10) Severability. Should any provision of this Agreement be held by a court of competent jurisdiction to be enforceable only if modified, or if any portion of this Agreement shall be held as unenforceable and thus stricken, such holding shall not affect the validity of the remainder of this Agreement, the balance of which shall continue to be binding on the Parties with any such modification to become a part hereof and treated as though originally set forth in this Agreement.
- 11) Tolling. If the Employee violates any of the terms of the restrictive covenant obligations articulated herein, the obligation at issue will run from the first date on which the Employee ceases to be in violation of such obligation.
- 12) Attorneys' Fees. If the Employee breaches any of the terms of the restrictive covenant obligations articulated herein, the Employee will be responsible for payment of all reasonable attorneys' fees and costs that Employer incurred in the course of enforcing the terms of the Agreement.
- 13) Notice. If and when Employee's employment with Employer terminates, whether voluntarily or involuntarily, Employee agrees to provide to any subsequent employer a copy of this Agreement. In addition, Employee authorizes Employer to provide a copy of this Agreement to third parties, including but not limited to, Employee's subsequent, anticipated, or possible future employer.

IN WITNESS WHEREOF, the Parties have executed this Agreement as of the Effective Date above.

**Employee and Employer to sign this document - Appendix B.*

DRESS CODE

All employees should present themselves in a clean hygienic fashion and wear a ServiceExperts, Inc. logoed top. ServiceExperts, Inc. will give each employee ServiceExperts, Inc. shirts, long sleeve tops, and hoodies, as well as ServiceExperts, Inc. ball caps and beanies. Any clothing items given to employees from ServiceExperts, Inc. may be worn during working hours.

Employees may wear work shorts during warm weather conditions, provided they are designed for industrial or trade use and are appropriate for the hazards of HVAC work. Acceptable work shorts must be durable, professional in appearance, and allow for safe movement while working in mechanical rooms, rooftops, crawl spaces, and customer-facing environments. Work shorts must be made of heavy-duty materials (such as canvas, ripstop, or reinforced cotton blends), be clean and in good condition, and extend to no more than 2–3 inches above the knee. Shorts must include belt loops and be worn with a belt when required. Clothing that compromises safety or presents a hazard is not permitted.

Not Permitted - Athletic shorts, gym shorts, or mesh materials. Cut-off jeans, frayed hems, or excessively tight or baggy shorts. Shorts with rips, tears, or exposed skin beyond normal wear. Clothing with offensive, political, or unprofessional graphics.

Supervisors reserve the right to require long pants when conditions warrant.

COMPANY PROPERTY

All ServiceExperts, Inc. property, including company vehicles, gas cards, equipment and parts are for the transaction of business of ServiceExperts, Inc. and should not be used for personal purposes. Misuse or abuse of ServiceExperts, Inc. property are likewise prohibited. EVERY receipt involving a credit card will need to be copied to the office.

HOLIDAY AND VACATION

ServicExperts, Inc. observes certain holidays and provides vacation days. Employees will receive their regular pay if they do not work on a holiday or if they take vacation. If an employee is called to work on a holiday, they will be paid double time.

Holidays			
Observed	Holiday Rolls Over to Closest Business Day	Pay	
		Did Not Work During Holiday	Worked During Holiday
New Year's Day	Yes	Paid regular time.	Paid regular time + double time
Easter	No	Employee is not paid if they do not work on this day.	Paid regular time + double time throughout the weekend calls
Memorial Day	N/a	Paid regular time.	Paid regular time + double time throughout the weekend calls
Fourth of July	Yes	Paid regular time.	Paid regular time + double time
Labor Day	N/a	Paid regular time.	Paid regular time + double time throughout the weekend calls
Thanksgiving	N/a	Paid regular time.	Paid regular time + double time
Christmas	Yes	Paid regular time.	Paid regular time + double time

Vacation days can be used when the employee sees fit, however, employer approval is required at least 2 weeks in advance. Since our company's busy season is in the summer, vacation days are seldom allowed between Memorial Day and Labor Day.

Vacation Time	
Time with ServicExperts, Inc.	Number of days
0-1 year	0
1-2 years	5
2-5 years	10
After 5 years	15

SICK PAY

ServiceExperts extends 40 hours of Sick Pay yearly. These hours are to be used if you are feeling poorly and cannot report to work. Any hours left at the end of the year will be paid out at your hourly rate. 40 hours will reboot again the first paycheck of each year.

OVERTIME AND ON-CALL SERVICE

To provide the best service for our clients, our company will answer service calls during non-working hours during weekdays and weekends. Any hours worked over 40 hours will be deemed overtime. Overtime hours will be paid as time and a half. Time and a half will also be paid to employees who work during their on-call hours with Holidays and Holiday Weekends being paid double time. See section above for on-call pay during holidays.

Each employee will run an OnCall week and a BackUp OnCall week. We ask you to always be ready during these weeks. ServiceExperts, Inc. will pay the employee \$200 per OnCall/BackUp week for the inconvenience - whether the employee is actually called out to a job or not.

EMPLOYEE TRAINING

Initial on the job training (shadowing) with ServiceExperts, Inc. is often a 4-6 month process and you will need your own transportation during this time.

ServiceExperts, Inc. will pay for employee training occurring off the job (such as classes and offsite training). This includes the cost of the class, travel, and food per diem in addition to regular employee pay.

HEALTH INSURANCE

ServiceExperts, Inc. provides the option of health insurance (including medical, dental, and vision) to all full-time employees through BlueCross BlueShield of Kansas (BCBS of Kansas & EyeMed). Upon full-time employment, we ask you to fill out the form so we can get you enrolled for health insurance. Coverage will be effective the first month after 60 days of full-time employment.

ServiceExperts, Inc. will pay the monthly premium for employee Medical. Dental and Vision are paid by the employee and will be deducted through payroll. If you choose to cover your spouse, children or the entire family, the additional costs will be deducted through payroll. Cost depends on what plan you choose and this changes every September 1st at our renewal. You can receive current rates through the office if interested.

HEALTH INSURANCE ENROLLMENT

Visit the following link or scan the QR code below to fill out the Health Insurance enrollment form. Once completed, return the completed form to the ServiceExperts, Inc. office. You can also complete the form in the ServiceExperts, Inc. office.

<https://www.bcbsks.com/documents/enrollment-form-group-coverage-40-127-0621>



SIMPLE IRA PROGRAM

After 1 year of full-time employment, employees will have the option to open an Individual Simple Retirement Account, known as a Simple IRA, through Edward Jones. Opening a Simple IRA is a form of saving money for retirement. Employee contributions will be automatically taken out of each paycheck. ServExperts, Inc. will match up 3% of the employee's contribution to the IRA.

Once a year, a financial advisor from Edward Jones will meet with employees individually to discuss their Simple IRA. ServExperts has no access to your Edward Jones account. Changes to the Simple IRA deduction amount can be made twice yearly with the ServExperts, Inc. office.

TRUCK & TOOLS

Any vehicle bought by ServExperts, Inc. and any tools bought with ServExperts, Inc. money is the property of ServExperts, Inc.

TRUCK

Though a company vehicle is the property of ServExperts, Inc., it is the employee's job to keep it clean and organized. If an employee cannot maintain a clean and organized vehicle during their day to day working hours, then it is expected that employees will clean and organize their truck on their own time (unpaid).

Employees need to alert the ServExperts, Inc. office as soon as they realize something is broken and/or the vehicle needs service so that ServExperts, Inc. can set up an appointment for the employee to take the vehicle to a mechanic for the necessary repairs. This includes turn lights, windshields, torn seat covers, routine maintenance and all mechanical nuances.

TOOLS

Tools are provided to employees either upon employment or during employment. All tools bought with a ServExperts, Inc. company credit card or reimbursed by the company are the property of ServExperts, Inc. Any tools found to be broken, damaged, missing, lost, or stolen need to be reported to the ServExperts, Inc. office as soon as the employee has recognized that the tool(s) are broken, damaged, missing, lost, or stolen.

All property of ServExperts, Inc. must be returned to the ServExperts, Inc. office upon unemployment. This includes all vehicles, tools, equipment, parts, etc. bought with company money (or reimbursed by the company) in the care of the employee.

Personal tools broken on the job can be reimbursed. You must address this with your supervisor PRIOR to replacing any tool.

WORKDAY HOURS/TIME SHEETS

Employee time begins upon arrival at their first call or job site on any given day. It does not begin in the employee's driveway. ServExperts, Inc. pays for the gas used to and from work along with a 30 minute lunch, but does not cover an employee's commute to the job site. Employee START TIME and END TIME must be noted on their time sheet for each day worked. If employees take longer than a 30 min lunch, then the extra time must be deducted from the workday.

- There is an exception for out-of-town Service Calls. If the employee's first stop or last stop of the day is out of town, then employees may start/end their time as soon as they cross Wichita city limits.
- If employees are unable to come to work, then they need to call the ServExperts, Inc. office as soon as they know they are having a problem.
- Accrued Vacation time may be used to cover any shortage in a 40-hour week.
- Vacation time is a use it or lose it situation. There is a maximum accrual and once that is hit, no more time will be added. ServExperts, Inc. encourages their employees to take their time off.

We trust you to take care of your own time, ON A DAILY BASIS. On any given day, you should be able to pull your time sheet and let us know how many hours you have into a work week. Employees need to take care of their timesheets daily and then produce an accurate picture of their work week at the end of each two week pay period. Misrepresentation made by an employee of their work week hours will be construed as stealing from the company and can be grounds for immediate dismissal.

JOBBER CALENDAR

Each employee will have access to the company Jobber calendar. This calendar is used to organize and assign service calls, meetings and time off

OnCall rotations are on the calendar weeks in advance. Employees are responsible for BackUp OnCall the week prior to their OnCall week. Should their schedule compete with something personal they need to attend, employees should do their best to locate a substitute to fill in for them. If that does not work, the employee should contact their supervisor immediately to help.

If an employee needs to order parts and return to a job at a later time, it is up to the employee to reschedule in the Jobber calendar as to a date they believe they will have received the parts and can get back to the job to install.

PAYROLL

Time Sheets are due no later than 10am Monday morning of a payroll week. Employees are welcome to email them Sunday evening. All Time Sheets should be sent to Experts@ServiceKS.com and be complete with employee name, all times spent on a job with corresponding PO numbers for each job, total hours worked on each day and a summary of hours for the week (ie: Reg Hours, OT Hours, Holiday, Vaca, Sick, Meeting, OnCall).

PARTS HOUSE

Each parts house in Wichita has a list of approved technicians for orders. Employees MUST provide a PO number with every order. When parts are not available at a location where we hold an account, employees must use their company credit card and MUST provide the office with a copy of the receipt.