

November
2024

Disabled Veteran Owned Business

BAYSHORE **PLUMBERS**

HANDBOOK

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CHAPTER 1: COMPANY STATEMENTS

Vision Statement:

To become the most trusted and innovative plumbing company in the Mid-Peninsula Bay Area, serving over 25% of our service area. We aspire to be recognized not only for our unwavering commitment to customer satisfaction and exceptional value but also for our positive impact on the community and environment.

Mission Statement:

We, Bayshore Plumbers, are committed to delivering high-quality and reliable plumbing solutions tailored to the unique needs of homeowners and businesses in the Mid-Peninsula Bay Area, ensuring excellent customer satisfaction and delivering value through efficient plumbing solutions.

Quality Statement:

At Bayshore Plumbers, quality is the foundation of our operations. We are committed to providing exceptional plumbing services to homeowners and businesses in the Mid-Peninsula Bay Area, with strict quality assurance processes that guarantee excellence in every project we undertake.

Commitment to Quality:

We are devoted to delivering the highest quality plumbing services by employing skilled professionals, using certified materials, and adhering to best practices. We actively seek and incorporate customer feedback to ensure every project meets the highest standards of excellence and continues to improve.

Environmental Statement:

Bayshore Plumbers is dedicated to conducting our business in an environmentally responsible manner, with a deep commitment to protecting our planet. We are focused on implementing sustainable practices that minimize our environmental impact today and are committed to long-term goals of reducing our carbon footprint and conserving natural resources.



Equal Employment Opportunity Statement:

At Bayshore Plumbers, we are committed to fostering an inclusive and equitable workplace where diversity is valued, and every individual is respected and empowered. We believe that a diverse and inclusive environment drives innovation, enhances our services, and contributes to our mission of delivering high-quality plumbing solutions. We are dedicated to providing ongoing training and development to promote diversity and ensure an inclusive culture.

Non-Discrimination Policy:

Bayshore Plumbers strictly prohibits discrimination in all forms, including but not limited to race, color, religion, sex, nationality, disability, age, marital status, sexual orientation, veteran status, or any other characteristic protected by applicable law. We are committed to maintaining a work environment that respects the dignity and rights of every individual.

Innovation Statement:

At Bayshore Plumbers, we embrace innovation and continuously seek new ways to improve our services and processes. We invest in the latest technologies and encourage a culture of creativity and problem-solving to ensure we deliver the best solutions to our customers.

Safety Statement:

The safety of our employees, customers, and the communities we serve is our top priority. Bayshore Plumbers is committed to maintaining the highest safety standards through rigorous training, adherence to safety protocols, and a proactive approach to risk management.

Core Values Statement:

At Bayshore Plumbers, our Core Values reflect our commitment to excellence, integrity, and responsibility in every aspect of our business. These values guide our actions, shape our culture, and define our relationships with customers, employees, and the community.

- **Quality Excellence**

We are dedicated to delivering the highest quality plumbing services. Our commitment to

excellence is unwavering, ensuring that every project we undertake meets the highest standards of workmanship, safety, and customer satisfaction.

- **Integrity and Transparency**

We conduct our business with honesty, fairness, and transparency. Our customers, employees, and partners trust us to uphold the highest ethical standards in every interaction and decision.

- **Innovation and Continuous Improvement**

We embrace innovation and continuously seek new ways to improve our services, processes, and technologies. We encourage creativity and problem-solving, fostering a culture of learning and growth.

- **Environmental Responsibility**

We are committed to conducting our business in an environmentally responsible manner. Our focus on sustainability drives our efforts to reduce our carbon footprint, conserve natural resources, and protect the planet for future generations.

- **Customer-Centric Approach**

Our customers are at the heart of everything we do. We strive to exceed their expectations by delivering reliable, efficient, and tailored plumbing solutions that add value and ensure satisfaction.

- **Respect and Inclusivity**

We value diversity and are committed to creating an inclusive workplace where every individual is respected and empowered. We believe that a diverse team enhances our services and contributes to our success.

- **Safety First**

The safety of our employees, customers, and the communities we serve is our top priority. We adhere to the highest safety standards, ensuring that our work environment is safe, secure, and healthy.

CHAPTER 2: HANDBOOK

1. Introduction

1.1. Handbook Disclaimer

The contents of this handbook serve only as guidelines and supersede any prior handbook. Neither this handbook, nor any other policy or practice, creates an employment contract, or an implied or express promise of continued employment with the company. Employment with Bayshore Plumbers is “at-will”. This means employees or Bayshore Plumbers (“Employer”) may terminate the employment relationship at any time, for any reason, with or without cause or advance notice. As an at-will employee, it is not guaranteed, in any manner, that you will be employed with Bayshore Plumbers for any set period of time.

The Company (“Bayshore Plumbers”) has the right, with or without notice, in an individual case or generally, to change any of the policies in this handbook, or any of its guidelines, policies, practices, working conditions or benefits at any time. No one is authorized to provide any employee with an employment contract or special arrangement concerning terms or conditions of employment unless the contract or arrangement is in writing and signed by the Company General Manager and the Employee.

1.2. Welcome Message

Dear Valued Employee

Welcome to Bayshore Plumbers! We are pleased with your decision to join our team.

Bayshore Plumbers is committed to provide superior quality and unparalleled customer service in all aspects of our business. We believe each employee contributes to the success and growth of the Company.

This employee handbook contains general information on our policies, practices, and benefits. Please read it carefully. If you have any questions regarding the handbook, please discuss them with your supervisor or the HR personnel.

Welcome aboard. We look forward to working with you!



Sincerely,
Bayshore Plumbers

1.3. Changes in Policy

Change at Bayshore Plumbers is inevitable. Therefore, we expressly reserve the right to interpret, modify, suspend, cancel, or dispute, with or without notice, all or any part of our policies, procedures, and benefits at any time, with or without prior notice. Changes will be effective on the dates determined by Bayshore Plumbers and after those dates all superseded policies will be null and void.

No individual supervisor or manager has the authority to alter the foregoing. Any employee who is unclear on any policy or procedure should consult a supervisor or HR personnel or the Company President.

2. General Employment

2.1. At-Will Employment

Employment with Bayshore Plumbers is “at-will”. This means employees are free to resign at any time, with or without cause, and Bayshore Plumbers may terminate the employment relationship at any time, with or without cause or advance notice. As an “at-will” employee, it is not guaranteed, in any manner, that you will be employed with Bayshore Plumbers for any set period of time.

The policies set forth in this employee handbook are the policies that are in effect at the time of publication. They may be amended, modified, or terminated at any time by Bayshore Plumbers, except for the policy on at-will employment, which may be modified only by a signed, written agreement between the Company (authorized signatory General Manager or President) and the Employee at issue. Nothing in this handbook may be construed as creating a promise of future benefits or a binding contract between Bayshore Plumbers and any of its employees.

2.2 Equal Employment Opportunity

Bayshore Plumbers is an equal opportunity employer. Employment opportunities at Bayshore Plumbers are based upon one’s qualifications and capabilities to perform the essential functions of a particular Job. All employment opportunities are provided without regard to race, religion, color, sex, national origin, age, the military status, veteran status, disability, genetic information, ancestry, medical condition, marital status, gender identity, gender expression while my sexual orientation, or any other characteristics protected by law.

This Equal Employment Opportunity policy governs all aspects of employment, including but not limited to, recruitment, hiring, internships, selection, job assignment, promotions, transfers, compensation, discipline, termination, layoff, access to benefits and training, and all other conditions and privileges of employment.

Bayshore Plumbers strongly urges the reporting of all instances of discrimination and harassment, and prohibits retaliation against any individual who reports discrimination, harassment, or participate in an investigation of such report. Appropriate disciplinary action, up



to and including immediate termination, will be taken against any employee who violates this policy.

2.3 Employee Grievances

It is the policy of Bayshore Plumbers to maintain a harmonious workplace environment.

Bayshore Plumbers encourages its employees to express concerns about work related issues, including workplace communication, interpersonal conflict, and other working conditions.

Employees are encouraged to raise concerns with their supervisors. If not resolved at this level, and employee may submit, in writing, assigned grievance to the General Manager of the company or the HR personnel.

After receiving a written grievance, Bayshore Plumbers may hold a meeting with the employee, the immediate supervisor, and any other individuals who may assist in the investigation or resolution of the issue. All discussions related to the grievance will be limited to those involved with, and who can assist with, resolving the issue.

Complaints involving alleged discriminatory practices shall be processed in accordance with Bayshore Plumbers sexual and other unlawful harassment policy.

Bayshore Plumbers assures that all employers filing a grievance or complaint can do so without fear of retaliation or reprisal.

2.4 Internal Communication

Effective and ongoing communication within Bayshore Plumbers is essential. As such, the company maintains systems through which important information can be shared among employees and management.

Bulletin boards are posted in designated areas of the workplace to display important information and announcements. In addition, Bayshore Plumbers uses the Internet and e-mail to facilitate communication and share access to documents. For information on appropriate e-mail and Internet usage, employees may refer to the computer, e-mail, and Internet usage policy.

All employees are responsible for checking internal communications on a frequent and regular basis. Employees should consult their supervisor with any questions or concerns on information disseminated.

2.5 Outside Employment

Employees may hold outside jobs as long as the employees meet the performance standards of their position with Bayshore Plumbers.

Unless an alternative work schedule has been approved by Bayshore Plumbers, employees will be subject to the company's scheduling demands, regardless of any existing outside work assignments. This includes availability for overtime when necessary.

Bayshore Plumbers property, office space, equipment, materials, trade secrets, and any other confidential information may not be used for any purposes relating to outside employment.

2.6 Anti-Retaliation and Whistleblower Policy

This policy is designed to protect employees and address Bayshore Plumbers commitment to integrity and ethical behavior. In accordance with anti-retaliation and whistleblower protection regulations, Bayshore Plumbers will not tolerate any retaliation against an employee who:

- Makes a good faith complaint, or threatens to make a good faith complaint, regarding the suspected company or employee violations of the law, including discriminatory or other unfair employment practices.
- Makes a good faith complaint, or threatens to make a good faith complaint, regarding accounting, internal accounting controls, or auditing matters that may lead to incorrect, or misrepresentations in our financial accounting.
- Makes a good faith report, or threatens to make a good faith report, of a violation that endangers the health or safety of an employee, patient, client or customer, environment or general public.
- Objects to, or refuses to participate in, any activity, policy or practice, which the employee reasonably believes is a violation of the law.



- Provides information to assist in an investigation regarding violations of the law; or
- Files, testifies, participates or assists in a proceeding, action or hearing in relation to alleged violations of the law.

Retaliation is defined as any adverse employment action against an employee, including, but not limited to, refusal to hire, failure to promote, demotion, suspension, harassment, denial of training opportunities, termination, or discrimination in any manner in the terms and conditions of employment.

Anyone found to have engaged in retaliation or in violation of law, policy or practice will be subject to discipline, up to and including termination of employment. Employees who knowingly make a false report of a violation will be subject to disciplinary action, up to and including termination.

Employees who wish to report a violation should contact their supervisor or general manager or the HR personnel directly. Employers should also review their state and local requirements for any additional reporting guidelines.

Bayshore Plumbers will promptly and thoroughly investigate and, if necessary, address any reported violation.

Employees who have any questions or concerns regarding this policy and related reporting requirements should contact their supervisors, general manager, the HR personnel call ma company president, or any state or local agency responsible for investigating alleged violations.

3. Employment Status & Recordkeeping

3.1 Employment Classifications

For purposes of salary administration and eligibility for overtime payments and employee benefits, Bayshore Plumbers classifies employees as either exempt or non-exempt. Non-exempt employees are entitled to overtime pay in accordance with federal and state overtime provisions. Exempt employees are exempt from federal and state overtime laws and, but for a few narrow exceptions, are generally paid a fixed amount of pay for each work week in which work is performed.

If you change positions during your employment with Bayshore Plumbers or if your job responsibilities change, you will be informed by HR of any change in your exempt status. In addition to your designation of either exempt or non-exempt, you also belong to one of the following employment categories:

- *Full time:* Full time employees are regularly scheduled to work greater or equal to 40 hours per week. Generally, regular full-time employees are eligible for Bayshore Plumbers benefits, subject to the terms, conditions, and limitations of each benefit program.
- *Part time:* Part time employees are regularly scheduled to work less than 40 hours per week. Regular part time employees may be eligible for some Bayshore Plumbers benefit programs, subject to the terms, conditions, and limitations of each benefit program.
- *Temporary:* Temporary employees include those hired for a limited time to assist in a specific function or in the completion of a specific project. Employment beyond any initially stated. Does not in any way imply a change in employment status or classification. Temporary employees retain temporary status unless and until they are notified, by Bayshore Plumbers management, of a related change.

3.2 Personnel Data Changes

It is the responsibility of each employee to promptly notify their supervisors or HR personnel of any change in personal data. Such changes may affect your eligibility for benefits, the amount you pay for benefit premiums, and your receipt of important company information.

If any of the following have changed or will change in the coming future, contact your supervisor or HR personnel as soon as possible:

- Legal name
- Mailing address
- Telephone number(s)
- Change of beneficiary
- Exemptions on your tax forms
- Emergency contact(s)
- Training certificates
- Professional licenses

3.3 Expense Reimbursement

Bayshore Plumbers reimburses employees for necessary expenditures and reasonable costs incurred in the course of doing their jobs. Expenses incurred by an employee must be approved in advance by the operations manager or the general manager.

Some expenses that may warrant reimbursement include, but are not limited to, the following: Mileage costs, air or ground transportation costs, lodging, meals for the purpose of carrying out company business, and any other reimbursable expenses as required by law. Employers are expected to make a reasonable effort to limit business expenses to economical options.

To be reimbursed, employers must submit expense reports to HR personnel for approval. The report must be accompanied by receipts or other documentation Subs substantiating the expenses. Questions regarding this policy should be directed to your supervisor.

3.4 Termination of Employment

Termination of employment is an inevitable part of personal activity within any organization, and many of the reasons for termination are routine. Common circumstances under which employment is terminated include the following:

- *Resignation* - voluntary employment termination initiated by an employee.
- *Termination* - involuntary employment termination initiated by Bayshore Plumbers. In most cases, Bayshore Plumbers will use progressive disciplinary actions before dismissing an employee. However, certain actions warrant immediate termination.
- *Layoffs* - Involuntary employment termination initiated by Bayshore Plumbers for non-disciplinary reasons.

Employees who intend to terminate employment with Bayshore Plumbers shall provide Bayshore Plumbers with at least two weeks of written notice such notice is intended to allow the company the time to adjust to the employee's departure without placing undue burden on those employees who may be required to fill in before a replacement can be found.

Since employment with Bayshore Plumbers is based on mutual consent, both the employee and Bayshore Plumbers have the rights to terminate employment at will, with or without cause, at any time.

In the case of employee termination, the employee will receive their accrued pay in accordance with all federal, state and local laws.

Any employee who terminates employment with Bayshore Plumbers shall return all files, records, uniforms, and any other materials that are the property of Bayshore Plumbers.

Employee benefits will be affected by employment termination in the following manner:

- All accrued vested benefits that are due and payable at termination will be paid in accordance with applicable federal, state and local laws.
- Some benefits may be continued at the employee's expense, if the employee elects to do so, such as healthcare coverage.



- The employee will be notified of the benefits that may be continued and of the terms, conditions, and limitations of such continuation.

If you have any questions or concerns regarding this policy, direct them to the general manager or the HR personnel of Bayshore Plumbers.

4. Working Conditions & Hours

4.1 Company Hours

Bayshore Plumbers is open for business from Monday to Friday 7:00 AM to 3:00 PM. This excludes holidays recognized by Bayshore Plumbers. This standard work week is 40 hours. Supervisors will advise employees of their scheduled shift, including starting and ending times. Business needs may necessitate a variation in starting and ending times as well as in the total hours you may be scheduled to work each day and each week.

4.2 Emergency Closing

At times, emergencies such as severe weather, fires, or power failures can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility. The decision to close or delay regular operations will be made by Bayshore Plumber's management. When a decision is made to close the office, employees will receive official notification from their supervisors.

4.3 Workplace Safety

Bayshore Plumbers is committed to providing a clean, safe, and healthful work environment for its employees. Maintaining a safe work environment, however, requires the continuous cooperation of all employees. Bayshore Plumbers and all employees must comply with all Occupational Safety and Health Standards and Regulations established by the Occupational Safety and Health Act and state and local regulations. In addition all employees are expected to obey safety rules and exercise caution and common sense in all work activities.

Complaint and reporting procedure:

Employees should immediately report any unsafe conditions to their supervisor without fear of reprisal. In the case of an accident that results in injury, regardless of how seemingly insignificant the injury may appear, employees must notify their supervisor. If you believe it would be inappropriate to report the matter to your supervisor, you can report it directly to:



Samuel Jimenez, +1 (650)771-1603

Employees who violate safety standards, cause hazardous or dangerous situations Walmart or fail to report or, where appropriate, remedy such situations may be subject to disciplinary action, up to and including termination of employment.

Retaliation Prohibited:

Bayshore Plumbers expressly prohibits retaliation against anyone who reports unsafe working conditions or work-related accidents, injuries or illnesses. Any form of retaliation will be subject to disciplinary action, up to and including termination of employment.

Questions or concerns regarding this policy should be directed to your supervisor or the company general manager or the HR personnel.

4.4 Security

The purpose of Bayshore Plumbers' security policy is to protect company assets and to maintain a safe working environment for all employees.

Facility access:

All regular Bayshore Plumbers employees will be issued alarm code to gain access to Bayshore Plumbers facilities. Employees who are issued alarm codes are responsible for their safekeeping. Upon separation from Bayshore Plumbers and at any other time upon Bayshore Plumbers' request, alarm codes will be terminated.

Closing procedures:

The last employee, or a designated employee, who the office at the end of the business day assumes the responsibility to ensure that:

- All doors are securely locked.
- The alarm system is armed.
- Thermostats are set on appropriate evening and or weekend setting.

- All appliances and lights are turned off with the exception of the lights normally left on for security purposes.
- Employees are not permitted on company property after hours without authorization from the general manager or the HR personnel of Bayshore Plumbers.

4.5 Meal & Break Periods

Depending on the length of an employee's shift, he or she may be entitled to meal and/or break periods as outlined in this policy. Non-exempt employees must be fully relieved of their job responsibilities and are not permitted to work during breaks and unpaid meal periods.

Meal periods:

- Employees working 5 or more hours in a workday are entitled to a 30-minute meal period.
- Employees working 10 or more hours in a workday are entitled to a second 30-minute meal period.

For non-exempt employees, the meal period is unpaid. Non-exempt employees must record the beginning and ending of their meal periods using Bayshore Plumbers time keeping system.

In the limited circumstances described below, with the employee's and the company's mutual consent, employees may waive their meal periods:

- If an employee's workday ends within six hours;
- if an employee's workday will not exceed 12 hours, then the employee may waive their second meal. But only if the first meal period was not waived.

If an employee voluntarily waives a meal period, the employee must submit a written request and receive written authorization from their supervisor to do so.

In very limited situations, non-exempt employees may take a paid on-duty meal period. Non-exempt employees may only do so when the nature of their work requires it, and only after the employee and Bayshore Plumbers agree in writing. Employees may revoke this agreement in writing at any time.

Rest Periods:

Non-exempt employees are also entitled to paid break periods in accordance with the following schedule:

- One 10 minute break periods for shifts from 3.5 to six hours in length;
- Two 10 minute breaks periods for shifts of more than six hours and to 10 hours;
- Three 10 minute break periods for shifts of more than 10 hours and up to 14 hours.

Supervisors will schedule meal and break periods in order to accommodate the Company's operating requirements. Where possible, breaks will be scheduled in the middle of each work period. Employees must take their meal and break periods, but if for any reason a non-exempt employee does not take the applicable meal or break period, the employee must notify his or her supervisor immediately.

If a non-exempt employee is discouraged, deterred, or otherwise impeded from taking a meal or break period they are entitled to, notify the General Manager or the HR personnel immediately.

For questions regarding this policy, please speak with the General Manager or the HR Personnel of the Company.

4.6 Meal and Break Periods

In accordance with State and Local laws, non-exempt employees will be provided with meal and break periods. Break periods of less than 20 minutes will be paid. Break periods lasting longer than 20 minutes will be unpaid.

Non-Exempt employees must be fully relieved of their job responsibilities and are not permitted to work during unpaid break and meal periods of more than 20 minutes. If for any reason a non-exempt employee does not take the applicable meal and rest period that they are provided, the employee must notify his or her supervisor immediately.



Bayshore Plumbers will schedule meal and break periods in order to accommodate company's operating requirements.

5. Employee Benefits

5.1 Health Insurance

Bayshore Plumbers health insurance benefits are intended to protect you and your family from financial loss resulting from hospital, surgical, or other health related expenses.

Eligible employees may elect to begin health insurance benefits on the first day of the month after completing the introductory period.

This policy provides a summary of the benefits which may be provided at the company's discretion. Actual coverage is determined by the express terms of the planned documents. We encourage both you and your family to review the plans summary plans description (SPD) materials carefully.

If there are any conflicts between the handbook or summaries provided and the planned documents, the planned documents will control and the company reserves the right to amend, interpret, modify or terminate any of its employee benefits programs without prior notice to the extent allowed by law.

For details on the specific health insurance plans offered through Bayshore Plumbers as well as the copies of the planned documents, contact the general manager or the HR personnel.

5.2 Paid Time Off (PTO)

Paid Time Off (PTO) is an all-purpose time off policy for eligible employees to use for vacation, illness, injury, or personal business. PTO combines traditional vacation and sick leave plans into one flexible, inclusive policy. PTO is payable in the same manner as the regular salary and is subject to the same withholding elections.

Employees in the following employment classification(s) are eligible to earn and use PTO as described in this policy:

Full-time and Part-time employees

- Upon entering an eligible employment classification, employees will begin to earn PTO.
- To the extent permitted by state and local laws, employees must use their earned time prior to 31st December of the calendar year; otherwise, the time will be issued.



- Paid time off is paid at your base pay rate at the time of the absence. It does not include overtime or any special forms of compensation such as incentives from our commissions call my bonuses or shift differential.
- Employees within unexpected need (i.e. sudden illness or emergency) to request PTOs should notify their direct supervisor as early as possible. Employees must also contact their direct supervisor on each additional day of absence.
- Work related accidents and illness are covered by workers compensation insurance, pursuant to the requirements of the law in the states in which Bayshore Plumbers operates. The PTO policy outlined above does not apply to those illnesses or injuries that are covered by an applicable worker's compensation policy.

5.3 Paid Time Off Policy Supplement

Paid time off provided by Bayshore Plumbers will accrue at the rate established within our paid time off (PTO) policy. All employees are encouraged to use their available PTO each year.

However, in the event and employer does not use their accrued PTO, the time will not be forfeited and will be issued at the end of the year.

Upon termination of the employment, Bayshore Plumbers will pay employees their earned and unused paid time off at his or her final rate of pay.

Questions surrounding paid time off with the company should be directed to the general manager or the HR personnel at Bayshore Plumbers.

5.4 Paid Sick Leave

Eligible employees are entitled to paid sick leave under the Healthy Workplaces, Healthy Families Act.

Eligible employees:

To be eligible for paid sick leave, employees must work in California for Bayshore Plumbers for 60 or more days within a year of their hire date. Employees can begin using accrued paid sick leave after 90 days of service with Bayshore Plumbers.

Basic leave entitlement:

Eligible employees may take up to 24 hours or 3 days (whichever is more) Of accrued paid sick leave per year for:

- The diagnosis, care, or treatment of an existing health condition of, or preventive care for, and employee or an employee's family member: or
- To attend legal proceedings, or to obtain care, counseling or other victims' services for domestic violence, sexual assault, or stalking.

Employers agree paid sick leave at the rate of one hour for every 60 hours worked. Employees may not use more than three days of paid sick leave per year.

Upon separation from Bayshore Plumbers, employees are not entitled to compensation for accrued but unused paid sick days.

Notice:

To the extent possible, employees must provide reasonable advance notice of their need for leave under this policy. If the need for leave is not foreseeable, an employee must provide notice as soon as practicable.

Benefits Continuation:

Leave under this policy will not constitute a break in the employee's continuous service for the purpose of Bayshore Plumbers benefits and seniority.

Job Restoration:

Upon expiration of the leave, an employee will generally be reinstated to his or her position with equivalent seniority, benefits, pay and other terms and conditions of employment.

Relationship with Other Leave Policies:

If a law, regulation or policy provides for greater accrual or use of sick days, the law, regulation or policy with the greater protection may apply for questions regarding the interplay between your entitlement to leave under other laws, regulations or company policies and your entitlement



to leave under the act, please contact the general manager or the HR personnel at Bayshore Plumbers.

5.5 Jury Duty

Bayshore Plumbers encourages employees to fulfill their civic responsibilities when called upon to serve as a juror. Employees must provide their immediate supervisor with the copy of their jury summons as soon as possible so that the supervisor may make arrangements to accommodate their absence.

Employees on jury duty must report to work on workdays, or part of workdays, when they are not required to serve. Either Bayshore Plumbers or the employee may request an excuse from jury duty if it is determined that the employee's absence would create serious operational difficulties.

Jury duty will be paid if required by applicable state law. If paid, jury duty pay will be calculated on the employee's base pay rate times the number of hours the employee would otherwise have worked on the day of absence.

5.6 Workers' Compensation

Employees who are injured on the job at Bayshore Plumbers are eligible for workers compensation benefits period such benefits are provided at no cost to employees and to cover any injury or illness sustained in the course of employment that requires medical treatment.

Employees who sustain work related injuries or illnesses must notify their supervisor immediately so that Bayshore Plumbers can notify the workers compensation insurance carrier as soon as possible.

Lost time or medical expenses incurred as a result of an accident or injury which occurred while an employee was on the job will be compensated for in accordance with the workers compensation laws. This law is paid for in full by Bayshore Plumbers. No premium is charged for this coverage, and no individual enrollment is required. Bayshore plumbers will provide medical care and a portion of lost wages through our insurance carrier.



All job-related accidents or illnesses must be reported to an employee's supervisor immediately upon occurrence supervisors will then immediately contact the office to obtain the required claims forms and instructions.

5.7 Crime Victims Leave

An employee may be entitled to leave if the employee, or his or her immediate family member, is a victim of a serious or violent felony, or a felony related to theft or embezzlement. Such leave may be taken to attend legal and court proceedings related to the crime. For purposes of this policy, immediate family member means spouse, registered domestic partner, child, of registered domestic partner, stepchild, sibling, stepbrother, stepsister, parent, and stepparent.

The employee must provide Bayshore Plumbers with the copy of the notice of each scheduled proceeding that is provided to the victim, unless advance notice is not feasible. When advance notice is not feasible, the employee must be prepared to provide Bayshore Plumbers with certification of the judicial proceeding from the proper authority within a reasonable time following the leave. The documentation may be from the Court or Government Agency setting the hearing, the District Attorney or Prosecuting Attorney's Office, or the victim/witness office that is advocating on behalf of the victim.

Crime victims leave is unpaid; however, employees may use accrued paid time off for this purpose.

Upon expiration of the leave, an employee will generally be reinstated to his or her position with equivalent seniority, benefits, pay and other terms and conditions of employment.

5.8 Voting Leave

Bayshore Plumbers requests that, whenever possible, employees vote before or after work hours to avoid interference with business operations. However, if an employee does not have sufficient time outside of work hours to cast his or her ballot, the employee may be eligible for up to two hours of paid time off to vote on Election Day.

Bayshore plumbers may specify the hours during which the employee may take leave to vote. Such time will generally be limited to the beginning or end of a working shift, whichever allows

the most time for voting and the least time off from a regular working shift, unless otherwise mutually agreed.

To the extent possible, employees must provide at least two working days' notice of their need for leave under this policy.

Employees must be prepared to provide Bayshore Plumbers with certification, such as a voter's receipt, to prove that he or she voted.

5.9 Paid Family Leave

Employees in California are eligible for up to six weeks of wage replacement benefits within a 12-month period from the State of California for absences from work for the following reasons:

- To care for a child, spouse, domestic partner, parent, parent-in-law, grandparent, grandchild or sibling with a serious health condition;
- To bond with a new child; or
- To bond with a new child in connection with the adoption or foster care placement of that child.

Employees must provide a medical certification when filing a Paid Family Leave claim to provide care for a seriously ill family member.

Paid Family Leave is limited to the first year after the birth, adoption or foster care placement of a child.

Employees are subject to a 7-day waiting period before receiving benefits. Employees may be required to use up to two weeks of accrued paid time off prior to receiving paid family leave benefits period the first week of paid time off may be applied toward the waiting period.

California Paid Family leave does not provide employees with job protection. Rather, eligible employees are entitled to receive certain paid benefits from the state of California if the employee is absent from work for the reasons stated above.

The State of California will determine whether you are eligible for Paid Family Leave benefits, including the amount of benefits you may receive. Your entitlement to benefits is subject to the terms and conditions established by the State of California.



Generally, employees entitled to leave under the Federal Family and Medical Leave Act and the California Family Rights Act must take Paid Family Leave concurrently with leave taken under those acts.

Employees who are interested in any additional information about these benefits should contact the general manager or the HR personnel at Bayshore Plumbers.

6. Employee Conduct

6.1 Standards of Conduct

Bayshore Plumbers' rules and standards of conduct are essential to a productive work environment. As such, employees must familiarize themselves with, and be prepared to follow, the company's rules and standards.

While not intended to be an all-inclusive list, the examples below represent behavior that is considered unacceptable in the workplace. Behaviors such as these, as well as other forms of misconduct, may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal/possession of property.
- Falsification of timekeeping records.
- Possession, distribution, sale, transfer, manufacture or use of alcohol or illegal drugs in the workplace.
- Fighting or threatening violence in the workplace.
- Making maliciously false statements about co-workers.
- Threatening, intimidating, coercing, or otherwise interfering with the job performance of fellow employees or visitors.
- Negligence or improper conduct leading to damage of company-owned or customer-owned property.
- Violation of safety or health rules.
- Smoking in the workplace.
- Sexual or other unlawful or unwelcome harassment.
- Excessive absenteeism.
- Unauthorized use of telephones, computers, or other company-owned equipment on working time. Working time does not include break periods, meal times, or other specified periods during the workday when employees are not engaged in performing their work tasks.
- Unauthorized disclosures of any "business secrets" or other confidential or non-public proprietary information relating to the Company's products, services, customers or



processes. Wages and other conditions of employment are not considered to be confidential information.

This policy is not intended to restrict an employee's right to discuss, or act together to improve, wages, benefits and working conditions with co-workers or in any way restrict employees' right under the National Labor Relations Act.

Other forms of misconduct not listed above may also result in disciplinary action, up to and including termination of employment. If you have questions regarding Bayshore Plumbers' standards of conduct, please direct them to your supervisor or the General Manager or the HR Personnel at Bayshore Plumbers.

6.2 Disciplinary Action

Disciplinary action at Bayshore Plumbers is intended to fairly and impartially correct behavior and performance problems early on and to prevent reoccurrence.

Disciplinary action may involve any of the following depending on the severity of the problem and the frequency of occurrence:

- Verbal warning,
- Written warning,
- Suspension with or without pay, and
- Termination of employment

Bayshore Plumbers reserves the right to administer disciplinary action at its discretion and based upon the circumstances.

Bayshore Plumbers recognizes that certain types of employee behavior are serious enough to justify termination of employment, without observing other disciplinary action first.

These violations include but are not limited to:

- Workplace violence
- Harassment

- Theft of any kind
- Insubordination/ Insubordinate behavior
- Vandalism or destruction of company property
- Presence on company property during non-business hours
- Use of company equipment and/or company vehicles without prior authorization.
- Indiscretion regarding personal work history, skills, or training.
- Divulging Bayshore Plumbers business practices or any other confidential information.
- Any misrepresentation of Bayshore Plumbers to a customer, a prospective customer, the general public, or an employee.

6.3 Confidentiality

Bayshore Plumbers takes the protection of Confidentiality Information very seriously.

“Confidential Information” includes, but is not limited to, computer processes, computer programs and codes, customer lists, customer preferences, customers’ personal information, company financial data, marketing strategies, proprietary production processes, research and development strategies, pricing information, business and marketing plans, vendor information, software databases, and information concerning the creation, acquisition or disposition of products and services.

Confidential Information also includes the Company’s intellectual property and information that is not otherwise public. Intellectual property includes, but is not limited to, trade secrets, ideas, discoveries, writings, trademarks, and inventions developed through the course of your employment with Bayshore Plumbers and as a direct result of your job responsibilities with Bayshore Plumbers. Wages and other conditions of employment are not considered to be Confidential information.

To protect such information, employees may not disclose any confidential or non-public proprietary about the Company to any unauthorized individual. If you receive a request for Confidential Information, you should immediately refer the request to your supervisor.



The unauthorized disclosure of Confidential Information belonging to the Company, and not otherwise available to persons or companies outside of Bayshore Plumbers, may result in disciplinary action, up to and including termination of employment. If you leave the Company, you may not disclose or misuse any Confidential Information.

This policy is not intended to restrict an employee's right to discuss, or act together to improve, wages, benefits and working conditions with co-workers or in any way restrict employees' rights under the National Labor Relations Act.

Questions regarding this policy should be directed to either the General Manager or the HR Personnel of the Company.

6.4 Personal Appearance

The purpose of Bayshore Plumbers' personal appearance policy is to ensure a safe and sanitary workplace for all employees. Bayshore Plumbers strive to maintain a professional working environment that promotes efficiency, positive employee morale and promotes a professional image. During business hours or when representing Bayshore Plumbers, employees are expected to use common sense and good judgment in order to meet the goals of this policy.

Generally, employees should wear appropriate clothing, observe high standards of personal hygiene, and dress and groom themselves according to the requirements of their positions. While not intended to be an all-inclusive list, the examples below are considered appropriate workplace attire:

- Only Company approved uniforms.

Generally, employees should maintain a clean and neat appearance and should refrain from wearing stained, wrinkled, frayed, or revealing clothing to the workplace. Employees are urged to use their discretion when determining what is appropriate to wear to work. Employees who wear inappropriate attire to work may be sent home to change their clothing.

Questions regarding this policy should be directed to either the General Manager or the HR Personnel of the Company.

6.5 Workplace Violence

Bayshore Plumbers strictly prohibits workplace violence, including any act of intimidation, threat, harassment, physical violence, verbal abuse, aggression or coercion against a coworker, vendor, customer, or visitor.

Prohibited actions, include, but are not limited to the following examples:

- Physically injuring another person.
- Threatening to injure another person.
- Engaging in behavior that subjects another person to emotional distress.
- Using obscene, abusive or threatening language or gestures.
- Bringing an authorized firearm or other weapon onto company property.
- Threatening to use or using a weapon while on company premises, on company-related business, or during job-related functions.
- Intentionally damaging property and/or company assets.

All threats or acts of violence should be reported immediately to your supervisor or office personnel. Employees should warn their supervisors or security personnel of any suspicious workplace activity that they observe or that appears problematic. Employee reports made pursuant to this policy will be kept confidential to the maximum extent possible. Bayshore Plumbers will not tolerate any form of retaliation against any employee for making a report under this policy.

Bayshore plumbers will take prompt remedial action, up to and including immediate termination, against any employee found to have engaged in threatening behavior or acts of violence.

6.6 Drug & Alcohol Use

Bayshore Plumbers is committed to maintaining a workplace free of substance abuse. No employee is allowed to consume, possess, sell, purchase, or be under the influence of alcohol or



illegal drugs, as defined by Federal Law, on any property owned by or leased on behalf of Bayshore Plumbers.

The use of over-the-counter drugs and legally prescribed drugs is permitted as long as they are used in the manner for which they were prescribed and provided that such use does not hinder an employee's ability to safely perform his or her job. Employees should inform their supervisor if they believe their medication will impair their job performance, safety or the safety of others, or if they believe they need a reasonable accommodation when using such medication.

Bayshore Plumbers will not tolerate employees who report for duty while impaired by the use of alcohol drugs. All employees should report evidence of alcohol or drug abuse to their supervisor or the General Manager immediately. In cases in which the use of alcohol or drugs creates an imminent threat to the safety of persons or property, employees are required to report the violation. Failure to do so may result in disciplinary action, up to and including termination of employment.

As a part of our effort to maintain a workplace free of substance abuse, Bayshore Plumbers employees may be asked to submit to a medical examination and/or clinical testing for the presence of alcohol and/or drugs. Within the limits of Federal, State, and /or Local Laws, Bayshore Plumbers reserves the right to examine and test for drugs and alcohol at our discretion. As a condition of your employment with Bayshore Plumbers, employees must comply with this Drug & Alcohol Use Policy. Be advised that no part of the Drug & Alcohol Use Policy shall be construed to alter or amend the at-will employment relationship between Bayshore Plumbers and its employees.

Employees found in violation of this policy may be subject to disciplinary action, up to and including termination of employment.

6.7 Sexual and Other Unlawful harassment

Bayshore Plumbers is committed to a work environment in which all individuals are treated with respect. Bayshore Plumbers expressly prohibits discrimination and all forms of harassment against employees, interns, contractors, and volunteers.

The California Fair Employment and Housing Act (FEHA) defines sexual harassment as harassment based on pregnancy, childbirth, or related medical conditions. Harassment on the

basis of any other protected characteristic, including sex, race, national origin, color, ancestry, age, disability, religion, military status, veteran status, genetic information, medical condition, marital status, gender, gender identity, gender expression, sexual orientation, or any other characteristic protected by law is also strictly prohibited.

The law prohibits sexual harassment by coworkers, supervisors and managers, and non-employees (such as vendors and customers), whether the person is the same or of a different gender as the harasser. The definition of a sexual harassment includes many forms of offensive behavior, including harassment of a person of the same gender as the harasser and the harassment of a Company employee by a non-employee. These behaviors include, but are not limited to:

- Unwanted sexual advances
- Offering employment benefits in exchange of sexual favors
- Actual or threatened retaliation
- Leering, making sexual gestures, or displaying sexually suggestive objects, pictures, cartoon, or posters
- Making or using derogatory comments, epithets, slurs, or jokes, including racial, ethnic or religious jokes, slurs or remarks
- Sexual comments including graphic comments about an individual's body; sexually degrading words used to describe an individual; or suggestive, discriminatory or obscene letters, notes, or invitations, including sending harassing emails or text messages and messages on social media.
- Physical harassment including touching or assault, as well as impeding or blocking movements.

Complaint Procedure:

Bayshore Plumbers strongly encourages the reporting of all instances of discrimination, harassment, or retaliation. Promptly report the incident to your supervisor if you believe you have experienced or witnessed harassment or discrimination based on any characteristic protected by



law. Supervisors are instructed to promptly report any complaints of misconduct to the General manager or the Owner of the Company (Samuel Jimenez: +1 (650) 771-1603.)

Any reported allegations of harassment or discrimination will be investigated promptly, thoroughly, and impartially, providing all parties due process.

The Company will keep the investigation confidential but only to the extent possible to conduct an impartial and thorough investigation. The Company will document and track the investigation to ensure reasonable progress and will provide appropriate resolution at the conclusion of the investigation. Any employee found to be engaged in any form of sexual or other unlawful harassment may be subject to disciplinary action, up to and including termination of employment.

Retaliation Prohibited:

Bayshore Plumbers expressly prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such charges. Any form of retaliation is considered a direct violation of this policy and, like discrimination or harassment itself, will be subject to disciplinary action, up to and including termination of employment.

Any questions or concerns regarding this policy can be directed to either the General Manager or the HR personnel of the Company.

6.8 Telephone Usage

Bayshore Plumbers telephones are intended for the sole use of conducting company business. Personal use of the Company's telephones and individually owned cell phones during business hours is prohibited except in emergencies. In addition, long distance phone calls which are not strictly business -related are expressly prohibited.

Any employee found in violation of this policy will be subject to disciplinary action, up to and including termination of employment.

6.9 Personal Property

Employees should use their discretion when bringing personal property into the workplace.

Bayshore Plumbers assumes no risk for any loss or damage to personal property.



Additionally, employees may not possess or display any property that may be viewed as inappropriate or offensive on Bayshore Plumbers premises.

6.10 Use of Company Property

Company property refers to anything owned by the company: physical, electronic, intellectual, or otherwise. The use of company property is for business necessity only.

When materials or equipment are assigned to an employee for business, it is the employee's responsibility to see that the equipment is used properly and cared for properly. However, at all times, equipment assigned to the employee remains the property of the Company, and is subject to reassignment and/or use by the Company without prior notice or approval of the employee. This includes, but is not limited to, computer equipment and data stored thereon, voicemail, records, and employee files.

Bayshore Plumbers has created specific guidelines regarding the use of company equipment. Below is a list of employee responsibilities and limitations with regards to company property.

Personal use of Company Property:

Company property is not permitted to be taken from the premises without proper written authority from company management.

Company Tools:

All necessary tools are furnished to employees in order to assist them in their required duties. Each employee is, in turn, responsible for these tools. Tools damaged or stolen as a result of an employee's negligence will, to the extent permitted by federal, state and local law, be charged to the employee.



Care of Company Property:

Office areas should be kept neat and orderly, and all equipment should be well-maintained. The theft, misappropriation, or unauthorized removal, possession, or use of company property or equipment is expressly prohibited.

Any action in contradiction to the guidelines set herein may result in disciplinary action, up to and including termination of employment.

6.11 Smoking

Bayshore Plumbers provides a smoke-free environment for its employees, customers, and visitors. Smoking is allowed only in designated area.

6.12 Computer, Email & internet Usage

Computers, email, and the Internet allow Bayshore Plumbers employees to be more productive. However, it is important that all employees use good business judgement when using Bayshore Plumbers' electronic communications systems (ECS).

Standards of Conduct and ECS

Bayshore plumbers strives to maintain a workplace free of discrimination and harassment.

Therefore, Bayshore Plumbers prohibits the use of the Company's ECS for bullying, harassing, discriminating, or engaging in other unlawful misconduct, in violation of the Company's policy against discrimination and harassment.

Copyright and other Intellectual Property

Respect all copyright and all intellectual property laws. For the Company's protection as well as your own, it is critical that you show proper respect for the laws governing copyright, fair use of copyrighted material owned by others, trademarks and other intellectual property, including the Company's own copyrights, trademarks and brands. Employees are also responsible for ensuring that, when sending any material over the internet, they have the appropriate distribution rights.

Bayshore Plumbers purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or related documentation. Unless



authorized by the software developer, Bayshore Plumbers does not have the right to reproduce such software for use on more than one computer. Employees may only use software according to the software license agreement. Bayshore Plumbers prohibits the illegal duplication of software and its related documentation.

ECS Guidelines

The following behavior are examples of previously stated or additional actions and activities under this policy that are prohibited:

- Sending or posting discriminatory, harassing, or threatening messages or images about coworkers, supervisors or the Company that violate the Company's policy against discrimination and harassment.
- Stealing, using, or disclosing someone else's code or password without authorization.
- Pirating or downloading Company-owned software without permission.
- Sending or posting the Company's confidential material, trade secrets, or non-public proprietary information outside of the Company. Wages and other conditions of employment are not considered confidential material.
- Violating copyright laws and failing to observe licensing agreements.
- Participating in the viewing or exchange of pornography or obscene materials.
- Sending or posting messages that threaten, intimidate, coerce, or otherwise interfere with the job performance of fellow employees.
- Attempting to break into the computer system of another organization or person.
- Refusing to cooperate with a security investigation.
- Using the Internet for gambling or any illegal activities.
- Sending or posting messages that disparage another organization's product or services.
- Passing off personal views as representing those of Bayshore Plumbers.

Privacy and Monitoring

Computer hardware, software, email, internet connections, and all other computer data storage or ECS provided by Bayshore Plumbers are the property of Bayshore Plumbers. Employees have no



right of personal privacy when using Bayshore Plumbers' ECS. To ensure productivity of employees, compliance with this policy and with all applicable laws, including harassment and anti-discrimination laws, computer, email and Internet usage may be monitored.

This policy is not intended to restrict an employee's right to discuss, or act together to improve, wages, benefits and working conditions with co-workers or in any way restrict employees' right under the National Labor Relations Act.

Violations of this policy may result in disciplinary action, up to and including termination of employment. Questions or concerns related this policy should be directed to your supervisor, or the General Manager or the HR personnel at Bayshore Plumbers.

6.13 Company Supplies

Only authorized persons may purchase supplies in the name of Bayshore Plumbers. No employee whose regular duties do not include purchasing shall incur any expense on behalf of Bayshore Plumbers or bind Bayshore Plumbers by any promise or representation without express written approval.

6.14 Visitors in the workplace

To ensure the safety and security of Bayshore Plumbers and its employees', only authorized visitors are permitted on Company premises and in Company facilities. Company's ECS for bullying, harassing, discriminating, or engaging in other unlawful misconduct, in violation of the Company's policy against discrimination and harassment.

7. Timekeeping & Payroll

7.1 Attendance & Punctuality

Absenteeism and tardiness place an undue burden on other employees and on the Company.

Bayshore Plumbers expects regular attendance and punctuality from all employees. This means being in the workplace, ready to work, at your scheduled start time each day, typically 8:00am and completing your entire shift. Employees are also expected to return from scheduled meal and break periods on time.

All time off must be requested in writing, in advance, as outlined in the Company's Paid time Off (PTO) policy. If an employee is unexpectedly unable to report for work for any reason, he or she must directly notify their supervisors as early as possible, and preferably prior to their scheduled starting time. It is not acceptable to leave a voicemail message with a supervisor, except in extreme emergencies. In cases that warrant leaving a voicemail message or when an employee's direct supervisor is unavailable, a follow-up call must be made later that day.

If an illness or emergency occurs during work hours, employees should notify their supervisor as soon as possible.

Employees, who are going to be absent for more than one day, should contact their supervisor on each day of their absence. Bayshore Plumbers reserves the right to ask for a physician's statement in the event of a long-term illness (three consecutive days), or multiple illnesses or injuries.

If an employee fails to notify their supervisor after three consecutive days of absence, Bayshore Plumbers will presume that the employee has voluntarily resigned. Bayshore Plumbers will review any extenuating circumstances that may have prevented him or her from calling in before the employee is removed from payroll.

Should undue or recurrent absence and tardiness become apparent, the employee will be subject to disciplinary action, up to and including termination of employment.

This policy is not intended to restrict an employee's right to discuss, or act together to improve, wages, benefits and working conditions with co-workers or in any way restrict employees' rights under the National Labor Relations Act.

7.2 Timekeeping

It is the Company's policy to comply with applicable laws that require records to be maintained of the hours worked by our employees. Every employee is responsible for accurately recording time worked.

In addition to recording arrival and departure time, non-exempt employees are required to accurately record the start and end of each meal period as well as any departure for non-work-related reasons.

Bayshore Plumbers strictly prohibits non-exempt employees from working off the clock for any reason. All time spent working must be logged and accounted for; this includes time spent using electronic devices for work-related purposes.

Vacation days, sick days, holidays, and absences for jury duty, funeral leave or military training must be specifically recorded by all employees.

It is the responsibility of all employees to submit and approve their time records for each week. Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action up to and including termination of employment.

7.3 Paydays

Bayshore Plumbers employees are paid bi-weekly basis. In the event that a regularly scheduled payday falls on a holiday, employees will be paid on the day preceding the holiday, unless otherwise required by law.

Paychecks will not, under any circumstances, be given to any person other than the employee without written authorization. Paychecks may also be mailed to the employee's listed address or, upon advance written authorization, deposited directly into an employee's bank account.

Employees who elect payment through direct deposit will receive an itemized statement of wages when the Company makes direct deposits.

In the event of employee termination, the employee will receive their accrued pay in accordance with applicable federal, state and local laws.

7.4 Payroll Deductions

Bayshore Plumbers makes deductions from employee pay only in circumstances permitted by applicable law. This includes, but is not limited to, mandatory deductions for income tax withholding and Social Security and Medicare contributions as well as voluntary deductions for health insurance premiums and other related contributions.

If you believe that an improper deduction has been made from your pay, raise the issue with Chief Financial Officer (CFO) at Bayshore Plumbers immediately. Bayshore Plumbers will promptly investigate. If the investigation reveals that you were subjected to an improper deduction from pay, you will be reimbursed promptly.

7.5 Overtime

The nature of our business sometimes requires employees to work overtime. Supervisors will notify employees when overtime is required. Employees are not permitted to work overtime without prior authorization from their supervisor.

Non-exempt employees will be paid overtime in accordance with State and federal overtime requirements as follows:

- One and one-half times (1.5) the regular rate of pay for all worked in excess of eight (8) hours in any workday.
- Two times (double time) regular rate of pay for all hours worked at early hours in the morning i.e. 12:00am to 6:00am.

There may be exceptions to these standards, where allowed by law. Employees are encouraged to speak with the HR Personnel at the Company for more information.

Please be reminded employees are not permitted to work overtime unless it has been authorized in advance.

CHAPTER 3: POLICIES

1. Data Protection Policy

Purpose

Bayshore Plumbers is committed to protecting the privacy and confidentiality of personal data. This Data Protection Policy outlines our approach to safeguarding personal information in compliance with applicable data protection laws and regulations.

Scope

This policy applies to all employees, contractors, and third-party service providers who handle personal data on behalf of Bayshore Plumbers. It covers all personal data processed by the company, including customer, employee, and vendor information.

Key Principles

1. *Lawfulness, Fairness, and Transparency*

Personal data shall be processed lawfully, fairly, and in a transparent manner. We will inform individuals about the purposes of data collection and obtain their consent where necessary.

2. *Data Minimization*

We collect and process only the personal data that is necessary for the specified purposes. Excessive data collection is avoided to ensure data relevance and necessity.

3. *Accuracy*

Personal data shall be accurate and kept up to date. We take reasonable steps to ensure that inaccurate data is corrected or deleted without delay.

4. *Storage Limitation*

Personal data is retained only for as long as necessary to fulfill the purposes for which it was collected, in accordance with legal, regulatory, and operational requirements.

5. *Confidentiality and Security*

We implement appropriate technical and organizational measures to protect personal data from unauthorized access, disclosure, alteration, or destruction. This includes encryption, access controls, and regular security assessments.

6. *Data Subject Rights*

Individuals have the right to access, rectify, erase, or restrict the processing of their personal data. We are committed to responding to such requests in a timely and transparent manner.

7. *Data Breach Response*

In the event of a data breach, we will promptly assess the situation, take appropriate action to mitigate the impact, and notify affected individuals and regulatory authorities as required by law.

Responsibilities

- *Data Protection Officer (DPO):* The DPO is responsible for overseeing the implementation of this policy, ensuring compliance with data protection laws, and acting as a point of contact for data protection inquiries.
- *Employees:* All employees are responsible for handling personal data in accordance with this policy and attending regular data protection training sessions.
- *Third-Party Providers:* Third-party service providers who process personal data on our behalf are required to adhere to our data protection standards and enter into data processing agreements where necessary.



Review and Updates

This Data Protection Policy will be reviewed annually or as required to ensure compliance with changes in laws, regulations, or our business practices. Any updates will be communicated to all relevant parties.

Conclusion

Protecting personal data is of paramount importance to Bayshore Plumbers. By adhering to this policy, we ensure that personal information is handled with the utmost care and respect, fostering trust and confidence among our customers, employees, and partners.

2. Conflict Resolution Document

Introduction

At Bayshore Plumbers, we believe that conflict, when managed effectively, can lead to growth, innovation, and strengthened relationships. This Conflict Resolution Document provides a framework for addressing both internal and external conflicts, aligning with our mission, vision, and core values. The procedures outlined herein are designed to ensure that conflicts are resolved in a fair, consistent, and efficient manner.

Conflict Resolution Philosophy

Our approach to conflict resolution is rooted in the principles of respect, fairness, and transparency. We are committed to resolving disputes in a manner that upholds the dignity of all parties involved while aligning with our mission to deliver high-quality, reliable, and eco-friendly plumbing solutions.

Scope

This document applies to all employees, contractors, customers, suppliers, and stakeholders of Bayshore Plumbers. It covers conflicts arising from various interactions, including workplace disputes, customer complaints, and vendor disagreements.

Conflict Types and Examples

Internal Conflicts:

- **Employee-Employee:** Disagreements between employees, including work-related disputes, communication issues, and personality clashes.
- **Employee-Management:** Conflicts between employees and supervisors/managers related to work expectations, performance evaluations, or workplace policies.

External Conflicts:

- **Customer Complaints:** Issues related to service quality, delays, or dissatisfaction with plumbing solutions provided.

- **Vendor/Supplier Disputes:** Disagreements regarding contracts, deliveries, or the quality of materials supplied.

Conflict Resolution Procedures

Step 1: Identify and Acknowledge the Conflict

- **Internal:** Any employee who identifies a conflict should report it to their immediate supervisor or the HR department. The conflict should be acknowledged within 24 hours.
- **External:** Customer complaints or vendor disputes should be documented and acknowledged within 48 hours by the appropriate department (customer service, procurement, etc.).

Step 2: Gather Information

- **Internal:** The HR department will conduct interviews with all parties involved to understand the nature of the conflict, the underlying issues, and the desired outcomes.
- **External:** Customer service or the respective department will gather all relevant information from the customer or vendor, including any contracts, agreements, and communications.

Step 3: Analyze the Situation

- Assess the information collected, identifying key issues and potential resolutions. Consider the impact of the conflict on the individuals involved, the company's operations, and our commitment to quality and customer satisfaction.

Step 4: Develop a Resolution Plan

- **Internal:** The HR department will work with the involved parties to develop a mutually acceptable resolution plan. This may include mediation, reassignment of tasks, or revisiting company policies.
- **External:** For customer complaints, a resolution plan will be proposed that addresses the customer's concerns while upholding the company's standards. For vendor disputes, negotiations will be conducted to reach a fair and equitable agreement.

Step 5: Implement the Resolution

- The agreed-upon resolution will be implemented promptly. All parties will be informed of the actions taken and any follow-up required.

Step 6: Monitor and Follow Up

- **Internal:** The HR department will monitor the situation to ensure that the conflict has been fully resolved and that no further issues arise.
- **External:** Follow-up with the customer or vendor will be conducted to confirm satisfaction with the resolution.

Escalation Procedures

If a conflict cannot be resolved through the initial resolution process, it will be escalated as follows:

- **Internal:** Escalation to senior management or external mediation if necessary.
- **External:** Escalation to legal counsel or industry-specific arbitration bodies.

Documentation and Record-Keeping

All conflicts, resolutions, and related communications will be documented and stored securely in accordance with our data protection policies. This ensures accountability and provides a reference for future conflicts.

Training and Education

Employees will receive regular training on conflict resolution techniques, including effective communication, negotiation skills, and understanding company policies related to conflict management.

Alignment with Company Statements

- **Mission Alignment:** Conflict resolution at Bayshore Plumbers supports our mission by ensuring that we consistently deliver high-quality and reliable services, even in the face of disputes.



- *Vision Support:* By resolving conflicts effectively, we enhance our reputation as a trusted and innovative plumbing company, contributing to our goal of serving over 25% of the Mid-Peninsula Bay Area.
- *Quality Commitment:* Quality is maintained by addressing conflicts that could impact the standard of our services.
- *Environmental Responsibility:* We resolve conflicts with a consideration of our environmental impact, ensuring that our practices remain sustainable.
- *Equal Employment Opportunity and Non-Discrimination:* We handle conflicts in a way that upholds our commitment to inclusivity, diversity, and respect for all individuals.
- *Innovation:* Conflict resolution is seen as an opportunity for innovation, allowing us to improve our services and processes.
- *Safety:* Ensuring a safe working environment is a priority, and conflict resolution plays a crucial role in maintaining this standard.

Review and Updates

This Conflict Resolution Document will be reviewed annually to ensure it remains relevant and effective in addressing the needs of our business and stakeholders. Any updates will be communicated to all employees and relevant external parties.

Conclusion

Effective conflict resolution is essential to the success and integrity of Bayshore Plumbers. By adhering to the procedures outlined in this document, we can maintain a positive, productive, and respectful environment for all.

3. Disciplinary Committee Working and Election Manual

Introduction

The Bayshore Plumbers Disciplinary Committee (BPDC) is established to ensure that discipline and decorum are maintained within the company. This manual provides a comprehensive framework for the functioning of the BPDC, aligning with the company's mission, vision, and core values. The manual includes guidelines for the committee's structure, election process, responsibilities, and procedures for handling disciplinary matters.

1. Committee Structure

1.1 Composition

The BPDC will consist of the following members:

- **Chairperson:** Appointed by the CEO or selected through an internal election.
- **Employee Representatives:** Three employees elected by their peers from different departments to represent a broad range of perspectives.
- **Management Representatives:** Two members from the management team appointed by the CEO.
- **HR Representative:** The HR Manager will serve as a permanent member to ensure compliance with company policies and legal requirements.

1.2 Term Length

- **Chairperson:** Serves for a term of 2 years.
- **Employee Representatives:** Serve for a term of 1 year, with the possibility of re-election.
- **Management Representatives:** Serve for a term of 1 year, with the possibility of reappointment.

2. Election Process

2.1 Nomination

- Employees can nominate themselves or others for the role of Employee Representatives.

- Nominations will be open for two weeks annually, with all employees notified via email and company-wide announcements.

2.2 Voting

- Voting will take place through a secure online platform.
- All employees are eligible to vote for Employee Representatives.
- Votes will be tallied by the HR department, and the results will be announced within 48 hours of the voting closure.

2.3 Appointment of Chairperson

- The Chairperson will be either appointed by the CEO or elected by the BPDC members, depending on the company's needs and structure.

3. Responsibilities of the Disciplinary Committee

3.1 General Responsibilities

- **Upholding Standards:** Ensure that all employees adhere to the company's Code of Conduct, Core Values, and other relevant policies.
- **Reviewing Cases:** Examine and evaluate any cases of alleged misconduct, breaches of company policies, or any behavior that may affect the company's reputation.
- **Ensuring Fairness:** Ensure that all disciplinary actions are fair, consistent, and in line with legal requirements.

3.2 Specific Duties

- **Investigation:** Conduct thorough investigations into disciplinary matters, including interviews, evidence gathering, and consultation with relevant departments.
- **Deliberation:** Discuss and evaluate the findings, considering all perspectives and the impact on the individuals and the company.
- **Decision-Making:** Recommend appropriate disciplinary actions, ranging from warnings to termination, based on the severity of the misconduct.

4. Disciplinary Procedures

4.1 Reporting Misconduct

- Misconduct may be reported by any employee, supervisor, or external party (e.g., customers, vendors).
- Reports should be submitted in writing to the HR department or directly to the BPDC Chairperson.

4.2 Investigation Process

- The BPDC will initiate an investigation within 48 hours of receiving a report.
- The investigation will involve gathering evidence, interviewing witnesses, and reviewing relevant documents.

4.3 Deliberation and Decision

- The BPDC will meet to discuss the findings of the investigation.
- Decisions will be made by a majority vote, with the Chairperson having the deciding vote in the event of a tie.

4.4 Disciplinary Actions

- **Verbal Warning:** For minor infractions, a verbal warning may be issued.
- **Written Warning:** For repeated or more serious infractions, a written warning will be issued, and a copy placed in the employee's file.
- **Suspension:** Temporary suspension without pay may be imposed for severe infractions.
- **Termination:** In cases of gross misconduct, the committee may recommend termination, subject to approval by senior management.

4.5 Appeals

- Employees have the right to appeal any disciplinary action.
- Appeals must be submitted in writing within 7 days of receiving the disciplinary action.
- The appeal will be reviewed by a separate panel, consisting of different members than those involved in the original decision.

5. Committee Meetings

5.1 Frequency

- The BPDC will meet monthly to review any ongoing cases and address new matters.

- Emergency meetings may be called by the Chairperson as needed.

5.2 Quorum

- A quorum of at least four members, including the Chairperson, must be present for any decisions to be made.

6. Record Keeping

6.1 Documentation

- All disciplinary actions, investigations, and decisions will be documented and stored securely by the HR department.
- Records will be kept confidential and only accessible to authorized personnel.

6.2 Retention

- Disciplinary records will be retained for a minimum of 5 years or as required by law.

7. Training and Development

7.1 Committee Training

- BDC members will receive regular training on disciplinary procedures, legal compliance, and effective conflict resolution.

7.2 Employee Awareness

- All employees will receive training on the company's Code of Conduct, Core Values, and the disciplinary process to ensure understanding and compliance.

8. Review and Updates

8.1 Annual Review

- The BPDC manual will be reviewed annually to ensure it remains relevant and effective.
- Updates will be made as necessary, with input from BPDC members, HR, and senior management.

8.2 Communication of Updates

- Any changes to the manual will be communicated to all employees through email, meetings, and the company intranet.

9. Conclusion

The BDC plays a vital role in maintaining discipline and integrity at Bayshore Plumbers. By adhering to the procedures outlined in this manual, the company ensures a fair and consistent approach to discipline, fostering a positive and professional work environment.