



FIREHOUSE MOVERS, INC.

Employee Handbook

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**2535-B E. State Hwy 121,
Suite 140, Lewisville, Texas
75056**

Phone: 972.412.6033

Fax: 214.705.1810

www.firehousemovers.com

Pride — Honor — Integrity - Excellence

Table of Contents

WELCOME TO THE COMPANY!	4
OUR COMPANY	5
Mission Statement	5
Vision Statement	6
Core Values	7
Pledge to Safety	8
Customer Relations Philosophy	8
Employee Relations Philosophy	8
PURPOSE OF THIS MANUAL	8
Notice to Employees	9
Employment-at-Will	9
Deviation and Changes from Policies	9
Open Door Policy	10
Community Relations	10
No Solicitation	10
COMMITMENT TO EQUALITY	11
Reporting Complaints	11
Equal Employment Opportunity Statement	11
ADA Reasonable Accommodation	12
Life Threatening and other Illnesses in the Workplace	14
Genetic Information Nondiscrimination Act (GINA)	14
Immigration Law Compliance	15
Equal Pay Act and Compensation Discrimination	16
Sexual and Other Unlawful Harassment	16
Bullying	17
Anti-Retaliation	18
WORKPLACE VIOLENCE PREVENTION	19
Violence, Contraband and Weapons	20
Concealed Carry Policy	20
Open Carry Policy	20
ANTI-THEFT POLICY	20
Security Searches and Inspections	21
DRUG-FREE WORKPLACE	22
Policy Enforcement and Testing	23
PROGRESSIVE DISCIPLINE POLICY	24
Progressive Discipline Steps	24
EMPLOYMENT ASSESSMENTS AND EXPECTATIONS	28
Review of Personnel Processes	28
At-Will Employment Agreement to Arbitrate	28
Employment Applications	28
Employment Reference Checks	29
Children and Minors in the Workplace	29
Employment of Relatives	30
New Employee Onboarding	30
Medical Examinations	30
Performance Evaluations	30
Promotions and Transfers	31
Rehire Policy	31
Workforce Reductions	31
Resignations	32
Motor Vehicle Records/Licensing (please see also, "Vehicle Use Policy")	32
Required Tools and Equipment	33
Bonding Requirement	33
STANDARDS OF CONDUCT	33

Representing the Company	33
Business Ethics and Personal and Professional Conduct.....	33
Confidential and Proprietary Information.....	34
Patents and Copyrights	34
Outside Employment.....	35
Conflicts of Interest.....	35
Consensual Relationship/Dating Agreement.....	36
Responding to Customer Inquiries and Problems	36
Payment Handling Procedures.....	36
Smoking	37
Appearance and Dress	37
Licensing and Certification Requirements	38
EMPLOYMENT CATEGORIES AND CLASSIFICATION	38
Employment At-Will	38
Employment Categories and Classifications	38
Exempt Employee Safe Harbor Information	40
Anniversary Date	41
Telecommuting.....	41
WORK SCHEDULES AND PAYROLL	41
Work Schedules.....	41
Recording Hours Worked	42
Meal Periods and Breaks	42
Work Breaks for Lactating Employees	43
Meetings.....	43
Overtime.....	43
Payroll Advances and Employee Loans.....	44
Payroll Deductions.....	44
Payroll	45
Salary Administration	45
Bonuses	45
Cash Tips.....	46
Merit-Based Pay Adjustments	46
Administrative Pay Corrections	46
ATTENDANCE AND TIME OFF	46
Attendance and Reporting to Work.....	46
Requesting Scheduled Time Off	47
Reporting an Unscheduled Absence	47
Tardiness	48
Personal Appointments.....	48
Holidays	48
Paid Time off (PTO)	49
Requests for PTO Off	50
PTO Policy for Military Leave	51
PTO Rights upon Retirement	51
Purchasing and/or Sharing PTO	51
Voluntary, Involuntary Terminations and Rehires	51
Discretionary Deductions from PTO	51
Rollover.....	51
Bereavement Leave	51
Emergency and Other Closings.....	52
Jury Duty/Witness Duty/Court Appearances	52
Voting	52
The Family and Medical Leave Act.....	53
Unpaid Personal Leave of Absence/Pregnancy Leave/Paternity Leave	62
Other Leaves of Absence Programs.....	63

Leave of Absence/Return to Work	63
Military Leave	66
OCCUPATIONAL ILLNESS/INJURY PLAN	66
Reporting an Injury	67
EMPLOYEE BENEFITS PROGRAM	67
ERISA Statement	68
PERSONNEL INFORMATION	68
Personnel Data Changes	68
Access to Personnel Files	68
Medical Information and Confidentiality	68
PERSONAL BUSINESS	69
Personal Mail	69
Personal Business/Use of Personnel Cell Phones	69
Personal Use of Electronic Devices	69
Personal Visitors	70
Housekeeping	70
Off-Duty Social and Recreational Activities	70
Parking	70
Vehicle Use	71
Licenses and Verification Requirements	71
Driver Guidelines	71
Insurance Requirements	72
Reporting Requirements	72
GPS Vehicle Tracking Devices	72
Other Policies	72
EQUIPMENT, SUPPLIES, AND COMPANY PROPERTY	74
Asset Recovery and Protection Program Policy	74
Use of Company-Issued Cellular Phones	76
Company-Issued Gas and Credit Cards	77
Keys and/or Pass Cards	77
ELECTRONIC RESOURCES	78
Cameras, Video and Other Recording Equipment	78
Network and Electronic Resources Policy	78
Monitoring Employee Areas and use of Communications/Data Systems	79
Access to Data Systems and Passwords	79
Data Confidentiality	80
Copyrighted Material	80
Electronic Viruses and Malicious Code	80
Social Media	80
Reservation of Rights	83
Reporting Social Media and Electronic Communication Problems	83
SAFETY EXPECTATIONS IN THE WORKPLACE	83
Reporting Safety Violations	84
Safety Rules	84
Using Safety Equipment	84
Hazard Communications	85
Hazardous Materials and Wastes	85

Welcome to the Company!

Welcome to Firehouse Movers, Inc.! We are excited that you have joined our team and certainly anticipate that you will find your employment with our company to be rewarding. We employ the best in the industry and our team has unparalleled experience when it comes to customer service, difficult (and unique) moves.

We take great pride in the fact that many of our staff members have been with us for more than ten years! Our experienced office staff and field crews have helped Firehouse Movers, Inc. build an exceptional reputation throughout the community.

Firehouse Movers, Inc. is on an "at-will" basis, which means that you, the employee or Firehouse Movers, Inc., may terminate the employment relationship at any time, for any reason, with or without cause.

It is important that you take time to review the policies, procedures, working conditions, and benefits described in this handbook as you will be asked to affirm that you have read, understand, agree to abide by, and acknowledge your receipt of this employee handbook and other ancillary policies.

Again, welcome to Firehouse Movers, Inc.!

Our Company

Mission Statement

At Firehouse Movers our mission is to provide EXCELLENT service while building INTEGRITY to offer a stress-free moving experience. We take great PRIDE in providing a service that can accommodate all of your moving and storage needs. We are HONORED to serve others and build lifelong relationships for many generations! We truly CARE about each of our customers, and their move is just as important to us as it is to them.



Vision Statement

At Firehouse Movers our vision is to build a company that offers exceptional service and dedication like no others! Expanding nationwide while maintaining a quality of service that is RARELY found in the moving industry! From the newest team member to Owning a Firehouse Movers franchise, there will be unlimited opportunities for growth and development. We can help your dreams come true one move at a time! IN GOD WE TRUST!



Core Values

At Firehouse Movers, our Core Values are:

- ✓ Integrity
- ✓ Honor
- ✓ Pride
- ✓ Excellence



Pledge to Safety

Safety will always be the first consideration for all our operations. Firehouse Movers, Inc. endeavors to provide each employee with the tools and knowledge to perform their work safely and to go to their families in the same condition we received them.

Customer Relations Philosophy

Maintaining satisfied customers is our highest priority; therefore, each customer should be treated as the most important part of the business. Employees must always treat internal and external customers with the utmost respect and consideration.

Employee Relations Philosophy

Firehouse Movers, Inc.'s employee relations philosophy is based on the belief that the company and its employees thrive as a team. It is impossible to outline every detail of your employment, but we have made every effort to define basic policies and procedures. We do our best to offer pleasant working conditions, competitive wages and benefits, open communication, and employee involvement in all aspect of our organization. We believe our success is due in large part to the positive relationships between the company and our employees. Please tell us if you have a problem or concern. If you have any suggestions for adding to our effectiveness or reducing expenses, please present your ideas to your manager so your suggestion may be discussed and, if practical, put into operation.

Purpose of this Manual

This Employee Policy Guideline Manual is intended to provide employees with a general understanding of the personnel policies of Firehouse Movers, Inc. and to answer many common questions. Employees are encouraged to review and become familiar with the policies in the Employee Policy Guideline Manual.

This Employee Policy Guideline Manual (also referred to as "Employee Policy Guideline Manual" or "Employee Policy Guideline Manual" or "Employee Handbook") cannot anticipate every situation or answer every question about employment. This Employee Policy Guideline Manual is also not an employment contract and is not intended to create contractual obligations of any kind. Employment with Firehouse Movers, Inc. is based on mutual consent and is "at-will"; therefore, employees and/or Firehouse Movers, Inc. have the right to end the employment relationship at any time, with or without cause or advanced notice.

To retain necessary flexibility in the administration of policies and procedures, Firehouse Movers, Inc. reserves the right to change, revise, or eliminate any of the policies and/or benefits described in this Employee Policy Guideline Manual, except for the policy of employment-at-will (see also, Notice to Employees and Employment-at-Will).

We believe the work conditions, wages, and benefits we offer to Firehouse Movers, Inc. employees are competitive with those offered by other employers in this area and in this industry. Our experience has shown that when employees deal openly and directly with management and supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. Employees who have concerns about work conditions or compensation are strongly encouraged to voice these concerns openly and directly to a manager or human resources representative. Information with regard to insurance policies and other fringe benefits as described in this Employee Policy Guideline Manual are considered to be summaries only. Should the descriptions in this Employee Policy Guideline Manual differ from any formal agreement, document or other benefit provider information, only the formal agreement, document or benefit provider information shall be considered valid.

Notice to Employees

This handbook supersedes all previous company handbooks and policies, other than the policy of at-will employment. In addition, this handbook supersedes all prior management memoranda to the extent that such memoranda contradict a subject or policy covered herein. The policies and guidelines in this handbook also supersede any safety policy that appears to be in conflict with the any other communication and/or policy.

Employment-at-Will

All Texas employees of Firehouse Movers, Inc., regardless of their classification or position are employed on an at-will basis. This means each employee's employment is terminable at the will of the employee or the company at any time, with or without cause and with or without notice. No officer, agent, representative, or employee of the company has any authority to enter into any agreement with any employee or applicant for employment on other than on an at-will basis.

If your position requires additional pre-employment criteria, such as a driver's examination, background investigation and/or a pre-employment drug test, and if you have been offered employment before any such investigation or test is completed, your employment is contingent upon a satisfactory result on all required tests.

Furthermore, nothing contained in the policies, procedures, handbooks, manuals, job descriptions, application for employment, Bona Fide Offers of Employment, Conditional Offers of Employment, or any other document of the company shall in any way create an express or implied contract of employment or an employment relationship on other than an at-will basis.

Deviation and Changes from Policies

This Employee Policy Guideline Manual contains the employment policies and practices of the Company in effect at the time of publication. All previously issued Employee Handbooks and any inconsistent policy statements or memoranda are superseded.

The Company reserves the right to revise, modify, delete, or add to any and all policies, procedures, work rules, and/or benefits, etc. stated in this Employee Policy Guideline Manual or in any other document, except for the policy of at-will employment.

There may also be cases where situations are not addressed in this Employee Policy Guideline Manual or it would be appropriate to waive or modify a policy to meet the needs of an employee for the specific situation. In such cases, an employee may submit a written request for modification or waiver to the manager or human resources representative for such a consideration. A decision by Firehouse Movers, Inc. to modify or waive a particular policy for a specific situation may not set a precedent for similar situations in the future.

Furthermore, when the facts of a situation call for deviations and/or changes from these policies, such as when various federal, state or local laws require, Firehouse Movers, Inc. may make exceptions to these policies, Firehouse Movers, Inc. which may or may not be bound by this Employee Policy Guideline Manual information.

Any written changes to this Employee Policy Guideline Manual may be distributed to all employees so that employees will be aware of the new policies or procedures. No oral statements or representations can in any way alter the provisions of this Employee Policy Guideline Manual and any changes as described in this policy must be in writing and must be signed by the President of the Company.

Nothing in this Employee Policy Guideline Manual or in any other personnel document, including benefit plan descriptions, creates or is intended to create or imply a promise or representation of continued employment for any employee.

Open Door Policy

Suggestions for improving the Company are always welcome! Therefore, all employees are encouraged to share all good-faith complaints, questions, and suggestions with the Company.

The most important relationship employees will develop at Firehouse Movers, Inc. will be between the employee and managers and/or supervisors; therefore, we urge employees to go directly to managers and/or supervisors to discuss job-related ideas/insights; recommendations, concerns and/or any other important issues.

If, after talking with a manager or supervisor employees do not feel concerns have been resolved, or if communicating with any particular manager or supervisor is inappropriate, employees are encouraged to speak with a human resources representative or any other member of the management and/or supervisor team.

If the problem is not resolved, employees may present the problem in writing to the President or Vice President of the Company, who will attempt to reach a final resolution.

This procedure, which the Company believes is important for both employees and the Company, cannot guarantee that every problem will be resolved to the employee's satisfaction. However, the Company values employee observations and should feel free to raise issues of concern, in good faith, without the fear of retaliation.

Community Relations

Firehouse Movers, Inc. encourages outside involvement in community, industry and charitable activities, including directorships in non-profit community organizations, as long as they do not cause conflicts of interest or create demands that interfere with the job.

No Solicitation

Employees, as well as persons not employed by Firehouse Movers, Inc., including vendors, solicitors, outside firms, companies and/or associations are prohibited from engaging in the sale or distribution of any non-Company product or service or the distribution of printed material not related to the Company during business and/or work hours, on Company property, and/or worksites occupied by Firehouse Movers, Inc. for the purposes of conducting Company business. Solicitations of customers of Firehouse Movers, Inc. for the purchase of non-Company products or services are prohibited.

Furthermore, as a condition of working for our Company, employees agree that all Company customers that employees now or hereafter service during their employment, and all prospective customers from whom employees have solicited business while in the Company's employ, shall be solely the Company's customers. For a period of one year immediately following employment termination, employees shall not either directly or indirectly solicit business regarding products or services competitive with those of the Company from any of the Company's customers with whom employees had contact within one year prior to their termination.

Commitment to Equality

Reporting Complaints

It is the responsibility of all employees to immediately report any instances of harassment, sexual harassment, discrimination, bullying, workplace violence situations or Firehouse Movers, Inc. policy violation to your immediate manager.

If your direct manager is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact any other member of the senior management team or the Human Resources Department. **You can raise concerns and make reports without fear of reprisal or retaliation (see, Anti-Retaliation policy in this handbook).**

If it appears that sexual harassment, unlawful harassment, discrimination, bullying or any policy violation of Firehouse Movers, Inc. policy has occurred, the human resource representative will explain all available options to the complainant. The option selected will depend on a number of factors including the seriousness of the offense, the amount of available evidence, the degree of confidentiality sought, and the outcome desired by the complainant.

All allegations will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation as is permitted by confidentiality regulations and/or policies.

The complaint resolution process shall be initiated by a discussion and written complaint; a human resource representative will assist you with the procedure.

All reasonable steps will be taken to foster consistency for similar violations and circumstances. Possible sanctions and remedial actions include, but are not limited to the progressive discipline outlined in this handbook including (but not limited to) suspension pending investigation and/or participation in educational sessions on sexual and/or unlawful harassment and/or discrimination and/or immediate termination.

Any employee engaging in discrimination, bullying, harassment and/or other policy violations and/or discovered to have made intentional false allegations will be subject to disciplinary action, up to and including termination of employment.

Equal Employment Opportunity Statement

It is the policy of the Firehouse Movers, Inc. to provide equal employment opportunity to all employees and applicants for employment and not to engage in discrimination against or harassment of any persons employed or seeking employment on the basis of race, color, national origin, religion, sex, gender¹, gender expression², gender identity³, pregnancy⁴, physical or mental disability, medical condition (e.g., cancer-related or genetic characteristics), genetic information (including family medical history), ancestry, marital status, age, sexual orientation, citizenship, or service in the uniformed services (as defined by the

¹ *Gender* refers to the sex of a person, including a person's gender identity and gender expression.

² *Gender expression* refers to a person's gender-related appearance and behavior whether or not stereotypically associated with the person's assigned sex at birth.

³ *Gender identity* refers to an individual's personal sense of himself/herself as being male and masculine or female and feminine, or ambivalent.

⁴ *Pregnancy* includes pregnancy, childbirth, and medical conditions related to pregnancy or childbirth.

Uniformed Services Employment and Reemployment Rights Act of 1994)⁵ as well as state military and naval service.

This policy applies to all employment practices including: recruitment, advertising, and job application procedures, hiring, selection, promotion, demotion, upgrading, award of tenure, layoff, recall from layoff, termination; transfer, merit increase, salary, rate of pay and any other forms of compensation, including fringe benefits, job assignments, job classifications, job descriptions, and seniority lists; sick leave (if available), leaves of absence or any other leave and/or time off; training and development, apprenticeships, attendance at professional meetings and conferences; and any term, condition or privilege of employment. Furthermore, this policy applies to all employees who may suffer an on-the-job injury, illness or accident.

This policy is intended to be consistent with the provisions of applicable local, state and federal laws and the Firehouse Movers, Inc. policies. Firehouse Movers, Inc. also prohibits retaliation against any employee or persons seeking employment for bringing a complaint of discrimination or harassment pursuant to this policy.

This policy also prohibits retaliation against a person who assists someone with a complaint of discrimination or harassment, or participates in any manner in an investigation or resolution of a complaint of discrimination or harassment as is listed in this Employee Policy Guideline Manual. Retaliation includes threats, intimidation, reprisals, and/or adverse actions related to employment.

Firehouse Movers, Inc. commits itself to apply good faith efforts to achieve prompt and full utilization of minorities and women in all segments of its workforce whenever possible. These efforts conform to all current legal and regulatory requirements, and are consistent with the Firehouse Movers, Inc. standards and unmitigated expectations of quality and excellence.

Firehouse Movers, Inc. is committed to the principles of Equal Employment Opportunity. In order to ensure dissemination and implementation of equal employment and affirmative action throughout all levels of the Company, the President has been selected as the Equal Employment Opportunity (EEO) officer for Firehouse Movers, Inc.

Inquiries regarding the Firehouse Movers, Inc.' equal employment opportunity policies may be directed to the Human Resources Department at Firehouse Movers, Inc. The Human Resources Department Manager is named as the Equal Employment Opportunity Officer in accordance with OFCCP requirements.

ADA Reasonable Accommodation

Firehouse Movers, Inc. is committed to the fair and equal employment of individuals with disabilities under the Americans with Disabilities Act (ADA). It is the Company's policy to provide reasonable accommodation to individuals with disabilities who are qualified for the job in question unless the accommodation would impose an undue hardship to the organization. The Company prohibits any harassment or discriminatory treatment of employees on the basis of a disability or because an employee has requested a reasonable accommodation.

In accordance with the ADA as amended, reasonable accommodations will be provided to qualified individuals with disabilities to enable them to perform the essential functions of their jobs or to enjoy the equal benefits and privileges of employment. This policy applies to all applicants for employment and all employees.

Disability

⁵ *Service in the uniformed services* includes membership, application for membership, performance of service, application for service, or obligation for service in the uniformed services.

“Disability” refers to a physical or mental impairment that substantially limits one or more of the major life activities of an individual. A “qualified person with a disability” means an individual with a disability who has the requisite skills, experience, and education for the job in question and who can perform the essential functions of the job with or without reasonable accommodation.

Reasonable Accommodation

Firehouse Movers, Inc. will seek to provide reasonable accommodation for a known disability or at the request of an individual with a disability. Many individuals with disabilities can apply for jobs and perform the essential functions of their jobs without any reasonable accommodations; however, there are situations in which a workplace barrier may interfere. A “reasonable accommodation” is any reasonable change or adjustment to the job application process, work environment, or work processes that would make it possible for the individual with a disability to perform the essential functions of the job.

There are three types of reasonable accommodation that may be considered:

- ✓ Changes to the job application process so that a qualified applicant with a disability will receive equal consideration for the job opportunity;
- ✓ Modifications to the work environment so that the qualified individual with a disability can perform the essential functions of the job; *or*
- ✓ Adjustments that will allow a qualified individual with a disability to enjoy the same benefits and privileges of employment as other similarly situated employees without disabilities.

Essential Job Functions

For each position, the job description typically will identify essential job functions. The Human Resources Department generally will review job descriptions on a periodic basis to evaluate job functions designated as essential. An employee’s questions about a job’s requirements should be directed to the employee’s team leader or manager, or the Human Resources Department.

Requesting a Reasonable Accommodation

An employee with a disability is responsible for requesting an accommodation from the Human Resources Department, or his or her team leader, and engaging in an informal process to clarify what the employee needs and to identify possible accommodations. If requested, the employee is responsible for providing medical documentation regarding the disability.

The employee should describe the problem created by a workplace barrier so that an appropriate accommodation may be considered. Typically, the Human Resources Department will work with the employee to identify possible reasonable accommodations and to assess the effectiveness of each in allowing the employee to perform the essential functions of the job.

Based on this interactive process, a reasonable accommodation will be selected that is appropriate for the Company and the individual employee. While an individual’s preference(s) will be considered, the Company is free to choose between equally effective accommodations with consideration toward the impact on the rest of the organization in accordance with appropriate regulatory requirements. A request for reasonable accommodation may also be denied under the circumstances described above.

Factors to be considered when determining whether an undue hardship exists include the cost of the accommodation, impact for other employees; the organization’s overall financial resources, the financial resources of the particular facility at which the accommodation is to be made, the number of employees at the facility, the total number of employees of the organization, and the type of operation.

Safety

All employees are expected to comply with all safety procedures. Firehouse Movers, Inc. will not place qualified individuals with disabilities in positions in which they will pose a direct threat to the health or safety of others or themselves. A "direct threat" means a significant risk to the health or safety of one's self or others that cannot be eliminated by reasonable accommodation. The determination that an individual with a disability poses a direct threat typically will be made by the Human Resources Department and will be based on factual, objective evidence. Upon request, a written copy of the determination will be given to the employee so that he or she may submit additional information and/or challenge the determination that he or she poses a direct threat.

Confidentiality

All information obtained concerning the medical condition or history of an applicant or employee will be treated as confidential information, maintained in separate medical files, and disclosed only as permitted by law.

Complaint Procedure

It is the policy of Firehouse Movers, Inc. to prohibit any harassment of, or discriminatory treatment of, employees on the basis of a disability or because an employee has requested a reasonable accommodation. If an employee feels he or she has been subject to such treatment or has witnessed such treatment, the situation should be reported using the harassment complaint procedure. The Company's policy prohibits retaliation against an employee for exercising his or her rights under the ADA or applicable state employment laws. Any employee found to have engaged in retaliation against an employee for exercising his or her rights or for making a request for reasonable accommodation under this policy will be subject to disciplinary action up to and including termination. If an employee feels he or she has been retaliated against, the situation should be reported using the complaint procedure outlined in this Employee Handbook.

Life Threatening and other Illnesses in the Workplace

Employees with life threatening illnesses, such as cancer, diabetes, heart disease and AIDS often wish to continue with their normal pursuits, including work, to the extent allowed by their condition, and as long as they are not contagious to other employees. Firehouse Movers, Inc. supports these endeavors as long as they are able to meet performance standards, with or without accommodation. As in the case of other disabilities and/or other medical information, Firehouse Movers, Inc. will make reasonable accommodations in accordance with all legal requirements, to allow qualified employees with life threatening illnesses to perform the essential functions of their job.

Firehouse Movers, Inc. will take reasonable precautions to protect medical information from inappropriate disclosure. All employees have a responsibility to respect and maintain the confidentiality of employee medical information (regardless of whether it is or is not about oneself). Anyone inappropriately disclosing any medical information, including but not limited to the examples listed above may be subject to further disciplinary action, up to and including termination.

Employees with questions or concerns about life threatening illnesses are encouraged to contact your manager for information and referral to appropriate services and resources.

Genetic Information Nondiscrimination Act (GINA)

Firehouse Movers, Inc., LLC is committed to providing a work environment free of discrimination and harassment. It is the Company's policy that all employees have a right to work in an environment free of

discrimination and harassment based on genetic information or any other basis protected by federal, state, or local law. The Company prohibits harassment of its employees in any form by managers, team leaders, co-workers, customers, or suppliers.

According to the Equal Employment Opportunity Commission (EEOC), genetic information includes:

- ✓ Information about an individual's genetic tests
- ✓ Information about the genetic tests of an individual's family members
- ✓ Family medical history
- ✓ Requests for, or receipt of, genetic services by an individual or a family member
- ✓ Genetic information about a fetus carried by an individual or a family member; or about an embryo legally held by the individual or family member using an assisted reproductive technology.

Family medical history is included in the definition of genetic information because it is often used to determine whether someone has an increased risk of getting a disease, disorder, or condition in the future.

Examples of genetic tests include tests to determine whether an individual has a certain genetic variant associated with an increased risk of acquiring a disease in the future (for example, genetic tests to determine a predisposition for breast cancer, or the risk of conditions such as cystic fibrosis). A test for HIV infection, a cholesterol test, and drug tests are not considered genetic tests.

GINA generally prohibits employers from requesting, requiring, or purchasing, an applicant's or employee's genetic information, even if it is never used. There are six exceptions:

- ✓ Information is acquired inadvertently (e.g., a team lead receives genetic information in response to a question about an employee's general wellbeing)
- ✓ Information is acquired as part of an employee's voluntary participation in health or genetic services, including wellness programs (individualized information is provided only to the individual; aggregated information that does not identify individuals is provided to the employer)
- ✓ Family medical history is needed to comply with the certification requirements of the Family Medical and Leave Act (FMLA), state or local leave laws, or certain leave policies
- ✓ Information comes from publicly available sources such as newspapers, magazines, or electronic sources
- ✓ As part of genetic monitoring, information is required by law or provided on a voluntary basis (e.g., monitoring required by the Occupational Safety and Health Administration (OSHA))
- ✓ Employers conducting testing for law enforcement purposes (e.g., a forensic lab)

It is Firehouse Movers, Inc.'s policy to never require employees and health care providers to provide genetic information when the Company requests health-related information (e.g., to support an employee's request for reasonable accommodation under the Americans with Disabilities Act (ADA)).

It is the Company's policy to comply with GINA's confidentiality requirements by treating genetic information in the same way as medical information (i.e., keeping the information confidential in medical files that are separate from other employee records).

Immigration Law Compliance

Firehouse Movers, Inc. is committed to employing only United States citizens and aliens who are legally authorized to work in the United States. We also do not unlawfully discriminate on the basis of citizenship or national origin.

In order for us to comply with the Immigration Reform and Control Act of 1986, all new employees, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and provide

documentation that establishes their identity and eligibility for employment. Former employees who are subsequently rehired must also complete an I-9 and provide appropriate documentation.

If you have questions or want more information on immigration law issues, you are encouraged to contact the human resource representative. At Firehouse Movers, Inc. you can raise questions or complaints about immigration law compliance without fear of reprisal.

Equal Pay Act and Compensation Discrimination

Firehouse Movers, Inc. is committed to ensuring that all payments made to all employees as remuneration for employment shall be made fairly and equally without discriminatory considerations as described in this Employee Handbook and federal, state, and local laws. This policy includes all forms of compensation including salary, overtime pay, bonuses, life insurance, PTO and holiday pay, cleaning or gasoline allowances, hotel accommodations, reimbursement for travel expenses, and benefits.

All persons shall be given equal pay for equal work performed for or on behalf of Company. The jobs need not be identical, but they must be substantially equal. It is job content, not job titles, that determines whether jobs are substantially equal. Specifically, the Company will not pay unequal wages to persons who perform jobs that require substantially equal skill, effort and responsibility, and that are performed under similar working conditions within the same establishment. Each of these factors is summarized below:

Skill: Measured by factors such as the experience, ability, education, and training required to perform the job. The issue is what skills are required for the job, not what skills the individual employees may have.

Effort: The amount of physical or mental exertion needed to perform the job.

Responsibility: The degree of accountability required in performing the job.

Working Conditions: This encompasses two factors: (1) physical surroundings like temperature, fumes, and ventilation; and (2) hazards.

Establishment: The prohibition against compensation discrimination under shall apply only to jobs within Firehouse Movers, Inc. An establishment is a distinct physical place of business rather than an entire business or enterprise consisting of several places of business. In some circumstances, physically separate places of business may be treated as one establishment. For example, if a central administrative unit hires employees, sets their compensation, and assigns them to separate work locations, the separate work sites can be considered part of one establishment.

Pay Differentials: Pay differentials shall be permitted when they are based on seniority, merit, quantity or quality of production, or a factor other than sex or other protected groups as described in this Employee Handbook or per federal, state or local laws.

Sexual and Other Unlawful Harassment

Firehouse Movers, Inc. is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, sexual orientation, or any other legally protected characteristic whether or not

defined in this handbook will not be tolerated from anyone including (but not limited to) any managers, co-workers, customers, vendors, visitors, clients of Firehouse Movers, Inc.

Harassment consists of unwelcome conduct, whether verbal, physical, or visual, that is based on a person's protected status, such as sex, color, race, ancestry, religion, national origin, age, physical handicap, medical condition, disability, marital status, veteran status, citizenship status, or other legally protected group status. Firehouse Movers, Inc. will not tolerate any form of harassing or discriminatory conduct, including sexual harassment that affects tangible job benefits, that interferes unreasonably with an individual's work performance, or that creates an intimidating, hostile, or offensive working environment based on the person's protected class status.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other physical, verbal, or visual conduct based on sex when:

- ✓ Submission to such conduct is made, either explicitly or implicitly, a term or condition of the individual's employment.
- ✓ Submission to or rejection of the conduct by an individual is used as the basis for employment decisions affecting that individual.

Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

Sexual harassment may include a range of explicit and even subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include, but are not limited to, explicit sexual proposition, sexual innuendo, suggestive comments, sexually oriented "kidding" or "teasing," "practical jokes," jokes about gender-specific traits, foul or obscene language or gestures, display of foul or obscene printed or visual material, and physical contact such as patting, pinching, or brushing against someone else's body.

All employees are responsible for avoiding harassment and discriminatory behavior. If you experience or witness discriminatory behavior, sexual or other unlawful harassment in the workplace you must immediately report the behavior to your direct manager. If your direct manager is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the human resource representative at Firehouse Movers, Inc. or any other member of management. You can raise concerns and make reports without fear of reprisal or retaliation as discussed in this handbook.

The time-line for completion of an investigation is 30 days from the date the written complaint is received all allegations of discriminatory and/or sexual or other unlawful forms of harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any manager who becomes aware of possible discrimination and/or sexual or other unlawful harassment must immediately advise the human resource representative at Firehouse Movers, Inc. or any member of management so it can be investigated in a timely and confidential manner. Any employee engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including immediate termination of employment.

Bullying

Firehouse Movers, Inc. is committed to providing all employees a healthy and safe work environment and will ensure that procedures exist to allow complaints of bullying to be dealt with and resolved without limiting any person's entitlement to pursue resolution of their complaint.

This policy applies to all Firehouse Movers, Inc. employees during normal working hours, at work related or sponsored functions, and while traveling on work-related business. There will be no recriminations for anyone who in good faith alleges bullying as discussed in the Anti-Retaliation Policy in this handbook.

Bullying is unwelcome or unreasonable behavior that demeans, intimidates or humiliates people either as individuals or as a group. Bullying behavior is often persistent and part of a pattern, but it can also occur as a single incident. It is usually carried out by an individual but can also be an aspect of group (“mobbing”) behavior.

Mobbing is a particular type of bullying behavior carried out by a group rather than by an individual. Mobbing is the bullying or social isolation of a person through collective unjustified accusations, humiliation, general harassment or emotional abuse. Although it is group behavior, specific incidents such as an insult or a practical joke may be carried out by an individual as part of mobbing behavior.

Some other examples of bullying behavior may be:

- ✓ Abusive and offensive language
- ✓ Severe, continuous and pervasive insults, unreasonable criticism, rumors, negative innuendo and teasing
- ✓ Trivializing of work and achievements
- ✓ Isolating people from normal work interaction
- ✓ Excessive unreasonable demands
- ✓ Unfairly blaming for mistakes
- ✓ Deliberate exclusion from work-related/sponsored activities
- ✓ Practical jokes
- ✓ Belittling or disregarding opinions or suggestions
- ✓ Unnecessarily publically criticizing, belittling or disregarding opinions or suggestions

Context is important in understanding bullying, particularly verbal communication. There is a difference between friendly insults exchanged by long-time work colleagues and comments that are meant to be, or are taken as, demeaning by a reasonable person.

While care should be exercised, particularly if a person is reporting alleged bullying as a witness, it is better to be genuinely mistaken than to let actual bullying go unreported. All allegations of bullying shall be taken seriously and addressed promptly. Any investigation will be conducted with the greatest degree of confidentiality consistent with completing a fair and thorough investigation. Bullying by any employee may be subject to further disciplinary action up to and including immediate dismissal.

Anti-Retaliation

Firehouse Movers, Inc. strictly prohibits any form of retaliation against those who in good faith report, witness, oppose or participate in an investigation of any alleged wrongdoing in the workplace.

The prohibition against retaliation applies to:

- ✓ The disclosure of information concerning conduct that the reporter believes is illegal or in violation of Firehouse Movers, Inc. policies
- ✓ Legal use of federal, state, or local laws (such as)
- ✓ The provision of information or testimony to, or the filing of a complaint initiating proceedings with Firehouse Movers, Inc.
- ✓ Disclosures made during a compliance review, any investigation or peer review process
- ✓ The filing of a legitimate complaint or incident report
- ✓ The types of retaliation or behavior by all employees, whether management or non-management, that are strictly prohibited include (but are not limited to):
 - ✓ Real or implied threats or intimidation to attempt to prevent an individual from reporting

- alleged wrongdoing
- ✓ Adverse actions with respect to any work assignments, salary, , vacation, and any other terms of employment or applicant process
- ✓ Unlawful discrimination
- ✓ Termination of employment
- ✓ Adverse actions against a relative of the reporter who is employed by Firehouse Movers, Inc.
- ✓ Threats of any of the above
- ✓ Taking sides, threatening, and/or or spreading vicious rumors because an individual reported alleged wrongdoing
- ✓ Shunning, avoiding or encouraging others to shun or avoid an individual who has engaged in any of the forms reporting alleged wrongdoing
- ✓ Refusing to hire an individual because individual reported an alleged wrongdoing
- ✓ Denying promotion, issuing a poor evaluation, limiting opportunities and/or negatively affecting employment to an individual reported an alleged wrongdoing
- ✓ Taking any form of disciplinary action because an individual reported an alleged wrongdoing
- ✓ Extending a probationary period because an individual reported an alleged wrongdoing
- ✓ Altering work schedules, material changes in the terms and conditions of employments such as work assignments because an individual reported an alleged wrongdoing

This policy does not prohibit action that is taken for legitimate or non-discriminatory reasons, such as: discipline for legal cause or refusing to hire because of inadequate qualifications. As a result, adverse action is only prohibited if it is causally connected to, or taken because of, the alleged protected activity.

Retaliation will not be tolerated and retaliatory acts will lead to severe disciplinary action up to and including immediate termination of employment. Complaints of discrimination, harassment and sexual harassment are taken very seriously and will be promptly investigated.

Workplace Violence Prevention

Firehouse Movers, Inc. is committed to preventing workplace violence and to maintaining a safe work environment. We have adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that might occur during working hours or on work site locations.

All employees, including managers and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others. In accordance with all applicable state and/or federal ordinances and/or laws employees shall not bring firearms, weapons and dangerous or hazardous devices or substances into Firehouse Movers, Inc. or in areas otherwise prohibiting such items and/or materials without proper licensing and prior written authorization from the company.

Firehouse Movers, Inc. will not tolerate conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public at any time, including off-duty periods, and/or while out of town on Firehouse Movers, Inc. business that negatively affect job performance and/or capabilities. This includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal or state law and/or as outlined in this handbook.

All threats of (or actual) violence, either direct or indirect, should be reported as soon as possible to your (or any other) member of management or Firehouse Movers, Inc. This includes threats by employees as well as threats by customers, vendors, solicitors, or anyone else. When reporting a threat of violence, you should be as specific and detailed as possible.

All employees should report any suspicious person(s) or activities as soon as possible to your manager or any member of management. Do not place yourself in danger. If you see or hear a commotion or disturbance near your work area, do not try to intercede, see what is happening, or place yourself or other employees in danger.

Firehouse Movers, Inc. will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the person who made the report will be protected to the extent practical. To maintain workplace safety and the integrity of its investigation, Firehouse Movers, Inc. may suspend an employee, either with or without pay, pending investigation.

Any person who violates these guidelines will be subject to disciplinary action, up to and including termination of employment. Violations include making a threat of violence or actually committing a violent act. If you are having a dispute or differences with another employee, we encourage you to discuss it with your manager or the human resource representative before the situation escalates into potential violence. Firehouse Movers, Inc. is eager to assist in the resolution of employee disputes and we will not discipline an employee for raising these types of concerns.

Violence, Contraband and Weapons

Firehouse Movers, Inc. believes in maintaining a safe and healthy workplace, in part by promoting open, friendly, and supportive working relationships among all employees. Violence or threats of violence have no place in our business. Violence is not an effective solution to any problem. Employees are strictly prohibited from bringing any items *to be used as weapons*, including knives, pistols, rifles, stun guns, Mace, etc., into the office or internal work areas or where prohibited by law. Neither threats of violence nor fighting will be tolerated. Furthermore, if you have a problem that is creating stress or otherwise making you agitated, you are encouraged to discuss it with your manager and/or Firehouse Movers, Inc. human resource support.

Furthermore, it is against company policy for employees to bring any items listed as contraband onto any company building where prohibited, possess any of these items while on company business, or place any of these items in a company vehicle. Contraband items include alcohol; illegal drugs and drug paraphernalia; handguns, rifles, and automatic weapons; martial arts implements; Mace, stun guns, and tear gas; pornographic material, including sexually explicit literature or photographs, material depicting either sex in a degrading manner, or any other material which is sexually offensive; and stolen property.

You are expected to immediately report to your manager any violation of this policy. Any employee found threatening another employee, fighting, and/or carrying weapons to the worksite will be subject to IMMEDIATE disciplinary action, up to and including termination.

Concealed Carry Policy

PURSUANT TO SECTION 30.06, PENAL CODE (TRESPASS BY LICENSE HOLDER WITH A CONCEALED HANDGUN), A PERSON LICENSED UNDER SUBCHAPTER H, CHAPTER 411, GOVERNMENT CODE (HANDGUN LICENSING LAW), MAY NOT ENTER THIS PROPERTY WITH A CONCEALED HANDGUN.

Open Carry Policy

PURSUANT TO SECTION 30.07, PENAL CODE (TRESPASS BY LICENSE HOLDER WITH AN OPENLY CARRIED HANDGUN), A PERSON LICENSED UNDER SUBCHAPTER H, CHAPTER 411, GOVERNMENT CODE (HANDGUN LICENSING LAW), MAY NOT ENTER THIS PROPERTY WITH A HANDGUN THAT IS CARRIED OPENLY.

Anti-Theft Policy

Employee theft, even on a small scale, can result in big costs that can affect raises, bonus opportunities and the ability to remain viable in the market. Therefore, theft in any form is strictly prohibited. This

includes (but is not limited to) unauthorized removal of Company products and/or property, employee property, scrap products, equipment, machinery, cash from petty-cash or other resources (even if the intention is to pay it back), and/or time (failing to accurately clock in and/or out, etc.).

If the Company has reasonable cause to suspect theft, the Company reserves the right to conduct, contact the appropriate authorities, or hire the services of someone to conduct, searches and inspections.

Employee work areas, desks, lockers, briefcases, purses, cell phones and personal vehicles parked on Company property may be subject to searches at any time. Any personal items brought on Company premises do not have an expectation of privacy and are subject to search. Firehouse Movers, Inc. is not responsible for any personal items that are lost, damaged or stolen while located on Company premises, working on behalf of Firehouse Movers, Inc., and/or in personal or Company vehicles.

All employees who have knowledge of or suspect theft and/or vandalism are required to notify any member of management and/or the Human Resources Department immediately (at least within 8 hours). Furthermore, all employees are required to fully participate in any investigation at any time. Employees who participate in an investigation will not be retaliated against either by Firehouse Movers, Inc., management, or other employees as outlined in the Anti-Retaliation policy in this Employee Policy Guideline Manual.

Refusal to submit to a search and/or inspection is a violation of Company policy and may result in disciplinary action, up to and including IMMEDIATE termination of employment and may involve the authorities.

Security Searches and Inspections

Firehouse Movers, Inc. shall maintain a work environment that is free of illegal drugs, alcohol, explosives, contraband, sexually-explicit materials and/or other inappropriate and/or hazardous materials. There is no general or specific expectation of privacy in the workplace of Firehouse Movers, Inc., either on the premises of the company or while on duty. In general, employees should assume that what they do while on duty or on the company premises is not private.

To this end Firehouse Movers, Inc. reserves the right to conduct searches to monitor compliance with rules concerning safety of employees, security of company and individual property, drugs and alcohol, and possession of other prohibited items. Furthermore, Firehouse Movers, Inc. prohibits the possession, transfer, sale, control and/or use of such prohibited items on its premises or when working on behalf of or otherwise representing Firehouse Movers, Inc. Firehouse Movers, Inc. requires the cooperation of all employees in administering this policy.

"Prohibited items" includes illegal (but is not limited to) drugs, alcoholic beverages, prescription or synthetic "designer" drugs or medications not used or possessed in compliance with a current valid prescription, items used as weapons, any items of an obscene, harassing, demeaning, or violent nature, and any property in the possession or control of an employee who does not have authorization from the owner of such property to possess or control the property. "Control" means knowing where a particular item is, having placed an item where it is currently located, or having any influence over its continued placement.

All employees and all employee areas are subject to search at any time and the areas in question may be searched at any time, with or without the employee being present in accordance with federal and state law. As a general rule, with the exception of items relating to personal hygiene or health, no employee should ever bring anything to work or store anything at work that he or she would not be prepared to show and possibly turn over to company officials and/or law enforcement authorities.

Desks, lockers, and other storage devices may be provided for the convenience of employees, but remain the sole property of Firehouse Movers, Inc. If an employee uses a locker or other storage area at work,

including desk drawers, file cabinets, locking desk drawers or locking cabinets, Firehouse Movers, Inc. may furnish the lock and keep a copy of the key or combination, or else allow the employee to furnish a personal lock, but the employee must give the company a copy of the key or combination.

Firehouse Movers, Inc. likewise wishes to discourage theft or unauthorized possession of the property of employees, vendors, visitors and customers. To facilitate enforcement of this policy, any given search may be restricted to one or more specific individuals, depending upon the situation. Searches may be done on a random basis or based upon reasonable suspicion. "Reasonable suspicion" means circumstances suggesting to a reasonable person that there is a possibility that one or more individuals may be in possession of a prohibited item as defined above. Any search under this policy will be done in a manner protecting employees' privacy, confidentiality, and personal dignity to the greatest extent possible. Firehouse Movers, Inc. will respond severely to any unauthorized release of information concerning individual employees.

Although Firehouse Movers, Inc. uses video security systems, only authorized personnel shall have access to view surveillance footage.

No employee will ever be physically forced to submit to a search. However, an employee who refuses to submit to a search request from Firehouse Movers, Inc. may face disciplinary action, up to and possibly including immediate termination of employment.

Drug-Free Workplace

Firehouse Movers, Inc. does not tolerate the presence of illegal drugs or the illegal use of legal drugs in our workplace. The use, possession, distribution, or sale of controlled substances such as drugs or alcohol, or being under the influence of such controlled substances is strictly prohibited while on duty, while on the company's premises, worksites, and/or while operating the company's equipment or vehicles; and/or while operating vehicles on behalf of the company.

The use of illegal drugs as well as the illegal use of legal drugs is a threat to us all because it promotes problems with safety, customer service, productivity, and our ability to survive and prosper as a business. If you need to take a prescription drug that affects your ability to perform your job duties, you are required to discuss possible accommodations with your manager and/or Firehouse Movers, Inc., Prior to employment; each potential employee may undergo a drug test. The company may also require employees to take random drug tests during their employment with the company. ***Your receipt of this policy statement and signature on the handbook acknowledgment form signify your agreement to comply with this policy.***

Whether employees are on Firehouse Movers, Inc., customer or vendor property, use, possession, selling, distribution, concealing or transporting on or in company property or as an agent of the company, by employees or others, of any of the following substances are prohibited:

- ✓ Illegal drugs (drugs which are not legally obtainable and drugs which are legally obtainable but have been obtained illegally), controlled substances, marijuana, mood or mind altering substances, "look-alike" substances, designer and synthetic drugs, hormone enhancing and inhalants producing mood or mind altering vapors
- ✓ Unauthorized consumption of alcoholic beverages, intoxicating substances

Prescription medications except under the following conditions:

- ✓ The drugs have been prescribed by a licensed physician for the person in possession of the medication.
- ✓ The drugs/medications are ingested or administered only in the prescribed or recommended dosages.
- ✓ Employees who are taking prescription medication or any medication with a warning that the

medication may affect the person's physically or mentally must notify their immediate manager they are taking the medication before starting their daily work activity. This is a personal responsibility of each employee.

Policy Enforcement and Testing

For purposes of this policy, a breath, saliva and/or blood alcohol concentration of 0.04% or more is considered proof that an employee is under the influence of alcohol.

In any case where the employee claims that use of a drug is prescribed by a physician, it will be the employee's responsibility to provide: (1) clear and convincing evidence that the substance was prescribed by a physician familiar with the employee's medical history and assigned duties and (2) a signed statement from the physician that the employee's taking of the medication will not create a reasonable possibility of harm to the worker, fellow employees or to the general public.

Searches and Inspections - If the company has reasonable cause to suspect there is drug use, possession or trafficking by employees or other persons on company property, the company reserves the right to conduct, or hire the services of someone to conduct, searches and inspections. Employee work areas, desks, lockers, briefcases, cell phones and personal vehicles parked on company property may be subject to searches at any time. Any personal items brought onto company premises do not have an expectation of privacy and are subject to search. Refusal to submit to a search or inspection is a violation of company policy and may result in disciplinary action, up to and including termination of employment.

Post Offer of Employment - Firehouse Movers, Inc. may conduct drug tests on all applicants which receive a conditional offer of employment. Failure to submit to pre-employment testing will be grounds to deny the applicant employment. Test results must be returned with "negative" results in order to be determined acceptable for employment. If an applicant tests positive for illegal and/or prohibited substances as described in this handbook, the conditional offer of employment shall be withdrawn.

Reasonable Suspicion – The company reserves the right to require drug or alcohol testing for employees when based on a reasonable suspicion that an employee is under the influence of drugs and/or alcohol as outlined in this policy. Employees may be placed under immediate suspension and may not return until negative test results have been received. Employees who have successfully received a negative test result may be reinstated and reimbursed for the suspension up to and including the number of hours an employee would normally work on a standard schedule. Employees who receive a positive test result may be subject to further disciplinary action up to and including termination.

Refusal to timely submit to an ordered drug or alcohol screening test is a violation of company policy and may result in disciplinary action, up to and including termination of employment.

Post-Accident – All employees will be tested when they are involved in, have caused and/or contributed to an on-the-job injury or accident resulting in loss work time, medical treatment beyond first aid, accident or damage to company equipment and in a vehicle accident while conducting company business.

Post-Injury Accident - If any employee is involved in an accident including, but not limited to occupational injuries resulting in medical treatment or financial loss, Firehouse Movers, Inc. may require any employees involved in the accident (whether directly or indirectly) to take an immediate breath alcohol and controlled substances test within eight (8) hours of the accident. The maximum time period allowed for testing after the incident is eight (8) hours for breath alcohol and thirty-two (32) hours for controlled substances.

This must be done without regard to whether there is any suspicion of alcohol or drug usage and without regard to fault in the accident. Employees are strictly prohibited from using alcohol for eight (8) hours following an accident, or until the post-accident testing requirements are carried out, whichever occurs

first. Failure or refusal to follow these instructions, including the use of alcohol prior to the required post-accident alcohol test, will be considered a refusal to submit to a test and will result in termination.

If a post injury accident controlled substance and alcohol test is not promptly administered within eight (8) hours following the Company's knowledge of the injury, the company must prepare and maintain on file a record stating the reasons the test was not promptly administered.

Post-Vehicle Accident - If any employees are involved in a vehicle-accident (whether directly or indirectly), including, but not limited to: vehicle and/or equipment accidents, or property damage, Firehouse Movers, Inc. may require the employee take an immediate breath alcohol and controlled substances test within eight (8) hours of the accident. The maximum time period allowed for testing after the incident is eight (8) hours for breath alcohol and thirty-two (32) hours for controlled substances.

This must be done without regard to whether there is any suspicion of alcohol or drug usage and without regard to fault in the accident. Employees are strictly prohibited from using alcohol for eight (8) hours following an accident, or until the post-accident testing requirements are carried out, whichever occurs first. Failure or refusal to follow these instructions, including the use of alcohol prior to the required post-accident alcohol test, will be considered a refusal to submit to a test and will result in termination.

If a post-vehicle accident, post-injury accident controlled substance and alcohol test is not promptly administered within eight (8) hours following the accident or injury, the Company must prepare and maintain on file a record stating the reasons the test was not promptly administered. If a post-vehicle accident, post injury accident controlled substance test is not administered within thirty-two (32) hours following the accident or injury, the Company must cease attempts to administer a controlled substance test, and prepare and maintain on file a record stating the reasons the test was not properly administered.

Random Testing– All employees may be subject to random drug testing throughout the calendar year.

As per this policy a positive test result will result in the employee's termination (only the review panel may approve disciplinary action less than termination for violations of this policy).

NOTE: Fees associated with positive drug screen results may be deducted from the employee's final paycheck.

Refusal to submit to a search, inspection, or drug and/or alcohol screening is a violation of company policy and may result in disciplinary action, up to and including IMMEDIATE termination of employment.

Progressive Discipline Policy

Progressive Discipline Steps

The following steps are a system of progressive discipline. Although these steps represent Firehouse Movers, Inc.' attempt at correcting behavior fairly, consistently, and openly, the steps are not necessarily taken in the order presented if the infraction(s) warrants different or more drastic measures; these infractions have been listed below.

Furthermore, each employee shall have the opportunity to ask questions and provide feedback regarding the issue or issues being discussed. Written reprimands may require the input and review of Firehouse Movers, Inc. to ensure accuracy and thoroughness.

Each infraction shall be documented to include facts regarding the activities leading to the disciplinary action regardless of the verbal or written status.

As part of this program, each employee may or may not be required to sign the written documentation with the understanding the signature is not an admission of guilt, but rather an admission the employee was notified of the unacceptable behavior. Refusal to sign the documentation will not change the outcome of the reprimand. Reprimands may generally remain active for one year after the first incident depending upon the severity and/or seriousness of the violation; however, these reprimands will remain a part of the employees' permanent employment record.

Documentation may be placed in the personnel file without the employee's knowledge; generally however, reprimands shall require the presence of the employee, the employee's manager and/or a representative of the Human Resources Department. Each individual present in the counseling or reprimand shall sign and date the final documentation for the official record.

Verbal Counseling

Counseling offers the manager and employee a formal process to correct work-related issues, and address concerns to help the employee improve performance, recognize the deficiency, understand the expected standard of behavior, and to identify the consequences of the behavior. Verbal counseling is conducted to avoid further ramifications to inappropriate behavior or actions; thus, documentation of the verbal counseling shall be retained in the employee's file.

Verbal Reprimand

A verbal reprimand offers the manager and employee a more formal opportunity to correct work-related issues and address concerns. The purpose of a verbal reprimand is to formally document behaviors and improve performance; formally recognize deficiencies and understand the expected standard of behavior, and to identify the consequences of the behavior without correction. An employee's refusal to sign a verbal reprimand will not alter the outcome of the reprimand. A verbal reprimand shall be documented and retained in the personnel file.

Written Reprimand or Written Reprimand with Possible Probation

A written reprimand and possibly probation is issued when counseling and coaching have failed to render appropriate behavioral changes. The written portion should be concise and inclusive only of facts leading to the write-up devoid of hearsay and opinions and may include a review of prior disciplinary action.

The employee shall be notified of the specific rule or policy violation. Additionally, the employee shall also receive written notification regarding the expectations for improvement including the required corrective action. Timelines for improvements and a follow-up date at the end of the probation shall also be part of the written reprimand documentation.

An employee's refusal to sign a written reprimand will not alter the outcome of the reprimand. A written reprimand shall be documented and retained in the personnel file.

Second Written Warning with Possible Suspension, Probation

Suspending, placing an employee on probation and/or demoting an employee may be used when facts indicate that the behavior has not improved, or if the employee commits a serious infraction for the first time.

Suspensions, probations, and/or demotions are not a mandatory step and may be selected as an appropriate response at the discretion of the human resources and/or management team. Depending upon the infraction, the suspension shall be for one (1), two (2), or three (3) days and may be taken without pay. Demotions may be temporary or permanent and may create a decrease in pay.

No suspensions, probations, and/or demotions shall be granted without the review of the documentation by the Human Resources Department and/or the management team.

Suspension Pending Investigation

Employees involved in allegations of sexual harassment, discrimination violations, bullying, workplace violence, or those situations that pose a threat to the safety of other employees may be removed from the workplace by Firehouse Movers, Inc. by the Human Resources Department, the safety director, and/or a member of the senior management team. Managers/supervisors have authority to remove any individual who may threaten the safety and/or well-being of others.

Suspensions because of pending investigations conclude when a final decision has been made regarding appropriate disciplinary action.

The investigation will ideally be conducted expediently and closed when all the facts have been carefully evaluated and all options have been discussed. If the investigation concludes the suspension was unwarranted, the employee may receive regular compensation for the otherwise scheduled time lost for the investigation.

Involuntary Termination

In the event that the progressive disciplinary steps have proven unsuccessful, or the situation warrants more severe measures than the progressive disciplinary provides an employee can be involuntarily dismissed from the organization. Serious violations, including but not limited to the items listed under Guidelines for Serious Offenses, may preclude the progressive steps outlined in this document and may require the employee to be immediately terminated.

Guidelines for Serious Offenses

The following list of offenses are considered severe enough to warrant “skipping” the routine disciplinary steps up to and including immediate termination. This list is in no way considered all-inclusive nor shall this list be the only factor used in determining the level of disciplinary action. The Human Resources Department, in accordance with federal and state laws, shall act as a beacon for justification of any disciplinary actions; however, if a representative of Firehouse Movers, Inc. is not readily available managers may send an employee home (with or without pay) pending investigation.

Automatic Termination/Impermissible Conduct

- ✓ Failing to fully and honestly participate in any investigation
- ✓ Knowingly and/or willfully (directly or indirectly) improperly represents information to Firehouse Movers, Inc.
- ✓ Failing to report situations when employee becomes aware that a co-worker has knowingly and/or willfully (directly or indirectly) improperly represents information to Firehouse Movers, Inc.
- ✓ Use of profanity or obscene gestures
- ✓ Consuming intoxicating beverages in a Company vehicle, operating a Company vehicle while under the influence, or possessing, selling or using narcotics, barbiturates, marijuana, or other drugs while on duty, or on Company property, or reporting for duty under the influence of intoxicating beverages, narcotics, synthetic “designer” drugs, barbiturates, marijuana, and/or other illegal drugs as described in this Employee Policy Guideline Manual
- ✓ No call/no show (may be considered job abandonment and will be reported as such for purposes of Unemployment or for other government agency purposes)
- ✓ Willful damage or abuse of Company, vendor or customer property
- ✓ Theft of Firehouse Movers, Inc., customer, vendor, visitor or employee's property
- ✓ Fighting or disorderly conduct on Company or customer property

- ✓ Creating or contributing to an unsafe or unsanitary condition
- ✓ Participating in horseplay
- ✓ Failing to exit a vehicle and/or have a spotter to guide vehicles into spaces, as required
- ✓ Acceptance or payment of any bribes, kickbacks, or other illegal payments
- ✓ Sabotaging or subversive activity of any kind
- ✓ Restricting output, or persuading others to do so or promoting, encouraging, agitating, engaging in or supporting suspension of work, slowdowns, or any other interruptions of production
- ✓ Threatening, intimidating, coercing, or interfering with another employee, person, or firm
- ✓ Insubordination or refusing to carry out reasonable orders of managers
- ✓ Excessive tardiness or unexcused absences from work
- ✓ Excessive or inappropriate use of mobile phones, radios, pagers, electronic communication, or use of electronic devices etc. whether for Company or non-Company business and/or whether or not the employee is working on behalf of the Company
- ✓ Violation of Social Media Policy
- ✓ Soliciting the participation of or participating in a lottery, game of chance, fantasy leagues, or other form of illegal gambling on Company property without prior permission
- ✓ Unauthorized removal, defacing or altering of bulletins or Company property
- ✓ Falsification of: any records or reports pertaining to absence from work; claims pertaining to injuries occurring on Company premises; claims for any benefits provided by the Company; communications; or records including personnel and production records
- ✓ Committing an immoral or indecent act while on Company property/Company time regardless of whether the act was committed during the employee's work day
- ✓ Conviction of any offense by a court of law which in management's judgment would make that employee unable to perform the duties as assigned
- ✓ Gaining unauthorized access to Company records and files whether they are locked or otherwise accessible
- ✓ Tampering with, preventing or otherwise altering security and/or other monitoring equipment including but not limited to hardware and software
- ✓ Performing substandard work either or both in quality and quantity after having been instructed in proper procedure and technique
- ✓ Falsifying, obliterating or destroying Company property or records
- ✓ Committing an act on or off Company premises in gross violation of any policy
- ✓ Causing or contributing to unnecessary waste
- ✓ Unauthorized possession, use, or removal of property of the Company, another employee, a customer, or an individual serving the Company
- ✓ Discussing prices, costs, customers, sales or markets with competing companies or their employees thereby threatening the operations of Firehouse Movers, Inc.
- ✓ Making any unlawful pricing agreements with vendors including (but not limited to) price-fixing, bid rigging, or other forms of collusion
- ✓ Possessing a prohibited weapon on Company or other property or during the commission of work-related activities
- ✓ Testifying, reporting, or offering false information pertaining to any matter concerning the Company, its' operation, or its' activities
- ✓ Failing to promptly report an accident (motor vehicle or otherwise) where there is property damage or injuries immediately to a manager, human resources representative, safety director or a member of the senior management team immediately (as defined in this Employee Policy Guideline Manual), or falsifying a report concerning an accident, personal injury, or illness
- ✓ Refusing to permit inspections or to permit personal property to be inspected or searched by the Firehouse Movers, Inc. or security personnel upon entering or leaving Company or jobsite premises
- ✓ Refusal to submit to drug and/or alcohol screening
- ✓ Interfering with the production of a working employee
- ✓ Harassment, bullying, sexual or other unlawful harassment, discrimination, or discourteous and/or unlawful conduct as described in this Employee Policy Guideline Manual or in direct violation of any federal, state or local law, regulation or ordinance

- ✓ Deliberately misleading an investigation
- ✓ Leaving a workstation, jobsite or the workplace without permission of Firehouse Movers, Inc.
- ✓ Exceeding the time allowed for a scheduled break or lunch period; taking unauthorized break
- ✓ Repeatedly failing to appropriately record time accurately
- ✓ Using unauthorized exit or access to work locations, jobsites and/or other work areas
- ✓ Loitering in the building and/or work areas prior to the start of work
- ✓ Any other violation of any Company policy, when appropriate

Since employment with Firehouse Movers, Inc. is based on mutual consent, employees and/or Firehouse Movers, Inc. has the right to terminate the employment relationship at will, with or without cause or advance notice, at any time.

Employment Assessments and Expectations

Review of Personnel Processes

Firehouse Movers, Inc. annually reviews its personnel processes to determine whether its present procedures assure careful, thorough and systematic consideration of the qualifications of known protected groups including (but not limited to) individuals with disabilities and protected veterans. The review covers all procedures related to the filing of job vacancies either by hire or by promotion, as well as all training offered or made available to employees.

In determining the qualifications of veterans, Firehouse Movers, Inc. limits consideration of a protected veteran's military record, including discharge papers, to only that portion of the record, which is relevant to the specific job qualifications for which the veteran is being considered.

Based upon Firehouse Movers, Inc.'s review of its personnel processes, Firehouse Movers, Inc. will modify the personnel processes when necessary.

At-Will Employment Agreement to Arbitrate

Firehouse Movers, Inc. utilizes a system of alternative dispute resolution which involves binding arbitration to resolve all state, local or federal legal disputes which may arise out of or relate to the employment relationship between Employee and Firehouse Movers, Inc.; therefore, as a condition of employment, Firehouse Movers, Inc. requires all employees to sign the "At-Will Employment Agreement to Arbitrate" during the first day of employment.

Employment Applications

All candidates for employment with Firehouse Movers, Inc. shall complete, sign and date a standard employment application form. Resumes will not be accepted in lieu of a completed application form. Resumes will not be accepted in lieu of a completed application form. The application form should be completed in detail and signed by the applicant to verify the accuracy and completeness of previous employment and personal information.

Firehouse Movers, Inc. relies on the accuracy of the information provided on the employment application, as well as the accuracy of other data presented during the hiring process and employment. Firehouse Movers, Inc. may investigate any portion of the provided information, including requesting information from previous employers. If there are any misrepresentations, falsifications, or material omissions in any of this information, we may exclude the applicant from further consideration. Furthermore, should there be any misrepresentations, falsifications or material omissions discovered subsequent to commencing employment, disciplinary action inclusive of termination may result.

Firehouse Movers, Inc. may obtain a consumer credit report for employment purposes and shall only concern the applicant's motor vehicle record and/or criminal background history. If we take an adverse employment action based in whole or in part on the criminal background, motor vehicle history or other background information, a copy of the report and a summary of your rights under the Fair Credit Reporting Act (FCRA) will be provided as well as any other documents required by law. In addition, criminal background checks through various services and agencies may be requested for applicants to determine access limitations and security clearance conflicts on an as needed basis.

Employment Reference Checks

To help select the best person for the job, Firehouse Movers, Inc. may check the employment references of all job candidates.

The human resources representative will respond in writing when we receive a written request for a reference check from other employers. We will confirm only employment dates, salary information, and the positions held. Firehouse Movers, Inc. will not release any employment data without an employee or former employee's written authorization and signed release.

Children and Minors in the Workplace

Firehouse Movers, Inc. is committed to providing employees with a safe, professional and productive work environment that encourages unprecedented attention to the needs of our customers. To achieve these objectives, the presence of children in the workplace during the employee's workday is inappropriate and is to be avoided except in emergency situations and must be approved by an executive-team member or office manager. Employees who bring children to the workplace must adhere to the following rules:

- ✓ Children are strictly prohibited from entering into or staying in areas where power tools and/or Company equipment is in use
- ✓ Children are required to remain with a parent at all times and in designated areas only
- ✓ Parents are strictly prohibited from asking staff members to watch over children at any time
- ✓ At no time are parents permitted to leave children with other members of the staff regardless of whether or not other staff members agree to watch over the children
- ✓ Parents are required to maintain cleanliness over all areas in which children are present
- ✓ Children are not permitted to use any office supplies, Company equipment (including, but not limited to computers, printers, electronic devices, pens, pencils, paper, etc.)
- ✓ At no time shall children be permitted to interrupt the routine flow of work for any reason. This includes, but is not limited to, interrupting telephone conversations or customer contact; remaining in other employee's offices, asking questions of other employees and/or touching/interacting with items in any office
- ✓ Employees are required to sign a Safety Waiver prior to bringing children to work

Firehouse Movers, Inc. reserves the right to send employees home and/or for the employee to use available paid time off in lieu of bringing children into the workplace during work hours (see also, "Exempt Employee Safe Harbor" policy in this Employee Policy Guideline Manual).

Employment of Relatives

The Company may refuse to hire relatives of current or past employees if doing so could result in actual or potential difficulties in supervision, security, safety, and/or morale, or if in doing so could create potential conflicts of interest. The Company defines “relatives” as spouses, children, siblings, parents, in-laws, and step-relatives.

If two employees marry or become related, causing actual or potential issues such as those described above, only one of the employees may be retained with the Company unless other reasonable accommodations can be made to eliminate the actual or potential issues.

Under no circumstance shall a supervisor and/or manager be permitted to supervise or be responsible for the tasks and/or activities of subordinate relatives.

Firehouse Movers, Inc. has the sole discretion to determine whether or not a relationship presents a potential negative impact to the Company. Firehouse Movers, Inc. reserves the right to make recommendations for remedies which can include:

1. Requiring the employees to work different shifts
2. Transferring and/or reassigning employee(s) to another location and/or position; or,
3. Requiring the related individuals to decide which individual will resign, in which case, each party shall put the decision in writing and submit the decision to the Human Resources

New Employee Onboarding

New employees (and in some cases, re-hired employees) are provided with a copy of the Employee Guideline Manual to review and sign. Additionally, employees are expected to complete other necessary paperwork including (but not limited to) Form I-9, benefits and payroll forms, disclosures and/or other personnel documents. If employees lose the copy of the Employee Guideline Manual, or if it becomes damaged, please notify a human resource representative as soon as possible to obtain a replacement manual. A human resource representative, manager or supervisor is an excellent resource for the information about the Company and job positions and may be able to refer employees to the appropriate individuals within the Company for more assistance if necessary.

Medical Examinations

To help ensure employees are able to perform their duties safely, medical examinations may be required. For certain positions or under certain circumstances and after an offer of employment, a medical examination may be required. When a medical examination is requested, the medical examination will be conducted by a company appointed physician at the company's expense. Employment and assignment will be conditional pending the receipt of a satisfactory physicians' report. Current employees may also be required to undergo medical examinations. When necessary, these exams will evaluate an employee's ability to perform the essential functions of the position or need for possible accommodation. Such examinations will be conducted for all employees in the same job category and will be scheduled at reasonable time intervals.

Performance Evaluations

Performance evaluations may be conducted annually; however, more frequent evaluations may occur. The frequency of performance evaluations may vary depending upon length of service, job position, past performance, changes in job duties, or recurring performance challenges.

Performance evaluations may review factors such as the quality and quantity of the work employees perform; job knowledge, initiative, work attitude, work quantity, safety and other performance-related criteria.

The performance evaluations are intended to make employees aware of progress, areas for improvement, and to identify objectives and/or goals for future work performance.

Performance evaluations do not guarantee increases in salary or promotions. Salary increases and promotions are solely within the discretion of the Company and depend upon many factors in addition to performance. After the evaluation, employees may be required to sign the performance evaluation simply to acknowledge that it has been presented and that the contents have been discussed with a supervisor and/or manager. Employees may be given the opportunity to include comments within the performance evaluation.

Promotions and Transfers

Firehouse Movers, Inc. believes that career advancement is rewarding for both the employee and the company. We may offer promotional opportunities for qualified individuals to new or vacated positions whenever possible.

Job openings may be announced verbally or via paper announcement. If you are interested in applying for one of these positions, notify your manager.

NOTE: Firehouse Movers, Inc. employees must successfully complete at least 90 (ninety) days of employment before being considered for a promotion or transfer. This gives us the opportunity to examine your skills, work-ethic, attendance, and fit for positions within our organization.

Rehire Policy

Former employees who are rehired and (if they fail to) return to work within thirty (30) calendar days may be considered "new" employees for any and all benefits not otherwise covered by federal and state laws.

Anniversary dates shall re-start on the day an employee begins employment with Firehouse Movers, Inc. Except when required by state and federal laws, employees shall not be entitled to any paid time-off benefits until an employee has met the requirements as stated in this handbook.

As a general rule, the company may not consider rehiring former employees who:

- ✓ Were dismissed by the company for cause
- ✓ Resigned without giving a voluntary two weeks' notice
- ✓ Were dismissed for inability to perform job duties
- ✓ Had a poor attendance record
- ✓ Had a below-average evaluation
- ✓ Violated work rules and/or safety rules

Workforce Reductions

Occasionally, management may decide to implement a reduction in force ("RIF"). We are quick to acknowledge that RIFs can be a difficult experience for management and employees alike.

In accordance with state and federal laws and the policies outlined in this manual, during a reduction in force, employees will be retained based on skill level, experience, attitude, job performance, resourcefulness, adaptability, teamwork, dedication; commitment to the company and its goals, and the ability to perform tasks the company anticipates will be necessary following the reduction in force.

Resignations

Firehouse Movers, Inc. hopes that you will find employment with our organization to be a rewarding experience; however, employees are requested to provide a voluntary two weeks' notice prior to resigning whenever possible. Employees who abide by this request and work throughout the entire notice without taking time off (whether excused or unexcused) may retain any unused PTO as discussed in this document.

Prior to an employee's departure, an exit interview may be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits. All company equipment shall be returned to Firehouse Movers, Inc. prior to your final day of employment.

Motor Vehicle Records/Licensing (please see also, "Vehicle Use Policy")

It is the policy of Firehouse Movers, Inc. to obtain and review motor vehicle records (MVRs) on each prospective employee before an offer for employment is extended to the individual whose potential job position within Firehouse Movers, Inc. involves driving.

Should pending litigation or a significant motor vehicle record history be ongoing with the prospective employee, the prospective employee should inform Firehouse Movers, Inc. If this information is not disclosed and the employee was hired based on false information the employee may be terminated from employment.

MVRs may be checked at the time of hire, annually or as needed on all employees when driving is part of their job description or if the employee must drive as part of course and scope of his or her position. If the employee's driving record does not meet criteria set by our insurance carrier, remedial training and/or other disciplinary action may be taken. If the driving record is unacceptable termination of employment may occur.

MVR checks which reveal any results that prevent or disable an employee from obtaining adequate company-sponsored insurance coverages may disqualify the employee from driving company-operated vehicles, or those vehicles in the care, custody and control of Firehouse Movers, Inc. based upon current carrier guidelines.

State License Requirements

Employees are required to maintain a valid (non-suspended and/or use-restricted) Texas Driver's License for the appropriate state as applicable and must sign a "Company Vehicle Use Policy" prior to driving for or on behalf of the Company. Employees are responsible for immediately, within one (1) business day) notifying a human resources representative whenever there is a change in driver license status and to provide a copy of employee's new driver license upon any renewal. In the event of a Driver's License suspension or assignment of driving restrictions, employee is responsible to notify a human resources representative, within one (1) business day and to refrain from driving any vehicle until the Driver's License suspension is lifted AND a status update has been communicated to the Human Resources Department.

Interstate Transport/CDL Drivers

Interstate transport drivers, CDL or otherwise are required to complete a routine physical (depending on circumstance) as appropriate. At the Company's expense, Firehouse Movers, Inc. shall assist employees with scheduling physicals as necessary. Transport drivers are required to complete safety and over-the-road regulation training. Employees who work for Firehouse Movers, Inc. in this capacity are directed to contact the production manager for scheduling this training.

Required Tools and Equipment

Some employees are required to purchase and/or otherwise own appropriate tools and/or equipment to perform the required work. To this end, employees may be provided with a comprehensive list of the required tools and equipment. Employees are encouraged to bring questions or concerns regarding this list to the manager and/or supervisor.

Bonding Requirement

Certain positions in the company (such as Notary Public) may require employees to be bonded. It is the responsibility of the employee to ensure that she/he is bondable and to maintain bondable status. The company will pay the full cost of bonding in some cases. If you are unsure whether or not you are considered "bondable," please ask the office manager for more information. Violations of this policy may result in immediate termination of your employment.

Standards of Conduct

Representing the Company

Employees are ambassadors of Firehouse Movers, Inc.; as such, all employees should conduct themselves in a courteous and professional manner. All employees should assure their actions and behaviors promote the favorable image of Firehouse Movers, Inc. its employees, management and its officers.

Employees shall avoid potential conflicts of interest and personal gain or any appearance of a conflict or impropriety. Employees shall also promote the integrity, reputation, administration and operations of all the affairs of the company and avoid any conduct, whether on or off duty, that could cause embarrassment or disrepute to the company. Conflicts will arise from time to time. All employees shall work to resolve conflicts in a professional manner with respect given to all parties involved.

Business Ethics and Personal and Professional Conduct

The successful business operation and reputation of Firehouse Movers, Inc. is built upon the principles of fair dealing, professional and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a regard for the highest standards of conduct and personal integrity. Our continued success is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees owe a duty to Firehouse Movers, Inc. our customers, and stakeholders to act in ways that will merit the continued trust and confidence of the public.

Firehouse Movers, Inc. will comply with all applicable laws and regulations and we expect all our employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, you should find using good judgment, based on high ethical principles, will guide you to act appropriately. If you are unsure about the proper course of action, you should discuss the matter openly with your manager. If necessary, you may also contact the human resources representative for advice and consultation.

It is the responsibility of every Firehouse Movers, Inc. employee to comply with our policy of business ethics and conduct. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

Confidential and Proprietary Information

The protection of confidential business information and trade secrets is vital to the interests and the success of Firehouse Movers, Inc.

In accordance with federal and state laws, such protected information may include, but not necessarily limited to, the following: matters of a technical nature, such as computer software, product sources, product research and designs; and matters of a business nature, such as customer lists, customer contact information, associate information, on-site program and support materials; pending projects, marketing strategies, proprietary production processes, conversations between any persons associated with the company regarding proprietary information; candidate and recruit lists and information, personnel information, placement information, pricing lists, contracts, sales reports, sales, financial and marketing data, systems, forms, methods, procedures, and analyzes, and any other proprietary information, whether communicated orally or in documentary, computerized or other tangible client/customer forms and/or information concerning the company's or its customers' operations as it relates to confidential information.

Employees should ensure any materials containing confidential or proprietary information are filed and/or locked up before leaving their work areas each day. During the workday, employees should not leave any sensitive information lying about or unguarded.

Whether or not you are asked to sign a non-disclosure agreement, you may still be obligated to protect and not disclose any confidential or proprietary information to a third-party.

Because we consider security breaches to be very serious in nature, any current or former employee and/or associate who improperly uses or discloses trade secrets or confidential proprietary business information may be subject to disciplinary action, up to and including termination and/or legal action, even if the employee does not actually benefit from the disclosed information.

If you have any questions about this policy, consult your manager or any member of the senior management team.

Patents and Copyrights

This policy shall apply to all persons employed, compensated, or appointed by Firehouse Movers, Inc. and to anyone using facilities owned, operated, or controlled by Firehouse Movers, Inc.

Employees engaged in external consulting work or business are responsible for ensuring agreements emanating from such work are not in conflict with this policy or with contractual commitments of Firehouse Movers, Inc.

Such employees should provide affirmative notice to the other parties to such agreements, informing them of the obligations of the employees to Firehouse Movers, Inc. and the possible applicability of this policy to such agreements.

Firehouse Movers, Inc. has a responsibility for and an interest in the advancement of knowledge and creative work that will enhance its organizational mission and promote the economic and welfare of the public it serves. This responsibility and interest are advanced by engaging in research and ingenuity, the results of which may, on occasion, have commercial applications which are patentable or copyrightable. When they occur, Firehouse Movers, Inc. has the responsibility of insuring such inventions and works are used and controlled in a manner that benefits Firehouse Movers, Inc. to the fullest extent possible.

Therefore, it shall be the policy of Firehouse Movers, Inc. to acquire and retain legal title to all inventions created by any person or persons to whom this policy is applicable. This policy is established in

furtherance of the commitment of Firehouse Movers, Inc. to the widest possible distribution of the benefits of Firehouse Movers, Inc. research and ingenuity resulting from such research and the development of all inventions.

Rights to works shall be determined according to the provisions of this policy which apply to copyrights.

Any patent or copyright developed by an employee in conjunction with and/or as a result of their employment with Firehouse Movers, Inc. is the property of the company. Any information pertaining to such patent or copyright must remain on company premises.

Outside Employment

Firehouse Movers, Inc. employees may hold outside jobs as long as they can satisfactorily perform their job and there is no interference with any company policies, procedures, scheduling demands and/or FMCSA restrictions and regulations.

All employees shall be held to the same standards of performance and scheduling expectations, regardless of any outside job. Additionally, we prohibit outside employment that constitutes a conflict of interest. If we determine the outside work is impacting your performance or the ability to meet our requirements, which may change over time, you may be asked to terminate the outside job in order to stay employed at Firehouse Movers, Inc.

Employees may not receive any income or material gain from individuals outside Firehouse Movers, Inc. for materials produced or services rendered while performing your job at Firehouse Movers, Inc. Furthermore, employees must receive prior written approval from the chief operating officer prior to accepting outside employment opportunities so a determination can be made whether or not the position constitutes a conflict of interest.

Conflicts of Interest

As an employee of Firehouse Movers, Inc. you have the obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. In this policy, Firehouse Movers, Inc. is establishing the framework within which we wish to operate. These guidelines are intended to provide a general direction so you can get further clarification on areas that affect you. For more information or questions on conflict of interest, contact your manager or any member of the senior management team.

All transactions with firms outside Firehouse Movers, Inc. must be conducted within the framework established and controlled by the executive level of Firehouse Movers, Inc. Business dealings with outside firms should not result in unusual gains for those firms. "Unusual gains" refers to bribes, product bonuses, special fringe benefits, unusual price breaks, and other windfalls designed to ultimately benefit the employer, the employee, or both; and, promotional plans that could be interpreted to involve unusual gain require specific executive-level approval.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee as a result of business dealings with Firehouse Movers, Inc. There is no "presumption of guilt" created by the mere existence of a relationship with outside firms. However, if you have any influence on transactions involving purchases, contracts, or leases, it is imperative you disclose this fact to the executive vice president of Firehouse Movers, Inc. as soon as possible. By alerting us to the existence of any actual or even a potential conflict of interest, we can establish safeguards to protect all parties. The potential for personal gain is not limited to situations where an employee or relative has a significant ownership in a firm with which Firehouse Movers, Inc. does business. Personal gains can also result from situations where an employee or relative receives a kickback, bribe, substantial gift, or special consideration as a result of a transaction or business dealings involving Firehouse Movers, Inc.

Consensual Relationship/Dating Agreement

Firehouse Movers, Inc. is committed to providing a workplace that is free of harassment, discrimination, conflicts of interest, and unfair bias against any employee. Furthermore, Firehouse Movers, Inc. will not tolerate any unwelcome or offensive conduct, conduct that creates a hostile work environment, and/or sexual and other unlawful harassment.

Employees who have voluntarily entered into a consensual relationship will be asked to sign a Consensual Relationship Agreement prior to starting the relationship.

Employees who enter a consensual relationship shall agree to the following:

1. The social relationship is welcome and consensual by both employees.
2. Either employee may terminate the relationship at any time without suffering workplace retaliation in any form.
3. Employees shall not enter into a consensual relationship with subordinate employees at any time. If employees seek a relationship with subordinate employees, the subordinate and/or manager, etc. shall accept a change in status, employment, and/or assignment to avoid the unnecessary appearance of impropriety.
4. The employees will not engage in conduct that could reasonably be regarded by co-workers as unfair bias.
5. The employees will behave professionally toward each other at all times, even if the social relationship ends.
6. The employees will not engage in public displays of affection or other inappropriate conduct in the workplace or at work-related functions.
7. The social relationship does not violate Firehouse Movers, Inc.'s anti-discrimination and anti-harassment policies, and participation in the social relationship has not been made a condition or term of employment.
8. The employees will continue to comply with Firehouse Movers, Inc.'s anti-discrimination and anti-harassment policies.
9. The employees will inform Firehouse Movers, Inc. immediately if the social relationship ends or if the conduct of the other employee is no longer welcome.
10. If applicable, any disputes arising from the social relationship as it pertains to work-related endeavors or this Agreement will be resolved through arbitration.
11. This Agreement is confidential and intended not to invade employees' privacy but to affirm that both employees have received and agree to comply with all relevant policies.

Responding to Customer Inquiries and Problems

Firehouse Movers, Inc. believes that client satisfaction is the measure of our success. Therefore, it is the responsibility of each employee, within reason, to interact with the client in a professional manner to achieve this goal.

Payment Handling Procedures

All payments remitted to Firehouse Movers, Inc. must be received directly by a member of the senior management team or authorized representative of the accounting department. Any deviation from this policy must be reported to your immediate manager or the human resources representative immediately. **See also, "Cash Tips" in this document.**

Smoking

Firehouse Movers, Inc. is a non-smoking company and smoking is not permitted on any customer location; jobsite or company property at any time during the workday.

Appearance and Dress

The company may provide employees with tee shirts bearing the Firehouse Movers, Inc.'s logo, which employees are expected to wear as appropriate on the job.

We want Firehouse Movers, Inc. employees to reflect an appropriate business image to customers and visitors. How you dress, your grooming and personal cleanliness standards all contribute to that image and also to the morale of your co-workers. During business hours or whenever representing Firehouse Movers, Inc., you are expected to present a tasteful appearance. You should always dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing in person with customers or visitors.

To present a business-like, professional image to our customers and the public, employees may be provided with shirts bearing the Firehouse Movers, Inc.'s logo. Employees are required to wear appropriate clothing on the job. Firehouse Movers, Inc. reserves the right to determine whether or not the employees' appearance is deemed appropriate. Employees who arrive to work dressed inappropriately may be sent home to change; employees are expected to return to work immediately. Unless mandated by state and/or federal law, the time off to change clothing will be unpaid and subject to further disciplinary action up to and including termination.

Clothing and/or jewelry (such as earrings, necklaces, bracelets, etc.) that represent a safety concern will not be permitted. Ear stretching piercings ("ear plugs") or other visible non-traditional piercings are not permitted. Employees will not be permitted to have unnatural hair colors. By necessity, the dress standards for the business office are somewhat different than for field employees.

Employees may be provided Company uniforms; however, these items must be returned to the Company upon separation from the Company. The cost of uniforms may be deducted from the final paycheck should employees fail to return uniforms upon separation of employment (*see also, "Asset Recovery and Protection Program"*).

For the field employees. All field employees are required to wear the appropriate uniform shirt to include a Company logo. This includes short and long sleeved; hoodies, rain jackets, etc.

Field employees are required to wear black pants or appropriate-length shorts; black socks and black or red shoes.

All field employees are required to be clean-shaven (no facial hair) and are strictly prohibited from purchasing alcohol while wearing any clothing with the Company logo.

For the business office, casual to business-style dress is appropriate. Employees should be neatly groomed and clothes should be clean and in good repair. Leisure clothes such as cut-offs or halter tops are not acceptable attire for the business office. The company may provide employees with shirts bearing the Firehouse Movers, Inc.'s logo, which employees are expected to wear as appropriate in the business office.

Firehouse Movers, Inc. reserves the right to respond to any form of dress and/or hygiene that proves counter-productive to the organizational goals and strategies whether or not specifically stated in this policy.

Licensing and Certification Requirements

Employees whose jobs require certain licenses or certifications will be required to produce those documents for verification. Required licenses and/or certifications must remain in “good standing” for the necessary positions. Employees are required to report any censures, suspensions or revocations within 24 hours of receiving the information. Failure to remain in good standing with required licenses and/or certifications may result in further disciplinary action including termination.

See also, “Motor Vehicle Records” policy in this handbook.

Employment Categories and Classification

Employment At-Will

All employees of Firehouse Movers, Inc. are employees “at-will” and, as such, are free to terminate their employment at any time without reason, and Firehouse Movers, Inc. retains the same right. Nothing contained in this manual, policies, procedures, job descriptions, applications for employment or any other document provided to the employee is intended to be, nor should it be, construed as a contract that employment or any benefit will be continued for any period of time or to otherwise alter the at will relationship between the company and its employees. The same is true of any statements made by anyone in the organization. Any salary figures provided to an employee in annual or monthly terms are stated for the sake of convenience or to facilitate comparisons and are not intended and do not create an employment contract for any specific period of time.

Employment Categories and Classifications

Understanding the definitions of the employment classifications at Firehouse Movers, Inc. is important because your classification is one of the factors that determine your employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Depending on your position; you are designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT employees are excluded from specific provisions of federal and state wage and hour laws.

In addition to the Exempt and Non-exempt categories, you also belong to one of the following employment categories:

Non-Exempt employees (hourly): are employees whose work is covered by the Fair Labor Standards Act (FLSA). They are NOT exempt from the law’s requirements concerning minimum wage and overtime.

Exempt employees (salaried): are generally managers, professional, administrative, or technical staffs who are exempt from the minimum wage and overtime provisions of the FLSA. Exempt employees hold jobs which meet the standards and criteria established under the FLSA by the US Department of Labor.

Salaried non-exempt employees: are generally those individuals who receive Exempt Employee Safe Harbor considerations (as defined in this handbook) and are NOT exempt from the law’s requirements concerning minimum wage and overtime.

Firehouse Movers, Inc. has established the following categories for both non-exempt and exempt employees:

INTRODUCTORY PERIOD: At Firehouse Movers, Inc., we want you to be successful at your job. We

have found having an introductory period can be very helpful to new employees. The introductory period provides you with the opportunity to demonstrate you can perform your job at a satisfactory level of performance and to determine if the new job meets your expectations. We use this period to evaluate your capabilities, work habits, and overall performance. Since employment at Firehouse Movers, Inc. is based on mutual consent, either you or Firehouse Movers, Inc. may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

The introductory period for all new and rehired employees is the first 90 calendar days after the date of hire. If there is a significant period of absence during the introductory period, the period may be extended by the length of the absence. Either during the introductory period or at the end of the period, we may extend the introductory period if we determine there was not adequate time to evaluate performance; you will be notified in writing when this decision has been made.

Furthermore, you may or may not receive an initial performance review commencing the first 90 calendar days after the date of hire. When the introductory period is satisfactorily completed, employees enter the "regular" employment classification.

REGULAR FULL-TIME: Regular full-time employees are employees who are not in a temporary or introductory status AND who are regularly scheduled to work more than 38 hours per week. Generally, regular full-time employees are eligible for Firehouse Movers, Inc. benefits programs subject to the terms, conditions, and limitations of each benefit program.

PART-TIME: Part-time employees are employees who are not in a temporary or introductory status AND who are regularly scheduled to work less than 38 hours per week. While part-time employees receive all legally mandated benefits (such as Social Security and workers' compensation insurance), they may be ineligible for the other Firehouse Movers, Inc. benefit programs including medical and PTO benefits.

CASUAL/SEASONAL: Employees who works on an as-needed basis or during a particular season, but not on a regular basis such as a regular full-time or regular part-time employee, is considered a casual or seasonal employee. There may be an ongoing employment relationship, but there are usually significant breaks in the work assignments such as would occur when an employee only works during summer breaks, but may return for several summers. These employees may be entitled to such mandated benefits as overtime compensation (if non-exempt and work overtime hours), workers' compensation, and unemployment compensation insurance, medical benefits (if required by the Affordable care act), but not to other regular voluntary benefits.

TEMPORARY: An employee hired by Firehouse Movers, Inc. for a specific period of time, project, or assignment, usually lasting 60-days or less, is a temporary employee. Some employees hired as "Interns" may be hired in this classification. The employee must be placed on Firehouse Movers, Inc.'s payroll and is paid for actual hours worked. The only exception to this requirement is for an Intern who is appointed to bona fide, non-pay, training position. Employees hired for a specific project or period of time will not experience a change in status simply because they remain in employment for a longer period of time.

An employee may change from temporary to regular full-time or regular part-time status only if advised of such a change in writing by Firehouse Movers, Inc. Temporary employees may be entitled to such mandated benefits as overtime compensation (if non-exempt and work overtime hours), Workers' Compensation, and Unemployment insurance coverage (unless legally exempted from these benefits, such as due to religious affiliation), but may not be eligible for other regular voluntary benefits.

"Temporary" employees are not to be confused with a temporary employee on assignment from a company that supplies temporary labor by agreement or contract; these employees are paid by their employing agency and Firehouse Movers, Inc. or Firehouse Movers, Inc. pays by invoice/bill from the supplying agency. Temporary agency employees are not entitled to any benefits provided by Firehouse Movers, Inc. or Firehouse Movers, Inc. because they are not our employees.

ON-CALL STATUS: Occasionally, regular EXEMPT employees will be required to remain “on-call” outside of normal business hours. When an employee is “on-call,” the employee must be available (either in person or via telephone) for the entire scheduled “on-call” status.

Exempt Employee Safe Harbor Information

It is our policy and practice to accurately compensate employees and to do so in compliance with all applicable state and federal laws. To ensure that you are paid properly and that no improper deductions are made, you must review your pay stubs promptly to identify and report all errors.

If you are classified as an exempt-salaried employee, you will receive a salary which is intended to compensate you for all hours you may work for Firehouse Movers, Inc. This salary will be established at the time of hire or when you become classified as an exempt employee. While it may be subject to review and modification from time to time, such as during salary review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work you perform.

Under federal and state law, your salary is subject to certain deductions. For example, unless state law requires otherwise, your salary can be reduced for the following reasons:

- ✓ Full-day absences for personal reasons
- ✓ Full-day absences for sickness or disability
- ✓ Full-day disciplinary suspensions for infractions of our written policies and procedures
- ✓ Family and Medical Leave absences (either full- or partial-day absences)
- ✓ To offset amounts received as payment for jury and witness fees or military pay
- ✓ The first or last week of employment in the event you work less than a full week
- ✓ Any full work week in which you do not perform any work

Your salary may also be reduced for certain types of deductions such as your portion of health, dental or life insurance premiums; state, federal or local taxes; social security; or voluntary contributions to a 401(k) or pension plan if applicable.

In any work week in which you performed any work, your salary will not be reduced for any of the following reasons:

- ✓ Partial day absences for personal reasons, sickness or disability
- ✓ Your absence on a day because Firehouse Movers, Inc. has decided to close a facility on a scheduled work day
- ✓ Absences for jury duty, attendance as a witness, or military leave in any week in which you have performed any work
- ✓ Any other deductions prohibited by state, local or federal law

However, unless state law provides otherwise, deductions may be made to your accrued leave for full or partial-day absences for personal reasons, sickness or disability

If you believe you have been subject to any improper deductions, you should immediately report the matter to your manager. If the manager is unavailable or if you believe it would be inappropriate to contact that person (or if you have not received a prompt and fully acceptable reply), you should immediately contact your second level manager or any other manager in Firehouse Movers, Inc. with whom you feel comfortable.

Anniversary Date

The first day you report to work will be recorded in the company records as your anniversary date. This date may be used to calculate many different company benefits. If you have any questions regarding your anniversary date, please see the office manager.

Telecommuting

Under certain limited circumstances, Firehouse Movers, Inc. considers telecommuting to be a viable alternative work arrangement in specific cases where individual, job and manager characteristics are best suited to such an arrangement. Telecommuting allows an employee to work at home, on the road, or in a satellite location for all or part of their regular workweek. Telecommuting is not an entitlement for employees, nor is it a Company-wide benefit; furthermore, telecommuting in no way changes the terms and conditions of employment with Firehouse Movers, Inc.

Telecommuting is a management option that is not suitable for most employees or for most positions. To the extent possible, management and the employee should agree mutually to telecommuting arrangements via the Telecommuting Work Agreement form that should be signed by all parties. To be eligible to be considered to participate in telecommuting, an employee must have completed a minimum of six months of consecutive satisfactory employment with Firehouse Movers, Inc. Requests for participation prior to six months of satisfactory employment may be approved on a case-by-case basis by the Chief Operating Officer.

Outside of the telecommuting policy, Firehouse Movers, Inc. shall attempt to remain sympathetic of situations that arise in employees' lives and will attempt to help employees manage a healthy yet productive work/life balance congruent with the goals and business needs of the Company. Under no circumstance will employees be permitted to arbitrarily decide to "work from home." The telecommuting option always requires direct input from the senior management team. Failure to arrive to work as scheduled may result in further disciplinary action, up to and including termination.

Work Schedules and Payroll

Work Schedules

The regularly-scheduled workday for the business office is Monday through Friday from 8:00 am until 5:30 pm and Saturday from 8:30 am to 4:00 pm. Field and non-business office employees will be advised of the specific work schedule. Work schedules for all employees may vary throughout Firehouse Movers, Inc. and may be extended or modified as needed to promote uninterrupted service.

Employees are required to be present for work during the established communicated work times. If you are unsure about expected starting times on any particular job assignment, ask your manager and/or senior manager for clarification; do not make assumptions.

Some regular schedules may vary depending on such factors as weather, materials supply, permit approval, etc. If you are unsure about expected starting times on any particular job assignment, ask your manager for clarification. In case of unplanned conditions, such as bad weather, that may force a schedule change at the last minute, you should contact your manager or call the office directly.

Unplanned conditions such as bad weather or emergency conditions and/or customer cancellations may force last-minute schedule changes. Should you have a question regarding your specific requirements under these circumstances, you are instructed to contact your manager or Firehouse Movers, Inc.'s office directly. Employees are responsible for securing the appropriate phone numbers for this purpose.

Recording Hours Worked

Accurately recording your time is required in order to be sure that you are paid for all hours worked as required by state and federal wage and hour laws. You will be informed your first day on the job how you are required to keep your time. Whatever your method of timekeeping, you are expected to follow the established procedures in keeping an accurate record of your hours worked.

Non-exempt (hourly) and Salaried non-exempt employees are responsible for accurately recording the hours they work. This information also helps Firehouse Movers, Inc. comply with the laws that require us to keep accurate records of "time worked" in order to correctly calculate employee pay and benefits. "Time worked" is defined as all the time nonexempt staff spend performing assigned duties. Non-exempt (hourly) employees must record their hours with their manager. Unless other arrangements are agreed upon in writing, you are expected to work until the end of your shift.

Employees are required to receive authorization prior to taking a break or lunch. Employees are prohibited from working during the lunch periods.

Exempt (salaried) employees may be required to accurately record their time worked in accordance with federal and state wage and hour laws. All employees subject to this policy are required to accurately record all time worked.

We consider attempts to falsify timekeeping records a very serious matter. Therefore, any of the following actions may result in disciplinary action, up to and including termination: altering, falsifying, tampering with time records, or improperly recording another employee's time record. Under no circumstances may an employee record another employee's time record. Failure to punch record accurate work time is a violation of company policy.

If you forget to record your work time, or if you should discover a mistake in your recorded work time, you should immediately contact your manager for correction. You and your manager must initial any changes or corrections to your time record.

Managers will review all time-records prior to processing the final payroll. If corrections and/or revisions are necessary, please notify your manager immediately.

Excessive violations of this policy and/or repeated inaccurate recording of time worked may result in disciplinary action up to and including termination.

Meal Periods and Breaks

Managers will schedule meal periods to accommodate operating requirements. During meal periods, you will be relieved of all work responsibilities and restrictions and will not be compensated for that time.

Non-exempt (hourly) and Salaried Non-exempt employees are expected to clock out for all meal periods. Employees are strictly prohibited from performing any work while clocked out. Failure to follow this policy may lead to disciplinary action up to and including termination.

Any schedule change requests will be considered with the needs of the business being of the utmost importance. At no point shall Firehouse Movers, Inc. discriminate against any person who makes such a request. Firehouse Movers, Inc. reserves the right to approve and/or deny any such request.

Rest periods may be granted to improve productivity and therefore may not be combined with a lunch break or as an early release at the end of a shift.

All employees are required to clock out for meal and/or break periods that exceed 20 minutes. While "off the clock," employees are strictly prohibited from engaging in any work during this time.

If any breaks exceed 20 minutes, you will be required to clock out and notify your manager immediately. In these instances, your unpaid time off may be automatically deducted from available PTO.

So that normal business flow remain uninterrupted, no more than 1 (one) employee shall be permitted to take break periods at any given time.

Your breaks and/or meal periods may not be combined to extend time arriving or ending work and are only assigned as workflow permits.

Employees who routinely exceed the permissible break allotment and/or if you fail to your manager when you are over the allowable break time may be subject to elimination of break privileges and/or further disciplinary action up to and including termination.

Meal Periods

Office staff shall be permitted to receive 1 (one) hour unpaid time off for meal periods. No more than 1 (one) employee shall be permitted to take a meal period at any given time. Meal periods may not be combined with breaks to extend time off. While permissible to remain on the premises during meal periods, all employees must clock out and are strictly prohibited from engaging in any work during this time.

Moving/field staff may receive up to 30 (thirty) minutes of unpaid time off for meal periods if workflow permits. Moving/field employees are required to take meal periods simultaneously with the respective crews. Meal periods may not be combined with breaks to extend time off. While permissible to remain on the premises during meal periods, all employees must clock out and are strictly prohibited from engaging in any work during this time.

Work Breaks for Lactating Employees

Eligible employees who are nursing up to one year after their child's birth will be provided with reasonable unpaid breaks to express breast milk as frequently as needed for up to one year after the birth of a child.

Firehouse Movers, Inc. will provide a place for the break, other than a bathroom, that is shielded from view and free from intrusion to the extent that this requirement does not create an undue hardship for the company.

Employees will not be retaliated against for exercising their rights under this policy.

Meetings

From time-to-time, individual or staff meetings may be held for the purpose of providing instruction, training, counseling, or to review operating policies; such attendance is mandatory and follows the regular attendance policies as set forth in this document. You will be notified in advance if your attendance is required.

Overtime

There may be times when Firehouse Movers, Inc. is unable to meet its operating requirements or other needs during a regular 40-hour workweek. If this happens, you may be scheduled to work overtime hours. When possible, we will make every attempt to notify you in advance of a mandatory overtime assignment. Likewise, you will be notified if you are eligible to turn down the overtime assignment. Overtime may require prior approval and/or authorization from management.

All non-exempt (hourly) and/or salaried non-exempt employees will be paid overtime compensation in accordance with federal and state wage and hour restrictions. Overtime pay is based on actual hours worked. For this reason, time off for personal leave, PTO and/or sick time, and other paid or unpaid leaves of absence are not considered hours worked for the purpose of calculating overtime pay. For example, if an employee works 40 hours and has one 8 hour holiday, overtime may not be accumulated unless the employee works more than 48 hours per week.

Any overtime worked by an employee must be directed and authorized by the employee's immediate manager of Firehouse Movers, Inc.

To the extent possible, any mandatory scheduled overtime will be distributed equally among all employees in the same classification and position, provided that the employees concerned are equally capable of performing the available work in accordance with the Equal Employment Opportunity policies as established in this handbook, and state and federal laws.

Any employee asked to work scheduled mandatory overtime will be expected to rearrange her or his personal schedule to work the requested overtime. Overtime, when necessary, is mandatory and is treated with the same disciplinary actions as regular work schedules.

Payroll Advances and Employee Loans

Firehouse Movers, Inc. does not permit payroll advances or personal loans under any circumstance.

Payroll Deductions

The company is required by law to make certain deductions from your paycheck each pay period. Such deductions typically include federal and state taxes and Social Security (FICA) taxes. Depending on the state in which you are employed and the benefits you choose, there may be additional deductions. All deductions and the amount of the deductions are listed on your pay stub.

These deductions are totaled each year for you on your Form W-2, Wage and Tax Statement. It is the policy of the company that exempt (salaried) employees' pay will not be "docked," or subject to deductions, in violation of salary pay rules issued by the United States Department of Labor and any corresponding rules issued by the state government, as applicable; however, the company may make deductions from employees' salaries as permitted under federal and state wage and hour rules. Employees will be reimbursed in full for any isolated, inadvertent, or improper deductions, as defined by law.

When an employee's wages are garnished by a court order, our company is legally bound to withhold the amount indicated in the garnishment order from the employee's paycheck. Our company will, however, honor federal and applicable state guidelines that protect a certain amount of an employee's income from being subject to garnishment. If questions or concerns about any pay deductions arise, employees may discuss and resolve them with the senior management team.

Firehouse Movers, Inc. may offer programs and/or benefits to eligible employees beyond those required by law. You may voluntarily authorize deductions from your paycheck to cover your portion of the cost of these programs. Firehouse Movers, Inc. may find it necessary to take "pay setoffs" from your paycheck. Pay setoffs are pay deductions taken by Firehouse Movers, Inc. usually to help pay off a debt or obligation to us or to others. If you have questions concerning why a deduction was made from your paycheck or how your paycheck is calculated, consult your manager immediately.

NOTE: at the end of each calendar year, W-2 Forms may be mailed or emailed to the employee's last known home address and/or E-mail address. It is YOUR RESPONSIBILITY to ensure the company has the correct address and/or E-mail address.

Payroll

Pay periods start at 12:01 a.m. on Monday and end on the following Sunday midnight. Therefore, you will receive a paycheck for all hours worked in the pay period ending the previous Friday. If an employee uses direct deposit, the employee's pay may not be available for withdrawal from his or her bank account until the following business day.

Your paycheck is payment from the company to you for services you have rendered. It is exactly equal to the amount of work you performed. When you get your payroll check, make sure the hours and pay rate are correct. If your hours or rate of pay is not correct, *do not cash your check*; seek help from your manager so it can be properly explained to you. No payroll shall be paid in cash or trade.

Your paycheck is divided between "straight-time" and "overtime" pay. Overtime is only permitted when authorized by your manager as discussed later in this manual.

There are three automatic deductions from your "gross pay", all of which are required by law. These are: Social Security (F.I.C.A.), Income Tax deductions and Medicare. The Income Tax deductions vary with the number of dependents that you claim. Consult with the Internal Revenue Service as to how many you should claim. Generally, your wages are exempt from garnishment. The only exceptions are the collection of court-ordered payments. Firehouse Movers, Inc. will abide by any valid court order setting out a wage withholding requirement.

There are other deductions authorized only by the employee. Such authorizations are completely voluntary and must be in writing by you. Should such a deduction be required or requested, you will be provided with necessary forms.

Each employee will be responsible for picking up her or his own paycheck. Under no circumstance will paychecks be given to anyone other than the employee unless said employee has signed a document releasing the check to a third party. This must be done in the presence of the human resources representative to be valid.

Salary Administration

The salary administration program at Firehouse Movers, Inc. was created to achieve consistent pay practices, comply with federal and state laws, mirror our commitment to Equal Employment Opportunity, and offer competitive salaries within our labor market. Because we believe recruiting and retaining talented employees is critical to our success, we are committed to paying our employees equitable wages that reflect the requirements and responsibilities of their positions and are comparable to the pay received by similarly situated employees in other organizations in the area.

Compensation for every position is determined by several factors including job analysis and evaluation, attendance, the essential duties and responsibilities of the job, and salary survey data on pay practices of other employers. We periodically review our salary administration program and restructure it as necessary.

If you have a question about the pay practices for your department, you are encouraged to talk with your manager. Firehouse Movers, Inc. is also available to answer questions about the salary administration program.

Bonuses

Bonus opportunities may be allocated to team members based on pre-established criteria as determined by Firehouse Movers, Inc. and in accordance with federal and state laws. Bonuses are discretionary and are not an entitlement or result of employment with Firehouse Movers, Inc.

Firehouse Movers, Inc. reserves the right to administer or forego offering bonuses to its employees.

Bonuses, if any, are processed through payroll and are subject to applicable taxes, withholding and/or deductions such as child support, tax payments, bankruptcy payments, etc. Except where mandated by law, employees who are out on approved leaves of absences or are no longer active on Firehouse Movers, Inc. payroll are not entitled to bonus opportunities.

Cash Tips

All cash tips and/or any form of additional compensation provided by customers shall be distributed at the sole discretion of the customer. If tips are added to credit-card payments by the customer, the tips shall be distributed equally between all individuals associated with the service. Employees are required to report all tips directly to the Payroll Department for appropriate tax reporting purposes. See also, "Gifts and Gratuities" in this handbook.

Merit-Based Pay Adjustments

Firehouse Movers, Inc. may award merit-based pay adjustments depending on our overall profitability and in conjunction with superior employee performance, attendance, and other discretionary factors.

Administrative Pay Corrections

Firehouse Movers, Inc. takes all reasonable steps to ensure that you receive the correct amount of pay in each paycheck and that you are paid on the scheduled payday. In the unlikely event that there is an error in the amount of pay you receive, you should promptly advise the human resources representatives so that the discrepancy can be corrected as quickly as possible. Depending on circumstances and federal and state laws payroll corrections may be modified and available on the next regularly scheduled pay period.

Attendance and Time Off

Attendance and Reporting to Work

Each employee is important to the overall success of our operation. When you are not here, someone else must do your job. Consequently, you are expected to report to work on time at the scheduled start of the workday. Reporting to work "on-time" means that you are ready to start work, not just arriving at work, at your scheduled starting time. Furthermore, employees are strictly prohibited from clocking into work then conducting personal pursuits such as spending excessive time in the restroom upon clocking in; eating or ordering meals and/or beverages.

Firehouse Movers, Inc. depends on its employees to be at work at the times and locations scheduled. Absenteeism and/or tardiness may lead to disciplinary action, up to and including termination. The determination of excessive absenteeism will be made at the discretion of Firehouse Movers, Inc.

If an employee fails to report off or report to work as required in this policy, the employee may be deemed to have voluntarily quit his or her job without notice and will be removed from the payroll.

Any instance of NO CALL/NO SHOW may be considered job abandonment and may be removed from payroll.

Employees who are absent from work for any medical reason may be required to provide documentation from their physician to cover their time off. Employees may further be required to provide documentation from their physician to support an injury or illness-related absence, and to ensure that you may safely

return to work with or without restrictions. If there is no documentation to justify a valid absence when requested, the absence may be considered unexcused regardless of available PTO and/or sick time status.

Approval for all time off is at the sole discretion of Firehouse Movers, Inc. and is denied and/or approved based on the needs of the organization and in accordance with federal and state laws.

Time off may be automatically deducted from your available PTO and/or sick time. If you do not have available PTO and/or sick time, your time may be considered unexcused and remain unpaid as applicable by state and/or federal laws. Unless otherwise specified in this document, time off taken without available PTO and/or sick time may be subject to further disciplinary action up to and including termination. All leave must be taken in a minimum of 1 (one) hour increments.

Your attendance record is a part of your overall performance rating. Therefore, it may be included during your review, potentially affecting chances for advancement and wage increases. Furthermore, any employee who fails to maintain an acceptable attendance record may be subject to disciplinary action up to and including termination. Repeated unexcused tardiness or absenteeism will not be tolerated.

Unless a life-threatening emergency exists, calls and/or texts from anyone other than the employee will NOT be accepted. Having anyone else call in for you may be treated as a NO CALL/NO SHOW and subject to further disciplinary action as outlined in this handbook.

Requesting Scheduled Time Off

If you expect to be absent from your job for an approved reason (e.g., paid time off or a leave of absence), you should notify your manager of your upcoming absence request in writing in accordance with the timelines stated in the Paid Time Off, Personal Appointments; Unpaid Personal Leave of Absence and/or other policies as applicable. Approval must be received prior to the employee requested leave dates. *See also, "Personal Appointments."*

Reporting an Unscheduled Absence

Employees are required to contact their manager within 1 (one) hour prior to the start of their shift for any unscheduled absences when possible.

If you leave a voicemail message for your manager, you **MUST FOLLOW UP AND SPEAK DIRECTLY WITH YOUR** manager within 2 hours of the start of your scheduled work day. If you are unsuccessful in making contact with your manager, you must speak with a human resources representative and provide the required information regarding your absence. **NEVER DISCUSS MEDICALLY-SPECIFIC INFORMATION** with anyone.

Failure to speak with your manager, human resources or your manager will result in an unexcused absence for disciplinary purposes.

Employees who assert that they will be in later during the shift are expected to return at the stated time.

When reporting off work you must state the reason for the absence (do not discuss medically-specific information) and a telephone number where you can be reached. Failure to report the absence within the limits of this policy may constitute a no-call/no-show and may be subject to further disciplinary action up to and including termination.

Tardiness

Firehouse Movers, Inc. understands that some unforeseen circumstances may present themselves and you may need to report late to work. In these circumstances, that employee will be required to call in to the office **before** they are due to report to work. If you are required to be on the jobsite at 7:00 am, you are required to call in to the office **before** 6:00 am. You must notify your manager prior to the start of your scheduled workday that you will be tardy, provide the reason for that tardiness, and an anticipated arrival time. Failure to contact and speak with your manager may constitute an unauthorized tardiness and may be subject to further disciplinary action.

If you are unable to speak directly with your manager, you must leave a voicemail or and text message. All voicemail and text messages should include a contact number so your manager or other member of management can return your call.

Personal Appointments

Where possible, personal appointments (such as medical and dental appointments for yourself or family members) should be scheduled around your assigned work hours; if however you are unable to schedule your personal appointments around assigned work hours, you should submit your request for the time off at least one (1) week in advance. Personal appointments may be automatically deducted from your available PTO and/or sick time. Unless other arrangements are made in accordance with the policies described in this handbook, you are expected to return to work after the scheduled appointment.

Employees may not be given permission to take the time off and will be subjected to further disciplinary action if they fail to notify their direct manager of pre-scheduled appointments. Employees who take time off for appointments may be required to provide documentation supporting the appointment.

Holidays

Regular full-time employees who have successfully completed the introductory period of 90 days of employment are eligible for 8 hours of pay for the following holidays:

New Years' Day (January 1st)
Thanksgiving Day (Fourth Thursday in November)
Christmas Day (December 25th)
Labor Day (First Monday of September)

Part-time employees may be eligible for 4 (four) hours of holiday pay if holiday falls on the day in which a part-time employee is regularly scheduled to work.

Holiday time off is at the sole discretion of the Company and may not automatically be considered "paid" time off.

If you are scheduled to work on a government-recognized holiday, your attendance will be considered mandatory and subject to the rules and guidelines of this document.

If you are eligible for paid holidays, your holiday pay will be calculated on your straight-time pay rate as of that holiday multiplied by the number of hours you would normally have worked on that day. Also to be paid for a holiday, an eligible employee must work all scheduled days in that pay period including both the last scheduled work day immediately preceding the holiday and the first scheduled day immediately following the holiday, unless prior authorization has been given by your manager and company human resources representative.

If a recognized holiday falls during an eligible employee's paid absence (such as PTO or other applicable leave), holiday pay will be provided instead of the paid time off benefit that would otherwise have applied. Paid time off for holidays will not be counted as hours worked for the purposes of determining overtime.

Holiday pay will not be paid if:

- ✓ The employee has been on the payroll for less than 90 days
- ✓ The employee experiences an unexcused absence either one day before or the day after a scheduled holiday
- ✓ The employee is on "lay-off" status
- ✓ The employee is a temporary, part-time or seasonal employee
- ✓ The employee is on a non-FMLA or related leave of absence when the holiday occurs
- ✓ The employee is requested to work during a paid holiday and the employee refuses to do so
- ✓ The employee is on unscheduled/unapproved time off and fails to provide a note from a health care provider to cover the time off before and after a paid holiday

Time off for holidays that fall on a Saturday or Sunday shall be assigned at the sole discretion of senior management team.

All holiday time off, whether paid or unpaid, will be at the sole discretion of Firehouse Movers, Inc. Employees required to work during government-identified holidays will be required to do so in accordance with the policies as outlined in this document.

Office Employee Holiday Time Off

Personnel who have a regularly-scheduled day off on a company-recognized holiday may be required to work a normally-scheduled day off to make up the time during that same week.

For example, if Wednesday is a normal day off, and we have a recognized company-holiday in that same week, you may be required to work that Wednesday.

Please speak with your manager to verify schedule requirements during holidays.

Paid Time off (PTO)

Firehouse Movers, Inc. believes that employees should have opportunities to enjoy time away from work to help balance their lives and account for personal pursuits. Therefore, Firehouse Movers, Inc. has established this paid time off (PTO) policy to meet those needs. The benefit of PTO is that it promotes a flexible approach to time off.

Employees are accountable and responsible for managing their own PTO hours to allow for adequate reserves if there is a need to cover vacation, illness or disability, appointments, emergencies or other needs that require time off from work; therefore, time off taken without available PTO may be subject to disciplinary action up to and including termination.

All absences, whether taken for personal reasons, appointments, sick time, tardiness, etc. may be **automatically deducted** from your unused vacation availability whether or not the time is specifically requested by the employee.

The amount of PTO you receive each year depends on the amount of *consecutive* time you have worked for Firehouse Movers, Inc. To be eligible for PTO, an employee must meet the criteria as discussed in this handbook. PTO is awarded to eligible employees as follows:

REGULAR FULL-TIME EMPLOYEES (with continuous/uninterrupted service):

6 months to 5 years.....	5 Days
6 to 9 years.....	7 Days
10+ years of service	10 Days

PART-TIME EMPLOYEES (with continuous/uninterrupted service):

After 1 year of continuous, uninterrupted service, part-time employees may be eligible for up to 16 hours of paid time off.

Length of eligible service is calculated on the basis of an anniversary year. An anniversary year is the 12 months of continuous service that begins on the first day you begin work for pay. Your anniversary year may be extended for any significant leave of absence except military leave of absence. Military leaves do not affect the benefit year calculation. See the leave of absence policies in this handbook for information on how each type of leave affects vacation accruals.

Once you enter an eligible employment classification, you begin to earn PTO according to the schedule in this policy. You can use earned vacation time in the year after it is accrued.

Managers may request the employee provide a statement from his or her health care provider at any time concerning the justification for an unscheduled absence.

PTO is paid at your base rate at the time of the PTO and does not include any overtime or special forms of compensation such as incentives, commissions, bonuses, or shift differentials not otherwise part of the standard wage paid to the employee.

Firehouse Movers, Inc. reserves the right to approve and/or deny PTO requests as job requirements will always have precedence over PTO schedules.

In accordance with federal and/or state law, your anniversary year may be extended under some circumstances including (but not limited to) disciplinary probation, change in eligibility status, and/or significant leaves of absence, for example.

Requests for PTO Off

PTO may be used and/or automatically deducted in a minimum of 1 (one) hour increments.

Unless automatically deducted to cover tardiness, unscheduled time off, etc., PTO must be requested in advance in writing to your manager no less than 2 (two) weeks in advance.

For extended PTO (increments of one week or more), it is required that you request PTO from your manager at least two (2) weeks in advance.

Whenever possible, PTO must be scheduled three (3) days in advance for time off for vacations, personal leave appointments, and tardiness or other reasons as described in this handbook.

PTO is subject to manager approval, department staffing needs, and established departmental procedures.

Unscheduled absences and/or frequent tardiness will continued to be monitored as outlined in the attendance policy. Employees may be counseled when the frequency of unscheduled absences/tardiness adversely affect the operations of the department.

PTO Policy for Military Leave

When an employee is excused from work to fulfill military obligations, she or he will receive the regular PTO allotment earned by the employee for the anniversary year up to the time she or he leaves for military service. PTO will continue to accrue according to this policy while employees are excused from work for military service.

This policy permits an employee entering military service to benefit in full and with the least possible delay from all earned PTO. Military service employees may choose to use available PTO while out on military leave.

PTO Rights upon Retirement

A retiring employee will be permitted to “purchase” any unused PTO pay should any time remain available on the day of retirement.

Purchasing and/or Sharing PTO

Employees may not “purchase” PTO, seek reimbursement for unused PTO, or “borrow” against PTO; therefore, no advance leave will be granted.

Voluntary, Involuntary Terminations and Rehires

If your employment has been involuntarily terminated for cause or if you do not provide and/or *work* a two weeks’ notification of your intention to leave your position at Firehouse Movers, Inc., your unused vacation time may be forfeited.

Employees who leave Firehouse Movers, Inc. will not “carry over” time from the previous employment period, your anniversary date will reset to the first day you begin work for pay upon your return.

Discretionary Deductions from PTO

Firehouse Movers, Inc. reserves the right to automatically deduct PTO for any reason (absenteeism, personal appointments, tardiness, etc.) without employee consent.

Rollover

PTO does not roll into the next anniversary year; if you do not use your available PTO in the appropriate anniversary year, you will lose it.

Bereavement Leave

All full-time employees are eligible to receive up to three (3) days of unpaid bereavement leave in the event they miss regularly scheduled workdays due to the death or funeral of a member of the employee's immediate family.

Your immediate family includes your spouse, children, stepchildren, parents, legal guardians, grandparents, grandchildren, brother or sister, brother-in-law, sister-in-law, son-in-law, daughter-in-law, your spouse's parents, and any other relative permanently residing in the same household. All time off in connection with the death of one of the above-listed individuals should be scheduled with the human resources representative. Employees may use any available PTO time for bereavement leave. Documentation regarding bereavement leave must be submitted your manager. All time off in connection with the death of one of the above- listed individuals should be scheduled with the Human Resource Department.

Emergency and Other Closings

Natural disasters, including tornados, hurricanes, mudslides, floods, fires and/or slowdowns in production are to be expected from time to time. Although driving may be difficult in some areas due to damaged freeways and streets, when caution is exercised the roads are normally passable or alternate routes are available. Except in severe cases, we are all expected to work our regular hours.

There could be times when emergencies such as those described above may disrupt our normal business operations. In extreme cases, these circumstances may require that we close a work facility. When a facility is officially closed due to emergency conditions, the time off from scheduled work will be unpaid. However, you may request to use your available paid time off time, such as PTO.

If Firehouse Movers, Inc. is not officially closed during an emergency, you are expected to report to work. If you do not report to work, you will not be paid for the time off. Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws. Hourly (non-exempt) may request to use your available paid time off, such as PTO, but employees must use the normal methods for reporting off from work as described in this manual.

Recognizing Firehouse Movers, Inc.'s concern for the safety of its employees, in the event of an ice storm or other severe weather emergency commencing before work hours, a late start of 2 hours from the normal scheduled work hours may be permitted to allow roads to be serviced and safe passage to work.

Jury Duty/Witness Duty/Court Appearances

Firehouse Movers, Inc. strongly encourages each of its employees to fulfill civic responsibilities. We are a good corporate citizen and are pleased to assist employees in the performance of civic duties.

Employees are responsible for notifying the human resources department immediately (within 24 hours) upon receiving notification to report for jury and/or witness duty. For this time to be considered "excused," employees must provide the Human Resources Department with the printed notification of the jury duty AND the printed copy of the jury duty release form received after the duty is completed. Employees not selected to serve on a jury, or those employees who are released early from the jury selection process are expected to return to work as soon as possible with the supporting documentation.

Employees may use available PTO to cover this time off.

Voting

Our Company believes that every employee should have the opportunity to vote in any state or federal election, general primary or special primary. Work schedules that do not allow for at least two (2) consecutive hours to vote while polls are open, will be granted reasonable un-paid time off in order to vote (PTO may be used to cover this time off). Notify the office manager of the need for voting leave as soon as possible.

Employees returning from Voting Leave must present a voter's receipt to the by the end of the next business days. Although polls are open for extended hours, we realize in some instances our employees may find these hours are not sufficient to enable them to make it to the polls. If employees have a problem in this respect, please notify a manager or supervisor in advance so appropriate workflow arrangements can be made.

The Family and Medical Leave Act

The Family and Medical Leave Act

This organization will comply with the Family and Medical Leave Act implementing regulations as required. The company posts the mandatory FMLA Notice and upon hire provides all new employees with notices required by the U.S. Department of Labor (DOL) on Employee Rights and Responsibilities under the Family and Medical Leave Act in the state in which the company operates.

The function of this policy is to provide employees with a general description of their FMLA rights. In the event of any conflict between this policy and the applicable law, employees will be afforded all rights required by law.

If you have any questions, concerns, or disputes with this policy, you must contact the Human Resources Department in writing.

A. General Provisions

The federal Family & Medical Leave Act of 1993 (FMLA) as amended, requires employers with 50 or more employees within 75 miles of the office or work site to provide eligible employees with unpaid leave. There are two types of leave available, including the basic 12-week leave entitlement (Basic FMLA Leave), as well as the military family leave entitlements (Military Family Leave) described in this policy.

B. Eligibility

To qualify to take family or medical leave under this policy, the employee must meet all the following conditions:

Employees are eligible for FMLA leave if they:

1. Have worked for the company for at least 12 months or 52 weeks. The 12 months of service need not be consecutive. Employment before a break in service of 7 years or more will not be counted, unless the break in service was caused by the employee's USERRA-covered service obligation, or there was a written agreement that the employer intended to rehire the employee after the break in service. For eligibility purposes, an employee will be considered to have been employed for an entire week even if the employee was on the payroll for only part of a week or if the employee is on leave during the week.
2. Have worked at least 1,250 hours for the company during the 12 calendar months immediately before the request for leave *The FLSA does not include time spent on paid or unpaid leave as hours worked. Consequently, these hours of leave should not be counted in determining the 1,250 hours eligibility test for an employee under FMLA; and*
3. The employee must work in a worksite where 50 or more employees are employed by the company within 75 miles of that office or worksite. The distance is to be calculated by using available transportation by the most direct route.

C. Type of Leave Covered

Basic FMLA Leave

Employees who meet the eligibility requirements described above are eligible to take up to 12 weeks of unpaid leave during any 12-month period for one of the following reasons:

1. To care for the employee's son or daughter during the first 12 months following birth;

2. To care for a child during the first 12 months following placement with the employee for adoption or foster care;
3. To care for a spouse, son, daughter, or parent ("covered relation") with a serious health condition;
4. For incapacity due to the employee's pregnancy, prenatal medical or child birth; *or*
5. Because of the employee's own serious health condition that renders the employee unable to perform an essential function of his or her position.

Married couples. In cases where a married couple is employed by the same company, the two spouses together may take a *combined total* of 12 weeks' leave during any 12-month period for reasons 1 and 2, or to care for the same individual pursuant to reason 3.

Basic Leave Definitions

- ✓ An employee may take leave because of a serious health condition that makes the employee unable to perform the functions of the employee's position.
- ✓ A serious health condition is defined as a condition that requires inpatient care at a hospital, hospice or residential medical care facility, including any period of incapacity or any subsequent treatment in connection with such inpatient care or a condition that requires continuing care by a licensed health care provider.
- ✓ This policy covers illnesses of a serious and long-term nature, resulting in recurring or lengthy absences. Generally, a chronic or long-term health condition that would result in a period of three consecutive days of incapacity with the first visit to the health care provider within seven days of the onset of the incapacity and a second visit within 30 days of the incapacity would be considered a serious health condition. For chronic conditions requiring periodic health care visits for treatment, such visits must take place at least twice a year.
- ✓ If an employee takes paid sick leave for a condition that progresses into a serious health condition and the employee requests unpaid leave as provided under this policy, the company may designate all or some portion of related leave taken as leave under this policy, to the extent that the earlier leave meets the necessary qualifications.

Employees with questions about what illnesses are covered under this FMLA policy or under the company's sick leave policy are encouraged to consult with the Human Resource Manager.

Military Family Leave

- ✓ **Qualifying exigency leave for families** of members of the National Guard or Reserves or of a regular component of the Armed Forces when the covered military member is on covered active duty or called to covered active duty.
- ✓ **For regular Armed Forces members**, "covered active duty or call to covered active duty status" means duty during the deployment of the member with the Armed Forces to a foreign country (outside of the United States, the District of Columbia, or any territory or possession of the United States, including international waters)
- ✓ **For a member of the Reserve components** of the Armed Forces (members of the National Guard and Reserves), "covered active duty or call to covered active duty status" means duty during the deployment of the member with the Armed Forces to a foreign country under a Federal call or order to active duty in support of a contingency operation.

Qualifying exigencies may include:

- ✓ Short-notice deployment (seven or less calendar days)
- ✓ Attending certain military events and related activities
- ✓ Childcare or school activities
- ✓ Addressing certain financial and legal arrangements
- ✓ Periods of rest and recuperation for the military member (up to 15 calendar days of leave, dependent on orders)
- ✓ Attending certain counseling sessions.
- ✓ Attending post-deployment activities (available for up to 90 days after the termination of the covered military member's covered active duty status, and to address issues arising from death of military member)
- ✓ Attending to parental care needs arising from covered active duty or call to duty (arrange for alternative care for a parent of a military member, provide urgent or immediate care, admit or transfer to a care facility, or attend non-routine caregiver meetings with care facility staff)
- ✓ Other activities arising out of the military member's covered active duty or call to active duty and agreed upon by the company and the employee.
- ✓ **Leave to care for a covered service member.** There is also a special leave entitlement that permits employees who meet the eligibility requirements for FMLA leave to take up to 26 weeks of leave during a single 12-month period if the employee is the spouse, son, daughter, parent, or next of kin caring for a covered military service member or veteran recovering from a serious injury or illness, as defined by FMLA's regulations.
- ✓ **For a current member of the Armed Forces**, including a member of the National Guard or Reserves, the member must be undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status; or is otherwise on the temporary disability retired list, for a serious injury or illness.
- ✓ **For a covered veteran**, he or she must be undergoing medical treatment, recuperation or therapy for a serious injury or illness. Covered veteran means an individual who was a member of the Armed Forces (including a member of the National Guard or Reserves), and was discharged or released under conditions other than dishonorable at any time during the five-year period prior to the first date the eligible employee takes FMLA leave to care for the covered veteran.

An eligible employee must begin leave to care for a covered veteran within five years of the veteran's active duty service, but the single 12-month period may extend beyond the five-year period.

Military Leave Definitions

- ✓ An employee whose spouse, son, daughter or parent either has been notified of an impending call or order to covered active military duty or who is already on covered active duty may take up to 12 weeks of leave for reasons related to or affected by the family member's call-up or service. The qualifying exigency must be one of the following:
 1. Short-notice deployment.
 2. Military events and activities,
 3. Child care and school activities,
 4. Financial and legal arrangements,
 5. Counseling,
 6. Rest and recuperation,
 7. Post-deployment activities and,

8. Additional activities that arise out of active duty, provided that the employer and employee agree, including agreement on timing and duration of the leave.

- ✓ Eligible employees are entitled to FMLA leave to care for a current member of the Armed Forces, including a member of the National Guard or Reserves, or a member of the Armed Forces, the National Guard or Reserves who is on the temporary disability retired list, who has a serious injury or illness incurred in the line of duty on active duty for which he or she is undergoing medical treatment, recuperation, or therapy; or otherwise in outpatient status; or otherwise on the temporary disability retired list. Eligible employees may not take leave under this provision to care for former members of the Armed Forces, former members of the National Guard and Reserves, and members on the permanent disability retired list.
- ✓ In order to care for a covered service member, an eligible employee must be the spouse, son, daughter, or parent, or next of kin of a covered service member.
- ✓ A “son or daughter of a covered service member” means the covered service member's biological, adopted, or foster child, stepchild, legal ward, or a child for whom the covered service member stood in loco parentis, and who is of any age.
- ✓ A “parent of a covered service member” means a covered service member's biological, adoptive, step or foster father or mother, or any other individual who stood in loco parentis to the covered service member. This term does not include parents “in law.”
- ✓ The “next of kin of a covered service member” is the nearest blood relative, other than the covered service member's spouse, parent, son, or daughter, in the following order of priority: blood relatives who have been granted legal custody of the service member by court decree or statutory provisions, brothers and sisters, grandparents, aunts and uncles, and first cousins, unless the covered service member has specifically designated in writing another blood relative as his or her nearest blood relative for purposes of military caregiver leave under the FMLA. When no such designation is made, and there are multiple family members with the same level of relationship to the covered service member, all such family members shall be considered the covered service member's next of kin and may take FMLA leave to provide care to the covered service member, either consecutively or simultaneously. When such designation has been made, the designated individual shall be deemed to be the covered service member's only next of kin. For example, if a covered service member has three siblings and has not designated a blood relative to provide care, all three siblings would be considered the covered service member's next of kin. Alternatively, where a covered service member has a sibling(s) and designates a cousin as his or her next of kin for FMLA purposes, then only the designated cousin is eligible as the covered service member's next of kin. An employer is permitted to require an employee to provide confirmation of covered family relationship to the covered service member pursuant to § 825.122(j).
- ✓ “Covered active duty” means:
 - (a) “Covered active duty” for members of a regular component of the Armed Forces means duty during deployment of the member with the Armed Forces to a foreign country.
 - (b) “Covered active duty” for members of the **reserve** components of the Armed Forces (members of the U.S. National Guard and Reserves) means duty during deployment of the member with the Armed Forces to a foreign country under a call or order to active duty in a contingency operation as defined in section 101(a) (13) (B) of title 10, United States Code. (a) in the case of a member of a regular component of the Armed Forces, duty during the deployment of the member with the Armed Forces to a foreign country; and

The leave may commence as soon as the individual receives the call-up notice. (Son or daughter for this type of FMLA leave is defined the same as for child for other types of FMLA leave except that the person

does not have to be a minor.) This type of leave would be counted toward the employee's 12-week maximum of FMLA leave in a 12-month period.

- ✓ Military caregiver leave (also known as covered service member leave) to care for an injured or ill service member or veteran.

An employee whose son, daughter, parent or next of kin is a covered service member may take up to 26 weeks in a single 12-month period to take care of leave to care for that service member.

Next of kin is defined as the closest blood relative of the injured or recovering service member.

- ✓ The term "covered service member" means:
 - a) a member of the Armed Forces (including a member of the National Guard or Reserves) who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness; or
 - b) a veteran who is undergoing medical treatment, recuperation, or therapy, for a serious injury or illness and who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during the period of 5 years preceding the date on which the veteran undergoes that medical treatment, recuperation, or therapy.
- c) The term "serious injury or illness means:
 - (a) in the case of a member of the Armed Forces (including a member of the National Guard or Reserves), means an injury or illness that was incurred by the member in line of duty on active duty in the Armed Forces (or existed before the beginning of the member's active duty and was aggravated by service in line of duty on active duty in the Armed Forces) and that may render the member medically unfit to perform the duties of the member's office, grade, rank, or rating; and
 - (b) in the case of a veteran who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during a period when the person was a covered service member, means a qualifying (as defined by the Secretary of Labor) injury or illness incurred by a covered service member in the line of duty on active duty that may render the service member medically unfit to perform the duties of his or her office, grade, rank or rating.
 - (c) Outpatient status, with respect to a covered service member, means the status of a member of the Armed Forces assigned to either a military medical treatment facility as an outpatient; or a unit established for the purpose of providing command and control of members of the Armed Forces receiving medical care as outpatients.

D. Amount of Leave

An eligible employee can take up to 12 weeks for the FMLA circumstances as described under this policy during any 12-month period. The company will measure the 12-month period as a rolling 12-month period measured forward from the date an employee uses any leave under this policy. Each time an employee takes leave, the company will compute the amount of leave the employee has taken under this policy in the last 12 months and subtract it from the 12 weeks of available leave, and the balance remaining is the amount the employee is entitled to take at that time.

- ✓ If spouses both work for the company and each wishes to take leave for the birth of a child, adoption or placement of a child in foster care, or to care for a parent (but not a parent "in-law") with a serious health condition, the spouses together may only take a **combined total** of 12 weeks of leave.
- ✓ If spouses both work for the company and each wishes to take leave to care for a covered injured or ill *service member*, spouses may only take a **combined total** of 26 weeks of leave.

- ✓ **Each individual** is entitled to 12 weeks' leave because of his or her own serious health condition or to care for the serious health condition of his or her child or spouse without counting leave time taken by the other spouse.

E. Employee Status and Benefits during Leave

Your leave is UNPAID although you may be eligible for short-or-long-term disability payments and/or Workers' Compensation benefits under those insurance plans) if leave is taken because of an employee's own serious health condition. FMLA and any available PTO and/or sick time will run concurrently. An employee must use any available PTO and/or sick time until said leave is exhausted.

While an employee is on leave, the company will continue the employee's health benefits during the leave period at the same level and under the same conditions as if the employee had continued to work.

- ✓ If, under the current company policy, the employee pays a portion of the health care premiums, life insurance or disability plans the employee will continue to make payroll deductions to collect the employee's share of the premium as long as the employee continues to receive payroll.
- ✓ If the employee does not continue to receive payroll while on unpaid leave (no available PTO, PTO, sick leave, etc.), the employee must continue to make this payment, either in person or by mail. The payment must be received in the Human Resources Department as required in additional documents provided to the employee. If the payment is more than 30 days late, the employee's health care coverage may be dropped for the duration of the leave. The employer will provide 15 days' notification prior to the employee's loss of coverage.
- ✓ If the employee chooses not to return to work for reasons other than a continued serious health condition of the employee or the employee's family member or a circumstance beyond the employee's control, the company will require the employee to reimburse the company the amount it paid for the employee's health insurance premium during the leave period.

While the employee is on unpaid leave, the employee may request continuation of such benefits and pay his or her portion of the premiums, or the employer may elect to maintain such benefits during the leave and pay the employee's share of the premium payments. If the employee does not continue these payments, the employer may discontinue coverage during the leave. If the employer maintains coverage, the employer may recover the costs incurred for paying the employee's share of any premiums, whether or not the employee returns to work.

- ✓ Any available PTO and/or sick time benefits will not continue to accrue while an employee is on FMLA leave nor will the employee receive holiday pay. The substitution of available PTO and/or sick time for unpaid leave does not extend the 12-week leave period under basic FMLA. Furthermore, in no case can the substitution of PTO and/or sick time for unpaid leave result in the receipt of more than 100 percent of an employee's salary.

F. Employee Status after Leave

An employee who takes leave under this policy may be asked to provide a fitness for duty (FFD) clearance from the health care provider. This requirement will be included in the employer's response to the FMLA request. Generally, an employee who takes FMLA leave will be able to return to the same position or a position with equivalent status, pay, benefits and other employment terms. The position will be the same or one which is virtually identical in terms of pay, benefits and working conditions. The company may choose to exempt certain key employees from this requirement and not return them to the same or similar position.

G. Use of Paid and Unpaid Leave

An employee who is taking FMLA leave because of the employee's own serious health condition or the serious health condition of a family member must use all paid PTO, personal or sick leave prior to being eligible for unpaid leave. Sick leave may be run concurrently with FMLA leave if the reason for the FMLA leave is covered by the established sick leave policy.

Disability leave for the birth of the child and for an employee's serious health condition, including workers' compensation leave (to the extent that it qualifies), will be designated as FMLA leave and will run concurrently with FMLA. For example, if an employer provides six weeks of pregnancy disability leave, the six weeks will be designated as FMLA leave and counted toward the employee's 12-week entitlement. The employee may then be required to substitute accrued (or earned) paid leave as appropriate before being eligible for unpaid leave for what remains of the 12-week entitlement. An employee who is taking leave for the adoption or foster care of a child must use all paid PTO, personal or family leave prior to being eligible for unpaid leave.

An employee who is using military FMLA leave for a qualifying exigency must use all paid PTO and personal leave prior to being eligible for unpaid leave. An employee using FMLA military caregiver leave must also use all paid PTO, personal leave or sick leave (as long as the reason for the absence is covered by the company's sick leave policy) prior to being eligible for unpaid leave.

H. Intermittent Leave or a Reduced Work Schedule

Leave due to a serious health condition may be taken intermittently (in separate blocks of time due to a single health condition) or on a reduced leave schedule (reducing the usual number of hours you work per workweek or workday) if medically necessary.

Any service member leave may be taken intermittently (in separate blocks of time due to a single health condition) or on a reduced leave schedule (reducing the usual number of hours you work per workweek or workday). If the leave is unpaid, the company will adjust your salary based on the amount of time actually worked.

In all cases, the leave may not exceed a total of 12 workweeks (or 26 workweeks to care for an injured or ill service member over a 12-month period).

The company may temporarily transfer an employee to an available alternative position with equivalent pay and benefits if the alternative position would better accommodate the intermittent or reduced schedule, in instances of when leave for the employee or employee's family member is foreseeable and for planned medical treatment, including recovery from a serious health condition or to care for a child after birth, or placement for adoption or foster care.

For the birth, adoption or foster care of a child, the company and the employee must mutually agree to the schedule before the employee may take the leave intermittently or work a reduced hour schedule. Leave for birth, adoption or foster care of a child must be taken within one year of the birth or placement of the child.

If the employee is taking leave for a serious health condition or because of the serious health condition of a family member, the employee should try to reach agreement with the company before taking intermittent leave or working a reduced hour schedule. If this is not possible, then the employee must prove that the use of the leave is medically necessary.

I. Certification for the Employee's Serious Health Condition

The company will require certification for the employee's serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the

delay. Failure to provide certification may result in a denial of continuation of leave. Medical certification will be provided using the DOL Certification of Health Care Provider for Employee's Serious Health Condition (<http://www.dol.gov/esa/whd/forms/WH-380-E.pdf>).

The company may directly contact the employee's health care provider for verification or clarification purposes using a health care professional, an HR professional, leave administrator or management official. The company will not use the employee's direct supervisor for this contact. Before the company makes this direct contact with the health care provider, the employee will be given an opportunity to resolve any deficiencies in the medical certification. In compliance with HIPAA Medical Privacy Rules, the company will obtain the employee's permission for clarification of individually identifiable health information.

The company has the right to ask for a second opinion if it has reason to doubt the certification. The company will pay for the employee to get a certification from a second doctor, which the company will select. The company may deny FMLA leave to an employee who refuses to release relevant medical records to the health care provider designated to provide a second or third opinion. If necessary to resolve a conflict between the original certification and the second opinion, the company will require the opinion of a third doctor. The company and the employee will mutually select the third doctor, and the company will pay for the opinion. This third opinion will be considered final. The employee will be provisionally entitled to leave and benefits under the FMLA pending the second and/or third opinion.

J. Certification for the Family Member's Serious Health Condition

The company will require certification for the family member's serious health condition. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. Medical certification will be provided using the DOL Certification of Health Care Provider for Family Member's Serious Health Condition

The company may directly contact the employee's family member's health care provider for verification or clarification purposes using a health care professional, an HR professional, leave administrator or management official. The company will not use the employee's direct supervisor for this contact. Before the company makes this direct contact with the health care provider, the employee will be given an opportunity to resolve any deficiencies in the medical certification. In compliance with HIPAA Medical Privacy Rules, the company will obtain the employee's family member's permission for clarification of individually identifiable health information.

The company has the right to ask for a second opinion if it has reason to doubt the certification. The company will pay for the employee's family member to get a certification from a second doctor, which the company will select. The company may deny FMLA leave to an employee whose family member refuses to release relevant medical records to the health care provider designated to provide a second or third opinion. If necessary to resolve a conflict between the original certification and the second opinion, the company will require the opinion of a third doctor. The company and the employee will mutually select the third doctor, and the company will pay for the opinion. This third opinion will be considered final. The employee will be provisionally entitled to leave and benefits under the FMLA pending the second and/or third opinion.

K. Certification of Qualifying Exigency for Military Family Leave

The company will require certification of the qualifying exigency for military family leave. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. This certification will be provided using the DOL Certification of Qualifying Exigency for Military Family Leave (<http://www.dol.gov/esa/whd/forms/WH-384.pdf>).

L. Certification for Serious Injury or Illness of Covered Service member for Military Family Leave

The company will require certification for the serious injury or illness of the covered service member. The employee must respond to such a request within 15 days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. This certification will be provided using the DOL Certification for Serious Injury or Illness of Covered Service member (<http://www.dol.gov/esa/whd/forms/WH-385.pdf>).

M. Recertification

The company may request recertification for the serious health condition of the employee or the employee's family member no more frequently than every 30 days and only when circumstances have changed significantly, or if the employer receives information casting doubt on the reason given for the absence, or if the employee seeks an extension of his or her leave. Otherwise, the company may request recertification for the serious health condition of the employee or the employee's family member every six months in connection with an FMLA absence. The company may provide the employee's health care provider with the employee's attendance records and ask whether need for leave is consistent with the employee's serious health condition.

N. Procedure for Requesting FMLA Leave

All employees requesting FMLA leave must provide verbal or written notice of the need for the leave to the HR manager. Within five business days after the employee has provided this notice, the HR manager will complete and provide the employee with the DOL Notice of Eligibility and Rights (<http://www.dol.gov/esa/whd/fmla/finalrule/WH381.pdf>).

When the need for the leave is foreseeable, the employee must provide the employer with at least 30 days' notice. When an employee becomes aware of a need for FMLA leave less than 30 days in advance, the employee must provide notice of the need for the leave either the same day or the next business day. When the need for FMLA leave is not foreseeable, the employee must comply with the company's usual and customary notice and procedural requirements for requesting leave, absent unusual circumstances.

O. Designation of FMLA Leave

Within five business days after the employee has submitted the appropriate certification form, the HR manager will complete and provide the employee with a written response to the employee's request for FMLA leave using the DOL Designation Notice. (<http://www.dol.gov/esa/whd/forms/WH-382.pdf>).

P. Intent to Return to Work from FMLA Leave

On a basis that does not discriminate against employees on FMLA leave; the company may require an employee on FMLA leave to report periodically on the employee's status and intent to return to work.

Q. Exemption for Highly Compensated Employees

Highly compensated employees (i.e., highest-paid 10 percent of employees at a worksite or within a 75-mile radius of that worksite) may not be returned to their former or equivalent position following a leave if restoration of employment will cause substantial economic injury to the company. (This fact-specific determination will be made by the company on a case-by-case basis). The company will notify employees if they qualify as "highly compensated" employees if the company intends to deny reinstatement, and of employees' rights in such instances.

R. Pregnancy Leave

Pregnancy leave is granted under the same provisions and applicable laws as FMLA. Please notify the human resources representative as soon as you are aware you will require leave for pregnancy so that we can accommodate your necessary time off.

S. Other Employment While on Leave

Taking another job while on FMLA or any other authorized leave may lead to disciplinary action up to and including termination.

Unpaid Personal Leave of Absence/Pregnancy Leave/Paternity Leave

A leave of absence from work should be properly arranged through the Human Resources Department. Firehouse Movers, Inc. has a formal request form for this purpose. This policy may run concurrent with other leaves of absence discussed in this Employee Policy Guideline Manual (See also, PTO, ADA, FMLA, and Attendance and Time Off, as applicable).

The term “leave of absence” means an approved absence from work, usually without pay, for a period of time in excess of three (3) consecutive workdays. Such leaves of absence will be granted at the sole discretion of Firehouse Movers, Inc. unless otherwise mandated by federal, state, or local laws, ordinances and/or regulations; however, this leave will not be approved to “try out” another job with another employer.

Additional types of unpaid personal leaves of absence (regardless if governed by state, federal or local laws) may be granted at the sole discretion of Firehouse Movers, Inc. for up to a maximum of thirty (30) days. An extension beyond thirty (30) days will be considered on an individual basis. Requests for Unpaid Personal Leave of Absence must be approved prior to any requested absence.

Employees granted personal leaves of absence are required to use any available vacation time off concurrent with this leave. Unless otherwise required, available vacation time off will cease to accrue during this leave. Likewise, employee may not be entitled to any bonuses or other forms of additional compensation while out on a personal leave of absence. This time will be deducted from accrual of time needed to receive performance evaluations.

An employee returning from a personal leave may or may not be offered the same position held at the time the leave was taken. If the same position is not available, the employee may be offered a comparable position; however, if neither the same nor a comparable position is available at the time, the returning employee may be given preferential consideration for any position for the employee applies and are deemed by management to be qualified.

A returning employee may be given such preferential consideration for a period of sixty (60) days following notification to the Company in writing that the employee is ready and able to return to work. There are no guarantees of reinstatement and returning to the Company will depend on individual qualifications for existing openings (if any).

If leave expires and an employee has not contacted the human resources representative, it may be assumed that the employment has been voluntarily terminated. Time spent on personal leave of absence will not be used for computing benefits such as vacation time off or holidays.

It is understood that employees will not obtain other employment while on a personal leave of absence. Acceptance of other employment while on leave will be treated as a voluntary resignation from employment at our Company.

The total cost of any insurance program, including any employer share, will become the responsibility of the employee during this Unpaid Personal Leave of Absence period. **Firehouse Movers, Inc.** will require payment prior to the beginning of the leave or as soon as possible after the leave begins. When the

employee returns from this leave of absence, benefits will again be provided by **Firehouse Movers, Inc.** according to the applicable plans.

Time off benefit accruals and health and welfare benefits, such as vacation time off or other similar programs, and/or holiday pay (if applicable) will be suspended during this leave and will resume upon return to active employment status.

Employees should speak directly with **Firehouse Movers, Inc.** human resources representative prior to taking leave to ensure an understanding of all of obligations to **Firehouse Movers, Inc.** while on leave, such as periodic reporting and re-verification obligations. Failure to comply with Company policy may substantially affect returning to work under this policy.

Other Leaves of Absence Programs

Firehouse Movers, Inc. will comply with all Federal, State, and/or Local leaves of absence programs as required. Employees shall receive policies and/or updated information as appropriate. Questions regarding other leave programs should be directed to the Human Resources Department.

Leave of Absence/Return to Work

The purpose of the Leave of Absence Return to Work Policy is to ensure a safe and healthy workplace for employees, to reduce the number of work-related accidents and illnesses occurring at Firehouse Movers, Inc. and to assist employees in returning to work from both work-related and non-work-related injuries and illnesses.

The policies and procedures provided herein apply to all employees of Firehouse Movers, Inc. This policy shall apply to employees who are restricted in the performance of their essential functions due to compensable work-related injuries and non-occupational injuries/illnesses.

Firehouse Movers, Inc. believes it is in the best interest of the agency and its employees to facilitate the expedient return of employees to full duty after they have been absent due to work-related injury, illness, or other medical condition. This policy shall be applied in situations when a full-time employee or part-time employee is restricted in the performance of their regular duties due to personal injury, illness or medical condition or due to a work-related accident/injury.

This policy may, at the manager's discretion, be applied in situations when an employee is restricted in the performance of their regular duties due to injury, illness or medical condition or due to work-related accident/injury. Firehouse Movers, Inc. provides for the use of transitional duty assignments and shall, to the extent possible, assist employees by temporarily modifying work assignments, duties or arranging for a temporary transfer until the employee is medically released to resume regular duties.

Firehouse Movers, Inc. cannot guarantee a transitional position and is under no obligation to offer, create or encumber any specific position for purposes of offering placement.

This policy is not intended to instruct the procedures applicable to employees eligible for reasonable accommodation or covered under the Americans with Disabilities Act (ADA) or leave benefits under the Family Medical Leave Act (FMLA). Inquiries about the ADA or FMLA should be directed to your manager.

Definitions

Occupational Injury – an accident arising out of and in the course of employment.

Occupational Illness – a disease arising out of and in the course of employment, but, unless otherwise provided by the Texas Worker's Compensation Act, not an ordinary disease of life to which the general public is exposed outside of the employment.

Transitional/Modified/Light Duty – accommodating an injured employee with work restrictions as set forth by the attending physician. The director of human resources and the employee's manager will decide if the agency is able to accommodate the medical restrictions.

Responsibilities

The manager is responsible for completing the First Report of Injury and submitting it to the human resources office within 1 hour of the incident.

Your manager, who will serve as the agency's Return-To-Work Coordinator, will review the First Report of Injury and submit it to the appropriate workplace injury administrator within 24 hours from the date Firehouse Movers, Inc. receives notice of the work-related injury.

It is the responsibility of the employee to provide your manager with a current telephone number and address so that the employee can be contacted. The employee must notify your manager within 24 hours of any and all changes in medical conditions.

Procedures

An employee must immediately notify his or her manager of any work-related injury. The manager must notify the human resources office and complete the First Report of Injury and submit it to the human resources office within 24 hours of the incident.

For non-occupational injuries, an employee shall notify his or her manager as soon as possible after the personal injury or onset of the illness or medical condition that restricts the performance of the employee's regular duties.

Within a reasonable period after the incident or injury, the human resources office will communicate with the attending physician. This communication shall include a discussion of return-to-work options, such as transitional duty, which is a temporary situation when an employee returns from a work-related or non-occupational injury or illness to medically restricted or modified duties.

Under transitional duty, duties assigned can be those identified in the employee's current work profile with restrictions or another assignment entirely.

Your manager will submit the employee's job description and First Report of Injury to the attending physician.

Bona Fide Offer of Employment:

Upon completion of the Return to Work form and primary treatment physician's approval of the transitional position, a written Bona Fide Offer of Employment will be prepared by the employer and mailed to the employee's last known address and/or presented to the employee in person.

The letter will note the doctor's approval, start date, hours, wage, duration and location of the transitional work assignment. The employee will be asked to sign the bottom of the letter indicating acceptance or refusal of the job offer and to return the letter to your manager. Copies of the Job Description, Work Releases and Bona Fide Offer of Employment letter will be forwarded to the insurance carrier.

Any employee returning to a transitional position must not exceed the duties of the position or go beyond the doctor's restrictions. If any medical restrictions change, the employee must notify their manager

immediately and provide the manager a copy of the new medical release. Managers will monitor work performance to ensure the employee does not exceed the requirements set by the attending physician.

Return-to-Work Options

Released to Return to Work with No Restrictions: If the employee is released to return to work and can perform the essential functions of his or her pre-injury position, the physician's office or the employee will give the release to your manager, who will coordinate a start date for the employee to report to work. Your manager will then notify the appropriate occupational illness/injury plan administrator of the release to return to work immediately.

Released to Return to Work with Restrictions: If the employee is released to return to work with restrictions, the director of human resources and the employee's manager will review the restrictions set forth by the attending physician and will decide if the agency is able to provide transitional duty for the employee. Transitional duty must meet Firehouse Movers, Inc.'s staffing needs and accommodate the employee's medical restrictions while taking into consideration the welfare and safety of the employee, co-workers, and customers.

Your manager will schedule an initial return-to-work meeting with the employee and the employee's manager to coordinate the return to work. They will develop transitional duties, which will focus on the employee's abilities as well as comply with the employee's medical restrictions and Firehouse Movers, Inc.'s mission.

The human resources office will complete the Bona Fide Offer of Employment which serves as documentation of the duties the employee will perform during the transitional duty period. The director of human resources will review the Bona Fide Offer of Employment with the injured/ill employee and the employee's manager, obtain their signatures, and then submit it to the attending physician for approval.

The human resources office will send a copy of the Bona Fide Offer of Employment to the employee via certified mail, regardless of whether or not the offer was hand-delivered to the employee.

During transitional duty, human resources will meet with the injured/ill employee to discuss concerns and to evaluate his or her progress every week or with every modified physician statement.

Transitional duty may be altered, upgraded, or changed in a manner consistent with medical restrictions and in accordance with an individual's improved condition. Human resources, in coordination with the employee's manager, may amend the Bona Fide Offer of Employment should the employee demonstrate improvement or regression. Any amendments must be resubmitted to the attending physician for approval and a copy forwarded to the appropriate occupational illness/injury plan administrator.

If the employee cannot return to work in his or her pre-injury department, the director of human resources will attempt to coordinate a return to work within another department.

Should the transitional duty require a modified work schedule, FMLA paperwork will immediately be processed by your manager.

No Release to Return to Work: If transitional duty is not possible for an employee within the agency or if the employee is not released to work, the human resources office will maintain communication with the employee, the appropriate occupational illness/injury plan administrator, and the attending physician in order to obtain the employee's prognosis for recovery and the employee's functional capacity.

The appropriate FMLA paperwork shall be immediately processed by your manager should an employee not be released to return to work.

Sanctions

Failure to report an on-the-job injury or illness within 1 hour may result in denial of a claim and/or further disciplinary action up to and including termination.

Military Leave

Firehouse Movers, Inc. will grant a military leave of absence to employees who are absent from work because they are serving in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). You are required to give your manager advance notice of upcoming military service, unless military necessity prevents advance notice or it is otherwise impossible or unreasonable.

The military leave will be unpaid. However, you may use any available accrued PTO and/or sick time for the absence.

Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which you are otherwise eligible. Benefit accruals such as PTO, sick leave, and holiday benefits will continue during a military leave of absence.

Employees who are on military leave for up to 30 days must return to work on the first regularly scheduled work period after service ends (allowing for reasonable travel time). Employees who are on military leave beyond 30 days must apply for reinstatement in accordance with USERRA and all applicable state laws.

When you return from military leave (depending on the length of military service in accordance with USERRA), you will be placed either in the position you would have attained if you had remained continuously employed or in a comparable position. For the purpose of determining benefits that are based on length of service, you will be treated as if you had been continuously employed. If you have questions about military leave, contact the human resources representative for more information.

Employees are required to receive eight (8) hours of rest between military assignments and returning to work; however, normal attendance policies and rules as outlined in this handbook still apply.

Occupational Illness/Injury Plan

Firehouse Movers, Inc. provides a comprehensive injured workers-program to our employees. The program covers injuries or illnesses sustained in the course of employment that require medical, surgical, or hospital treatment. Subject to the applicable legal requirements, this program provides benefits after a short waiting period or, in the event of hospitalization, immediately (within 24 hours).

Firehouse Movers, Inc. requires employees who are out of work on this program to contact the human resources representative as soon as the status of your injury has changed. Furthermore, all employees are required to provide all physician status reports to your manager immediately following every physician visit and/or treatment.

Treatment appointments should be scheduled in accordance with normal attendance policies as listed in this handbook. Employees may be required to return to work immediately following treatment and must make every attempt at scheduling appointments either before (or at the start) of your shift or at the end of the day.

Neither Firehouse Movers, Inc. nor the insurance carrier will be liable for the payment of some benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity whether or not said activity is sponsored by Firehouse Movers, Inc.

Failure to follow these policies as set forth in this manual may result in further disciplinary action up to and

including termination.

Be aware, state law makes it a crime to file a knowingly false or fraudulent claim for injured employee benefits or to submit knowingly false or fraudulent information in connection with any program/injured worker claim. Violation of this law is punishable by imprisonment, fines or both. Filing a false or fraudulent work-related injury claim is also a violation of Firehouse Movers, Inc. policy, and may result in disciplinary action, up to and including immediate termination.

Reporting an Injury

All equipment, vehicle or personal injury accidents are to be reported immediately to the nearest manager and to the safety director. Employees shall seek medical help first and take measures necessary to protect life and property, then immediately make a report to the safety director. If the safety director cannot be reached directly, then make a report to your manager.

A post-accident drug test is required for any type of accident, whether treatment is sought or not. A specimen must be given at the time of the accident. In accordance with state law, an employee who tests positive for alcohol, illegal drugs, or a controlled substance(s) relieves Firehouse Movers, Inc. from any and all liability, including any medical expenses incurred in connection with the injury.

If an employee tests positive on a post-accident drug test, that employee will be discharged for violation of the company substance abuse policy, and appropriate occupational illness/injury plan benefits and/or medical bills incurred by the employee will become the employee's responsibility. Refusal to submit to a drug test will result in the same consequences as a positive drug test result.

The injured employee is required to inform the doctor or medical facility that light duty work is available. The injured employee will be required to work light duty per the doctor's instructions. Employees are required to forward all medical information associated with the workplace injury/illness (doctor's work status report, medical records, etc.) to Firehouse Movers, Inc., Attention: Senior Management – CONFIDENTIAL.

Employees are required to complete an Employee Accident/Injury Report and sign the Occupational Illness/Injury Acknowledgement, no later than 24 hours from the time of the injury/illness.

Failure to follow the procedures as outlined in this document may require further disciplinary action up to and including termination.

Employee Benefits Program

Firehouse Movers, Inc. has established comprehensive Company-sponsored and voluntary employee benefits designed to assist employees and selected eligible dependents. Our benefits package represents a hidden value to our employees. This manual does not describe the current benefit plans maintained by the Company; refer to the actual plan documents and summary plan descriptions for specific questions regarding the benefit plan.

Firehouse Movers, Inc. reserves the right to amend, alter, modify, change or cancel any of the benefit programs or to require or increase employee premium contributions toward any benefits with or without advance notice. This reserved right may be exercised in the absence of financial necessity.

Whenever an amendment is made to any of Firehouse Movers, Inc. benefits programs, the respective plan administrator will complete the process for review and approval. The respective plan administrator may notify plan participants of all approved amendments or plan terminations, in accordance with the requirements of applicable federal law.

ERISA Statement

Details regarding each benefit plan are contained in the Company's Benefit Booklet. Benefit plans governed by the federal Employee Retirement Income Security Act (ERISA) may be further described in formal summary plan descriptions or other legal documents, which are available for review in the Human Resources Department.

Personnel Information

Personnel Data Changes

It is your responsibility to provide current information regarding your address, telephone number, insurance beneficiaries, change in dependents, marital status, etc., in writing. Please use the personnel records form to note any changes in your address, phone number, emergency contact information, marital status, number of dependents, etc. Changes in exemptions for tax purposes will only be made upon the receipt of a completed W-4 form (these changes are solely the responsibility of the employee).

To report changes, or to ask any questions regarding what information constitutes "relevant," please contact your manager.

Access to Personnel Files

Firehouse Movers, Inc. maintains a personnel file on each employee that may include the HIGHLY CONFIDENTIAL information such as job applications and related hiring documents, training records, performance documentation, salary history, and other employment records. Employee personnel files are the property of the company, and do not belong to the employee. However, upon request, the company may provide employees with copies of performance evaluations and other performance-related documents that the employee has previously received. Appointments to review your personnel records will be during your off-duty hours and must be made 48-hours in advance.

Medical Information and Confidentiality

Firehouse Movers, Inc. strives to protect the privacy of its employees' medical information to the greatest possible extent. To that end, we provide the following guidelines regarding the confidentiality of medical information:

1. Any medical information concerning employees will be maintained in separate, confidential medical files apart from regular personnel records. Only authorized employees may ever have access to such files.
2. Employees are hereby notified that medical information concerning employees is absolutely confidential under state and federal laws and may not be discussed at any time with any person under any circumstances, unless an employee needs to do so in order to carry out the designated job duties, or unless the person discussing the information is talking with the subject of the information at that person's invitation. If an employee is concerned about a possible medical condition on the part of a coworker, the employee must not discuss the concerns with anyone other than the Human Resources Manager.
3. Any employee who is found to have discussed medical information about another employee with anyone else in violation of this policy, or who is found to have released such information without authorization, may be subject to severe disciplinary action, up to and possibly including immediate termination from employment. In addition, state and federal laws may subject such an employee to both civil and criminal action in a court of law.

Personal Business

Personal Mail

All mail delivered to Firehouse Movers, Inc. is to be business-related; therefore, please have all personal mail delivered to your home. Firehouse Movers, Inc. postage, meters, letterhead or items containing Firehouse Movers, Inc. logo (or Firehouse Movers, Inc. logo) may not be used for personal correspondence.

Personal Business/Use of Personnel Cell Phones

Firehouse Movers, Inc. employees are not to place or receive personal calls on cell phones or company telephones during work hours except in the case of an emergency and ONLY with use of hands-free devices where permitted by law. An emergency in this case is defined as a situation which poses an imminent threat to the safety and/or wellbeing of others; life or death situations, or situations which may require the employee to be an immediate resource to mitigate the risk of harm to another person.

Situations such as coordinating personal schedules are not considered emergencies and therefore must be handled on your own personal time either after work or during your scheduled lunch break. Personal cell phones shall remain in the "off" position while on duty at Firehouse Movers, Inc. You may use your personal cell phone before or after work, at morning break time or a lunch break.

While at work on Firehouse Movers, Inc. premises, employees are expected to exercise the same discretion in using personal cell phones as they use with company phones. Excessive personal calls, texts, etc. during the workday, regardless of the phone used, can interfere with employee productivity and may be distracting to others. Therefore, it is the policy of Firehouse Movers, Inc. that office staff shall not use personal cell phones during working hours and will be required to leave their personal cell phones in their car or in the manager's office during working hours.

All contact with field employees will need to be made via company in-house phones or the company E-mail system.

Except in cases of emergency, employees should conduct personal business during lunch breaks and other rest periods.

Employees are encouraged to tell friends and family members about this policy and ask for their cooperation. Should an emergency arise, that requires the employee to be contacted immediately, they may contact the employee at the main office.

Any employee who uses personal cell phones for personal business during working hours will be subject to further disciplinary action up to and including termination.

Firehouse Movers, Inc. will not be liable for loss, theft, or damage to personal cell phones brought to the workplace.

Personal Use of Electronic Devices

Employees are prohibited from using MP3 players, music players, headsets and/or headphones, iPhones, or other similar electronic devices in any manner that interferes with proper business communication, safety, and/or when considered disruptive to staff, clients, vendors, etc.

Personal Visitors

To better protect the safety and security of employees as well as Firehouse Movers, Inc. property and facilities, only authorized visitors authorized by your manager in advance are allowed in the workplace.

If you see an unauthorized person on our premises, please notify your manager immediately. Employees who violate this policy may be subject to further disciplinary action up to and including termination and will be held 100% accountable for any liability stemming from damage or incidents that result from unauthorized visitors.

Gifts and Gratuities

Employees are strictly prohibited from accepting inducements or rewards of any kind or any value whatsoever from any project source or sources tied to projects or Firehouse Movers, Inc. without permission from the customer AND the manager. This prohibition includes (but is not limited to) cash, incentive payments, trips, clothing, tickets, merchandise, or other possible incentives or inducements. Employees who are offered, and/or accept such gifts and/or gratuities are required to have the customer complete the appropriate paperwork AND report the items to the manager immediately (by the end of the same business day). See also, "Tips" in this document.

Housekeeping

EVERY EMPLOYEE IS RESPONSIBLE for ensuring that work areas are maintained in a presentable and professional manner. At the close of each business day, all paper, materials, supplies, etc. must be organized, secured and placed in the appropriate area.

Employees may not litter or discard trash in areas not designated specifically for refuse; this includes cigars, cigarettes, spitting chew.

It is the responsibility of every employee to maintain a safe work environment; therefore, if you notice a safety hazard, report it immediately.

It is the responsibility of each employee to maintain cleanliness of the office. Garbage and scrap should be put in receptacles provided. If any office equipment, machines, tools, vehicles, etc. appear to be damaged, defective or in need of repair, notify your manager immediately upon noticing the defect. Prompt reporting of damages, defects and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. Unsafe, destructive, careless, negligent or improper use or operation of equipment may result in disciplinary action up to and including termination of employment.

Off-Duty Social and Recreational Activities

Participation in off-duty social and/or recreational activities is considered strictly voluntary and therefore unpaid. Firehouse Movers, Inc. is not responsible for any injuries or accidents that may occur during non-company sponsored social and recreational activities. Employees are prohibited from being on the company premises or making use of materials and/or supplies for purposes of social and recreational activities without the consent of senior management.

Parking

Employees may park only in specifically designated areas on company property. Storage for employee-owned vehicles including (but not limited to) trucks, recreational vehicles, motor bikes, bicycles, etc. is not available. The company assumes zero responsibility for damage or loss of automobiles or other personal property. If you are unsure where to park, please ask your manager.

Employees may park at front entrance of building. Parking spaces are not assigned to any one individual; therefore, parking is on a first-come/first-served basis. It is requested that you respect your team and park in areas that allow for employees to arrive and leave with ease.

Vehicle Use

Firehouse Movers, Inc. is dedicated to eliminating conditions that adversely affect the well-being of our employees and otherwise threaten our corporate assets through accidental losses. Our policy is to insist that employees operate all vehicles, owned, leased, or used on behalf of Firehouse Movers, Inc. in a safe and economical manner.

Employees are expected to inspect the company vehicle to confirm it is “safe to drive” each time before operating such vehicle and to report any maintenance required issues to the production manager within one (1) hour so that maintenance and repairs may be scheduled promptly.

Smoking is not permitted in company vehicles or vehicles leased and/or rented for purposes of work. Employees shall keep company vehicles clean and presentable, (i.e., free of trash and other debris), at all times. Cleaning costs associated with smoking inside company vehicles by drivers or passengers will be deducted from the responsible party's (driver) payroll.

Firehouse Movers, Inc. is not responsible for theft, destruction, vandalism, etc. of any personal items left in vehicles.

Licenses and Verification Requirements

Continued eligibility for driving a company-provided vehicle, or driving a personal vehicle during the commission of company business in any manner requires each driver to maintain a safe and clean driving record. All employees who drive in any official work-related capacity will have a motor vehicle record (MVR) run at the time of hire, annually, or at the discretion of the company as required and/or needed.

Commercial-vehicle drivers are required to maintain a valid “Class A” driving status as a condition of employment for driving a commercial-vehicle on behalf of Firehouse Movers, Inc.

Driver Guidelines

The following is our preferred guidelines for acceptable drivers:

1. All drivers must have a valid US driver's license
2. Drivers must have a minimum of 2 years' driving experience
3. Drivers cannot be less than 21 years of age

In addition to the above requirements, the driver's motor vehicle record must be evaluated prior to beginning use of company or personal vehicles on behalf of the company. A driver with the following motor vehicle record may be excluded:

1. 1 or more Serious (Type A) violations in the past 5 years
2. 2 or more Accidents (Type B) violations in the past 3 years
3. 3 or more Non-Serious violations (Type C) in the past 3 years
4. 1 Accident (Type B) and 2 or more Non-Serious (Type C) violations in the past 3 years

Type A – Serious violations include but are not limited to: DUI; refusing substance abuse testing; homicide or assault with a vehicle; leaving the scene of an accident – hit and run; eluding a police officer, any vehicle-related felony; drag racing; reckless driving; speeding (25 miles per hour or greater over the speed limit); license suspension due to moving violations; driving while license is suspended; etc.

Type B – Any accident that appears on the Motor Vehicle Record report regardless of fault.

Type C –Includes all moving violations that are not Type A (Serious) or Type B (Accident) such as speeding (<25 mph over the speed limit); improper lane change; failure to yield; running red lights or stop signs; careless driving, etc.

Type D – Includes non-moving violations such as illegal parking; equipment violations; obstructing traffic; failure to provide license, registration, insurance; etc. These do not currently impact driver acceptability. The above-listed information is our preferred guidelines for acceptable drivers. Drivers not meeting the criteria are subject to exclusion. A signed exclusion document should be provided to the insured/broker for signature. Individual exceptions may be considered.

Employees who use their personal vehicles for legitimate, pre-approved reasons for normal course and scope of employment must be over the age of twenty-five (25) years of age.

Drivers (whether in company vehicles or personal vehicles used for normal pre-approved course and scope of job duties) must carry a valid driver's license with them at all times. If the employee does not have a driver's license while being asked to operate a vehicle on behalf of Firehouse Movers, Inc. they must notify their manager and Human Resources immediately (before driving or continuing to drive on behalf of the Company).

Insurance Requirements

Employees using personal vehicles on behalf of the Company shall provide a certificate of insurance from their personal auto carrier with minimum limits as required. You will be notified of this requirement as appropriate.

Reporting Requirements

Employees who drive on behalf of the Company (either using a company vehicle or personal vehicle) are required to notify the company of any pending litigation, any moving violation including traffic tickets, wrecks (whether or not "at-fault"), etc. before driving or continuing to drive on behalf of the Company after receiving said violation. Failure to notify the company of a violation may be subject to further disciplinary action up to and including termination.

Continued eligibility for driving a company-provided vehicle, or driving a personal vehicle during the commission of company business in any manner requires each driver to maintain a safe and clean driving record. All employees who drive in any official work-related capacity will have a motor vehicle record (MVR) run at the time of hire, annually, or at the discretion of the company as required and/or needed.

GPS Vehicle Tracking Devices

GPS vehicle tracking devices may be installed in any and/or all of its vehicles or other property. With regard to company-vehicles, these devices allow the Company to monitor the location, speed, direction, and other information related to the use and operation of its company vehicles. GPS data may be used in part to determine whether employee's use of the equipment is appropriate and/or violates the Company's policies. Employees shall have no expectation of privacy with regard to Firehouse Movers, Inc.'s ability to monitor an employee's use of company-owned equipment and vehicles.

Other Policies

Drivers will adhere to all applicable motor vehicle laws of the state, counties, parishes or cities in which

the vehicle is operated. Only employees of Firehouse Movers, Inc. or another approved company driver may operate company vehicles. No unauthorized drivers will be allowed to operate the vehicle.

Mobile phones or other communication devices are strictly prohibited while the vehicle is being operated. The driver should use these devices only when the vehicle is safely stopped and parked.

NOTE: Except where prohibited by law or otherwise stated in this Handbook (see "Additional Restrictions for Commercial Motor Vehicles) or Safety Manual, employees may use hands-free devices.

Emergency Exception - In order to communicate with law enforcement officials or other emergency services, you may use a handheld phone to call or text in an emergency, such as to report an accident or a drunk driver.

Obeying the Law - Safety belts must be worn by drivers and passengers in all vehicles used for Firehouse Movers, Inc. business. Firehouse Movers, Inc. is not responsible for any moving traffic violations, parking tickets, or any other city ordinances or state/federal laws regarding your driving habits and operation/care of your personal motor vehicle.

Any tickets issued are the employee's responsibility, even if the ticket is issued while conducting business for the company.

Vehicles will be operated only when they are in a safe operating condition. Drivers should maintain a continuous awareness of your vehicle's condition. Operating defects or deficiencies that create unsafe conditions should be corrected before the vehicle is placed into service.

Employees are expected to use good judgment during inclement weather. Should an employee feel operating a vehicle during inclement weather poses an imminent threat to safe driving practices, employee should immediately contact her/his manager to discuss an appropriate response to the situation.

Firearms and other weapons are prohibited in company vehicles without written permission of the Owner.

Drivers are not to transport any hazardous material or waste in company vehicles or in any vehicle while on company business unless such hazardous materials are ordinarily handled by the company as part of normal business operations. All materials transported in a company vehicle or in any vehicle while on company business that may potentially cause injury because of sudden impact must be properly secured.

Vehicles should be locked when parked on the premises or job sites, and even stopping temporarily such as at convenience stores or anytime the vehicles are left unattended. All items in the locked vehicle shall be properly secured and out of site when the vehicle is unattended.

Damage due to smoking in vehicles provided by the company or rented for company purposes will be charged back to the driver. This includes but is not limited to professional cleaning costs.

Employees are strictly prohibited from transporting or purchasing unauthorized alcoholic beverages while in company owned or leased vehicles and/or while wearing Company-assigned uniforms. Employees may remove and/or turn uniform shirts inside-out and/or when purchasing alcoholic beverages off the clock.

If you are negligent in the care of a company-provided vehicle resulting in financial loss or excessive repair, fees may be charged back to you at the fair market value of the cost and at a rate that complies with FLSA, and other federal and state guidelines.

All Company vehicles and materials and property loaded on or assigned to a specific vehicle are the responsibility of the vehicle operator and passenger(s).

All Company vehicles, tool boxes, materials and other company property shall be properly secured during vehicle operation.

All vehicles shall be locked at all times when Company vehicles are unoccupied. This includes vehicles parked both off site and in front of or around of Company places of business.

Equipment, materials and tools that do not fit into lockable compartments but fit into the vehicle cab must be moved to the trunk or locked cab (in cases of trucks) when the vehicle is not in operation or under the control of the operator. If any items are too big to fit into the vehicle cab and it is possible and practicable, those items shall be secured with a physical security device (lock and chain or cable, etc.).

Deficiencies with regard to securing devices and/or physical security devices are the responsibility of the vehicle operator and passenger(s) to correct/report to their immediate manager and the production manager. All deficiencies shall be reported immediately when the deficiency is discovered.

Equipment, Supplies, and Company Property

Firehouse Movers, Inc. will provide employees with the equipment needed to do their job. None of this equipment should be used for personal use, nor removed from the physical confines of Firehouse Movers, Inc. unless it is approved for a job that specifically requires use of company equipment outside Firehouse Movers, Inc.'s physical office facility.

Firehouse Movers, Inc. will provide continual training for the employee in regards to all company equipment used when accomplishing a task for the company's business. Once the training has been completed, the employee and manager will sign a form signifying that the employee has been properly trained in the usage of the particular piece of equipment.

All employees are expected to take responsibility for the equipment and supplies provided to them in accordance with this policy. All employees shall be expected to sign the Asset Recovery and Protection Policy included in this manual.

Asset Recovery and Protection Program Policy

This policy defines Firehouse Movers, Inc. policies and responsibilities as they relate to mitigating theft, malicious damage to or misuse of company property, materials, and/or equipment. This procedure defines the means available for reporting such activities and establishes processes for conducting appropriate and prompt investigations of such activities, and the consequences of being found responsible for the theft, damage or misuse of company property, materials and/or equipment.

This policy covers any and all Firehouse Movers, Inc. employees regardless of designation or category; this includes, but is not limited to salaried, hourly, full-time, part-time, temporary, seasonal, introductory ("orientation period"), and/or contracted employees. This policy covers the following:

Assets - Tangible assets are buildings, plants and facilities including new facilities and those under construction, equipment, materials, products or other physical property. In tangible assets include company or client information and/or trade secrets including inventions, technology and information developed or acquired by the company, processes and techniques, marketing plans, pricing data, and other data covered by restrictive company and/or client designations.

Facility – All facilities used by Firehouse Movers, Inc. or its employees, contractors or subcontractors for performing work under the jurisdiction of Firehouse Movers, Inc.

Physical Security - The use of physical measures including, but not limited to, barriers, locks, alarms, badges, guards and receptionists to control ingress to and egress from facilities where company property is located.

Pilferage - To steal in small amounts in a repetitious manner.

Sensitive Information/Material (Firehouse Movers, Inc. customers) – Firehouse Movers, Inc. and/or client sensitive data that is company private, competition sensitive and/or company confidential.

Sensitive Property - Those items which are considered susceptible to being appropriated by employees for personal use or which can be readily converted to cash.

Theft - The felonious taking and removing of property with the intent to deprive the rightful owner of its use; an unlawful taking such as burglary of those items belonging to another.

It is the policy of Firehouse Movers, Inc. to regard the security and protection of its assets, tangible and intangible, to be of primary importance to its continued growth, profitability and success. Thus, the company's objectives must ensure that employees work together to prevent destruction (whether willful or accidental), negligent use, vandalism, theft, embezzlement and disclosure and/or theft of company information.

Essential to meeting this goal is establishing internal and external controls to guard against the loss of company assets and provide this information to all employees. Firehouse Movers, Inc. objectives for asset protection and control include, but are not limited to, controlling the following:

Losses resulting from burglary, robbery or theft of property including, but not limited to, local business facility inventories of furniture, fixtures, machinery, tools, equipment, computers, and other office accessories, supplies or equipment. An unexplained loss or the mere disappearance of property may not be considered a wrongful act until such time as the loss is satisfactorily established.

Damage to any company assets under the control of the employee. Employees are equally responsible for any damage that occurs to the same if the materials, tools, equipment, etc. have been given to unauthorized individuals by said employee.

Unauthorized disclosure of company or client sensitive data (including company private, competition sensitive and/or company confidential information) by transferring, publishing, using or disclosing such data other than is necessary in the ordinary course of business or as directed or authorized by Firehouse Movers, Inc.

Inappropriate or unauthorized personal use or appropriation of Firehouse Movers, Inc. assets, data or resources, including (but not limited to) all company property, equipment, tools, office equipment, software, computers, cell phones or other company assets.

Responsibilities

Managers are responsible for maintaining control programs involving accountability, security, and audits which preclude the loss of assets such as are implemented by those management personnel ultimately responsible for preserving the assets of the company.

Reporting

1. All **employees** are responsible for preserving and protecting the company assets and for reporting actual or suspected violations to their managers and to the human resources manager
2. ANY loss, theft, and/or damage must be reported immediately (within 24 hour)

3. There will be **NO RETALIATION** against any person or person(s) who report misuse, theft or destruction of company property
4. This person(s) who suspects or discovers a theft should immediately notify any manager immediately
5. The investigation is initiated by the manager receiving the information
6. All real or suspected thefts or acts will be thoroughly investigated. The senior management team determines the extent of the investigation
7. Failure to participate in an investigation may be grounds for disciplinary action up to and including termination
8. Suspected employees may be suspended without pay pending the conclusion of the investigation. Employees may also be subjected to further disciplinary action up to and including termination
9. Firehouse Movers, Inc. may report violations to the authorities. All videos, statements, and/or collection of facts will be made available for reporting purposes.

Any moneys owed to Firehouse Movers, Inc. at the time of termination may be withheld from the employee's final paycheck in accordance with federal and state laws. If insufficient net pay is available in the final paycheck for Firehouse Movers, Inc. to recuparate money owed by an employee, then the employee must make arrangements with Firehouse Movers, Inc. to repay the money owed within thirty days of termination. If money owed is not repaid timely, Firehouse Movers, Inc. may exercise its right to initiate collection action.

Use of Company-Issued Cellular Phones

Firehouse Movers may pay for individual mobile phones for company representatives who are required to be in close contact with the company at all times. While cell phones are a necessary convenience of the business world, we require that our employees follow the guidelines listed below:

- ✓ Firehouse Movers-issued cell phones must remain charged and the user must remain available to receive phone calls during regular work hours
- ✓ Firehouse Movers-issued phones are for business use only; any and all texts and telephone conversations must be business-related. Unless otherwise indicated, personal use of the company-issued cell phone is strictly prohibited and subject to disciplinary action as outlined in this manual
- ✓ Employees may not use the company-issued cell phone for downloading data (other than attachments sent and received for business use) and/or ringtones
- ✓ Cell phones are to remain in the "silent" position during meetings or during discussions with clients or customers
- ✓ Do not answer your phone or text during business conversations
- ✓ The cost to replace or repair a company cell phone (including an insurance deductible if applicable) for any reason except for normal use, as determined by senior management, will be the responsibility of the employee if the damage or loss occurs within 2 calendar years of receiving a different or new device
- ✓ Firehouse Movers discourages employees from talking on cell phones while operating a motor vehicle unless the employee uses a hands-free device.
- ✓ Employees are required to use Bluetooth/hands-free equipment whenever texting or using/interacting with electronic devices while driving
- ✓ Employees shall not use cell phones while operating equipment unless necessary for the safe operation of that equipment and in accordance with appropriate safety measures
- ✓ Employees in possession of company equipment are expected to protect the equipment from loss, damage, or theft. On resignation or termination of employment, or at any time of request, the employee may be asked to produce the phone for return or inspection. Failure to produce the phone may result in further disciplinary action

Mobile phone bills are reviewed when they arrive; any employee who exceeds their contracted allowed

minutes, or is found to have used the company-issued cell phone for personal use may be responsible for reimbursing the company for related expenses.

Company-Issued Gas and Credit Cards

Firehouse Movers may issue company gas or credit cards to certain employees for use in their jobs; this policy explains the acceptable and unacceptable uses of such credit cards. Use of company-issued credit cards is a privilege, which Firehouse Movers may withdraw in the event of serious or repeated abuse.

Any credit card Firehouse Movers issues to an employee must be used for business purposes only, in conjunction with the employee's job duties. Employees with such credit cards shall not use them for any non-business, non-essential purpose, i.e., for any personal purchase or any other transaction that is not authorized or needed to carry out their duties.

Employees must pay for personal purchases (i.e., transactions for the benefit of anyone or anything other than the company) with their own funds or personal credit cards. Firehouse Movers will not regard expenses for one's own business-related use, such as lodging and meals while on company-approved business trips, as personal purchases, as long as such expenses are consistent with Firehouse Movers' expense reimbursement policy.

If any employee uses a company credit card for personal purchases in violation of this policy, the cost of such purchase(s) will be considered an advance of future wages payable to that employee, and will be recovered in full from the employee's next paycheck; any balance remaining will be deducted in full from subsequent paychecks until the wage advance is fully repaid. Such deductions may take the employee's pay below minimum wage for the pay period(s) in question.

If an employee uses a company credit card for any other type of unauthorized transaction in violation of this policy, i.e., incurs financial liability on Firehouse Movers part that is not within the scope of the employee's duties or the employee's authorization to make business-related purchases, the cost of such purchase(s) or transaction will be the financial responsibility of that employee, and the employee will be expected to reimburse Firehouse Movers for deductions from pay until the unauthorized amount is fully repaid.

Such deductions will be in the amount of the unauthorized purchase(s), but if a deduction for such amount would take the employee below minimum wage for the workweek in question, the deductions will be in two or more equal increments that will not take the employee's pay below minimum wage for any workweek involved. In addition to financial responsibility and liability for wage deductions, any purchases an employee makes with a company credit card in violation of this policy will result in disciplinary action, up to and possibly including termination of employment, depending upon the severity and repeat nature of the offense.

Employees are required to supply receipts immediately (by the end of the next business day). Failure to present receipts may result in payroll deductions from the employee as allowed by state and federal laws.

Unauthorized purchases may be subject to further disciplinary action up to and including termination.

Cards that are lost, stolen, or damaged shall be reported to the Human Resource Department immediately upon discovery (within 12 hours).

Keys and/or Pass Cards

Keys (doors, mailbox, trucks, trailer, etc.) and Key Fobs are property of Firehouse Movers and will be assigned to the appropriate employees. Keys and Key Fobs are required to be turned back into the office upon completion of employment at Firehouse Movers.

Electronic Resources

Note: Nothing in these policies are meant to, nor should it be interpreted to, in any way limit your rights under any applicable federal, state, or local laws, including your rights under the National Labor Relations Act to engage in protected concerted activities with other employees to improve terms and conditions of employment, such as wages and benefits.

Cameras, Video and Other Recording Equipment

- ✓ Employees may not take pictures of company trade secrets or other confidential information without permission of senior management. In accordance with state and federal laws, this may include, but is not limited to, the manufacturing line and equipment, specifications for company products, memos and notes from meetings regarding company products, all information about products in development, customer information or any other documents or photographs that are confidential
- ✓ Employees are prohibited from taking pictures or recording others without the consent or knowledge of other parties involved as defined by state and federal law
- ✓ Employees may not take or use pictures, video or other recordings to harass, embarrass or annoy others. All company policies, including Firehouse Movers, Inc. policies on harassment, discrimination and professional conduct, apply to workplace photographs, video and other recordings
- ✓ If you have any questions about whether it's appropriate to take a photograph or other recording at work or use a workplace photograph in a particular way may consult with a member of senior management or your human resources representative

Network and Electronic Resources Policy

Network and electronic resources, such as computers, other hardware, software, E-mail, landline and mobile telephones, fax machines and internet access, are tools the company provides its employees to assist them in their work. These network and electronic resources and related access systems are proprietary company property and are subject to review or access by the company at any time.

All employees who use the company's network and electronic resources must follow the guidelines below:

- ✓ Use network and electronic resources for company business purposes
- ✓ Messages and communications sent via the company's network and electronic resources are subject to subpoena and access by persons outside the company and may be used in legal proceedings. Please consider this before sending any confidential messages or material via the network and electronic resources
- ✓ E-Mail is not a substitute for face-to-face communication. If you have a conflict with someone or need to discuss an important issue, it should be handled in person or over the telephone if a meeting is not possible
- ✓ Remember all the company's policies, including but not limited to policies on Equal Employment Opportunity, harassment, confidentiality, personal conduct and rules of conduct, apply to the use of the company's network and electronic resources. Employees must not review or forward sexually explicit, profane or otherwise unprofessional or unlawful material through the company's network and electronic resources. If you receive any unprofessional or unlawful material whether intentionally or unintentionally, immediately report it to the human resources representative

- ✓ Passwords protecting the use of the company's network and electronic resources are the company's property and will be assigned to employees as needed. Employees may not change passwords without the consent of the company executive vice president. Employees must notify the company executive vice president or chief operating officer of all passwords and encryption keys assigned to or used by them, and provide notification of any changes to such passwords or encryption keys
- ✓ Anonymous messages are not permitted and Aliases are not to be used
- ✓ Do not install any software or program on any company computer or other hardware without the express consent of your manager or a member of senior management
- ✓ The company expressly prohibits the unauthorized use, installation, copying or distribution of copyrighted, trademarked or patented material
- ✓ Employees must not attempt to override or evade any program or measure installed by the company to monitor, protect the security or limit the use of its network and electronic resources

All electronic equipment issued to the employee by the company, including but not limited to computers, cell phones, laptops, "Smartphones" and/or personal digital devices, belongs to Firehouse Movers, Inc. and must be returned upon the company's request or termination of employment.

Monitoring Employee Areas and use of Communications/Data Systems

Firehouse Movers, Inc. may monitor any employee area of use and/or any use of Firehouse Movers, Inc.'s communications/data system, as it deems appropriate either with or without notifying the employee. Further, Firehouse Movers, Inc. may grant permission to others to do the same without first notifying the employee.

Firehouse Movers, Inc. has the sole discretion in managing all activity (physical and/or otherwise) and information that is created, stored, sent and/or received on its communications/data systems, including without limitation, reviewing and distributing this data to whomever it wishes without the permission of the employee. Employees should not expect any privacy in creating, sending, receiving, or storing communications in the workplace, regardless of whether they have been assigned or use a password or security code. Further, whatever web sites employees visit on the Internet using company equipment may be recorded on their computer hard drives or on Firehouse Movers, Inc.'s main network servers, where company information technology staff or management may monitor them.

Use of Firehouse Movers, Inc.'s communications/data systems for personal gain or benefit is prohibited. Examples of personal gains or benefits include, but are not limited to, online gambling and the buying/selling of services, merchandise, or securities online, or conducting personal business.

Employees have no reasonable expectation of privacy and therefore may be subject to investigation if one chooses to use personal cell phones and/or other communication techniques in a manner which exposes Firehouse Movers, Inc. to unnecessary EEO complaints and/or concerns.

Access to Data Systems and Passwords

User IDs and passwords used for Firehouse Movers, Inc. communications/data systems are confidential and should not be shared with anyone. Employees are not permitted to bypass or attempt to override the established security systems through the use of another employee's user ID or password. Revealing your account password to others or allowing use of your account by others is strictly prohibited and may subject you to disciplinary action. Employees should notify their immediate manager, any member of management upon learning of violations of this policy.

Data Confidentiality

Employees must not disclose any of the data or information residing on Firehouse Movers, Inc.'s systems to anyone unless they are certain the person has the right and a need to receive it. If you have doubts or questions, check with your manager first. In addition, employees may not remove any data or information from Firehouse Movers, Inc.'s systems in the form of tapes, diskettes, portable media, USB jump/thumb drives, printed reports, or any other media from Firehouse Movers, Inc.'s premises unless it is part of their normal job duties and they have permission to do so from their manager.

Any employee knowingly accessing data in which he or she is not authorized is strictly prohibited from doing so and may subject to disciplinary action. Employees should notify their immediate manager, any member of management upon learning of violations of this policy.

Copyrighted Material

Much of the information found on the Internet is copyrighted material. Such material enjoys all of the protections of federal, and possibly international, copyright law as traditional hardcopy materials. Contrary to popular belief, material could be copyrighted without the use of a copyright symbol (©) or the term "Copyright". Therefore, employees should always make certain that it is legal to download material from the Internet before doing so. When in doubt, it is always best to contact the site's webmaster and get permission to download material before doing so. However, information from government web sites is considered public material and may be downloaded without any such fears. Firehouse Movers, Inc. may license software from many different vendors for use on its computers, data system, or network. No computer software program may be used on Firehouse Movers, Inc.'s computers which:

- ✓ Is not licensed to Firehouse Movers, Inc.
- ✓ Is not an original, vendor supplied version of the licensed software
- ✓ Or was not created by an employee of Firehouse Movers, Inc.

The software used on Firehouse Movers, Inc.'s systems must not be used separately on a stand-alone home or office workstation unless a separate license has been purchased for this purpose. By federal law, if you illegally reproduce any software, you may be subject to civil damages and criminal penalties, including fines and/or imprisonment. It should never be considered a "favor" to Firehouse Movers, Inc. to bring in personal software and install it on company computers. This is prohibited.

Electronic Viruses and Malicious Code

Because of the danger of electronic viruses and other malicious code, employees are to never load information into Firehouse Movers, Inc.'s computers or network, whether from a disk or other portable media, or from the Internet, without securing permission from Firehouse Movers, Inc.'s IT Department/data systems personnel or your manager. Such information should first be scanned for viruses and other malicious code before it is loaded or downloaded and installed. Employees should also use extreme caution when opening E-mails from unknown senders.

Social Media

Firehouse Movers, Inc. recognizes that Social Networking (such as personal web sites, blogs, Facebook, LinkedIn, Myspace, Twitter, online group discussions, text messaging, message boards, chat rooms, etc.) can be used by employees for personal as well as business purposes. We also understand how the use of Internet social network sites and blogs can shape the way the public views our products, services, employees, vendors, partners and customers. Firehouse Movers, Inc. respects the right of any employee to maintain a blog or post a comment on social networking sites. However, we are also committed to ensuring that the use of such communications serves the needs of our business by maintaining Firehouse Movers, Inc.'s identity, integrity and reputation in a manner consistent with our values and policies.

Therefore, we have established the following rules and guidelines for communicating company-related information via Social Networking forums, whether used in or outside the workplace.

This policy applies to all associates who work for Firehouse Movers, Inc. and/or one of its subsidiary companies in the United States.

Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow associates or otherwise adversely affects members, customers, suppliers, people who work on behalf of Firehouse Movers, Inc. or one of its subsidiary companies in the United States or other legitimate business interests may result in disciplinary action up to and including termination.

It is the employee's responsibility to become familiar with the policies as outlined in this or other material provided by Firehouse Movers, Inc. to ensure that postings are consistent with these policies.

Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

Employees may not post on a personal blog or web page or participate in a personal social networking site during working time or at any time with company equipment or property.

Respectful Communication

Always be fair and courteous to fellow associates, customers, members, suppliers or people who work on behalf of Firehouse Movers, Inc. Also, keep in mind that you are more likely to resolve work related complaints by speaking directly with your co-workers or by utilizing our Open Door Policy than by posting complaints to a social media outlet.

Should you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage customers, members, associates or suppliers, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or company policy.

Ownership of Social Networking or Blogging Accounts

Accounts for any social networking or blogging site used by an employee for company and/or Firehouse Movers, Inc. business purposes are the property of Firehouse Movers, Inc. and remain the property of Firehouse Movers, Inc. after the employee stops using these accounts or ends employment with Firehouse Movers, Inc. Employees are to provide to Firehouse Movers, Inc. all "User IDs" and passwords to such accounts and shall not access such accounts upon termination of employment with Firehouse Movers, Inc.

Honesty and Accuracy

Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about Firehouse Movers, Inc. or its subsidiaries in the United States, fellow associates, members, customers, suppliers, and people working on behalf of Firehouse Movers, Inc. or its competitors.

Appropriate Posting

- ✓ Maintain the confidentiality of all trade secrets and private or confidential information. Trades secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports or other internal business-related confidential communications
- ✓ Respect financial disclosure laws. It is illegal to communicate or give a “tip” on inside information to others so that they may buy or sell stocks or securities if applicable
- ✓ Do not create a link from your blog, Website or other social networking site to Firehouse Movers, Inc. Website without identifying yourself as an associate
- ✓ Never represent yourself as a spokesperson for Firehouse Movers, Inc. If Firehouse Movers, Inc. is a subject of the content you are creating, be clear and open about the fact that you are an associate and make it clear that your views do not represent those of Firehouse Movers, Inc., fellow associates, members, customers, suppliers or people working on behalf of the company
- ✓ If you do publish a blog or post online related to the work you do or subjects associated with the company, make it clear that you are not speaking on behalf of the company. It is best to include a disclaimer such as “The postings on this site are my own and do not necessarily reflect the views of Firehouse Movers, Inc.”

Right to Monitor

Firehouse Movers, Inc. reserves the right to monitor all public blogs and social networking forums for the purpose of protecting its interests and monitoring compliance with company policies. If activity is found to be compromising, insubordinate or adverse to Firehouse Movers, Inc.’s business objectives, Firehouse Movers, Inc. may require cessation and removal of any untruthful and/or unfairly detrimental commentary or postings. We reserve the right to access any company computers and electronic communication devices to monitor blogs and on-line Websites. Employees should not maintain any expectation of privacy with respect to information transmitted over, received by, or posted on such sites or with our equipment.

Retaliation is Prohibited (see also, Anti-Retaliation Policy)

Firehouse Movers, Inc. prohibits taking negative action against any associate for reporting a possible deviation from this policy or for cooperating in an investigation. Any associate who retaliates against another associate for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

Media Contacts

All media inquiries should be directed to a member of the senior management team.

Reporting

If an employee believes that a blog or other online communication violates any company and/or Firehouse Movers, Inc. policy, the employee should immediately report the blog or online communication to his or her manager. We or our authorized representatives or agents may investigate the matter, determine whether such blog, posting, Website, or communication violates company and/or Firehouse Movers, Inc. policies, and take appropriate action.

Use of Social Media While at Work

Refrain from using social media while on work time or on equipment we provide, unless it is work-related as authorized by your manager. Do not use Firehouse Movers, Inc. E-mail addresses to register on social networks, blogs or other online tools utilized for personal use.

Employee Rights

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

Violations of Policy

Any employee who violates this policy may be subject to disciplinary action, up to and including termination of employment.

Reservation of Rights

Employees should not interpret the rights outlined in these policies that Firehouse Movers, Inc. has reserved for itself in being able to intercept, retrieve and/or monitor employee communications as also granting themselves permission to intercept, retrieve and/or monitor the messages of their co-workers. Employees also should not interpret these rights reserved by Firehouse Movers, Inc. as constituting a waiver of their (the employee's) duty to keep confidential information secured, which may include such items as company trade secrets, confidential business information, financial information, copyrighted materials, and other materials or information belonging to Firehouse Movers, Inc. in accordance with federal, state and local laws.

Reporting Social Media and Electronic Communication Problems

If an employee observes or suspects any computer abnormalities or problems, such as a security or virus-related problem with regard to any data or information, the employee must report the problem immediately to his/her manager or the person responsible for information technology, data systems, or computer systems.

Safety Expectations in the Workplace

Firehouse Movers, Inc. is committed to the safety of its employees, property and equipment. To this end, Firehouse Movers, Inc. will utilize a safety program in our daily activities. It is necessary the company established safety rules and regulations be observed by all employees at all times. The company recognizes that high standards of safety and health are necessary to prevent industrial injuries and illness, and agrees to cooperate fully in observance of all applicable statutes, laws, regulations, rulings, orders, standards, and company rules relating to employee health and safety.

Employees shall comply with all safety and health rules as established by the company and cooperate fully with management to comply with all applicable State, Federal and local safety standards. The violation of such safety and health rules and standards or applicable statutes relating to occupational health and safety or the misuse or disregard of safety devices or equipment by any employee shall be subject to disciplinary action. Any employee who disregards any company safety rule and/or regulation is subject to disciplinary action up to and including termination of employment.

With regard to these rules, the following will be considered standard procedure for all employees:

- ✓ Should a safety regulation be modified so the employee's safety is less than it should be, the employee should inform their manager.
- ✓ All questions concerning the reason for doing something in a certain manner may be asked of any member of management at any time.
- ✓ Employees' decisions should always be guided by the company's commitment to safety.
- ✓ Should a hazardous situation or condition exist where a decision has to be made on safety or production, safety concerns should always take precedence.

It is management's responsibility to see every employee at Firehouse Movers, Inc. is provided with safe working conditions, all safety regulations are observed and employees use good common sense to

protect themselves as well as others. Management will periodically inspect working conditions and may suspend all work activity until all unsafe condition(s) are corrected.

In the event of a policy and/or procedure conflict, the Employee Handbook shall be the controlling document.

Reporting Safety Violations

The most important part of safety is you. It is your responsibility to abide by the safety rules – these rules are made for your protection. All accidents and injuries, not matter how light, shall immediately be reported by the employee or employees involved to an immediate manager. If the direct manager is not available report the incident to the safety officer or another superior. Failure to report an injury could result in jeopardy of a claim later, should the injury be more serious than first determined. **If you are unable to correct the problem yourself, you are required to report all dangerous conditions and unsafe practices to any manager immediately.**

Safety Rules

The following is not a complete list of safety rules and these rules are not intended as a substitute for common sense and good judgment:

- ✓ Familiarize yourself with the location and contents of the First Aid supply kits
- ✓ Know where the fire extinguishers are located and know how to use them
- ✓ All defective materials or tools must be brought to the attention of your manager and not remain on the job
- ✓ When necessary, safety goggles or glasses will be provided by the company. Protective devices must be used at all times while working in the production areas of the plant, when handling hazardous materials and/or operating loud power tools and machinery
- ✓ Wear clothes suited for the job
- ✓ Practice good housekeeping. Keep work area clean and free from tripping hazards, grease, etc.
- ✓ Learn to lift the correct way: bend knees, keep back erect, and get help for heavy loads
- ✓ No scuffling or horseplay on the job
- ✓ Do not run within the work areas
- ✓ Employees must be sure their actions do not endanger other employees or damage company property or personal property
- ✓ Use machines only for their intended purposes
- ✓ Do not attempt to operate special machinery or equipment without permission or instructions
- ✓ Do not repair or adjust machinery while it is in operation.
- ✓ Extension cords used with portable electric tools and appliances must be of the three prong type (grounded). Defective cords must be replaced
- ✓ Read all Material Safety Data Sheets (MSDS) supplied with hazardous materials and abide by the instructions. Direct any questions to your manager
- ✓ If you suspect a material might be harmful to your health, consult with your manager
- ✓ Keep walkways clear of debris
- ✓ Follow established safety rules
- ✓ Passengers are not permitted in the trucks while a driver is backing into any space or area. In these instances, the passengers are required to assist the driver with backing
 - ALL employees are required to walk around the vehicle prior to backing into any location

Using Safety Equipment

If you require safety equipment that has not been provided, contact your manager before performing the job duty for which you need the safety equipment.

Hazard Communications

If you believe that you are dealing with a hazardous material and lack the appropriate information and/or safety equipment, contact your manager immediately.

Hazardous Materials and Wastes

The Environmental Protection Agency (EPA) has grouped certain chemicals and chemical groups into categories which have been defined as toxic, reactive, corrosive and flammable. This means the product by itself, in concentrated form, by accumulating and combining with other chemicals or with exposure to air can be hazardous to human health or deadly if exposure occurs.

Hazardous materials received from our suppliers should be accompanied by Material Safety Data Sheets (MSDS) or labels which state the chemical ingredients of the contents, precautions to take, and what to do if exposure occurs.

Employees will be instructed on how to control hazardous wastes and what to do if they are exposed to hazardous wastes.

If any employee suspects the materials or wastes they encounter as an employee are hazardous, they should inform their manager immediately.

As a company, we are committed to not creating or disposing of hazardous wastes which will contaminate the environment. Whenever possible, we will choose materials which have been judged as non-hazardous and we will properly dispose of hazardous materials if they are used.