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Human Resources

PURPOSE:

This document describes the standard operating procedures for administering and effectively communicating our corporate policies and procedures.

RESPONSIBILITY OF:

The Human Resources Manager & Director of Operations

SECTION 1: Staffing – Terminations

1. Managers must submit an Open Position Request Form to Human Resources along with a job description and 3 month training plan for the hire prior to interviewing candidates or making any offers. HR will consult with the Director of Operations and CFO for approval of submitted open position request. All submitted requests must be signed by the head of the hiring manager's department.

2. Once a position is open, work with hiring manager to advertise the job on appropriate sites (CareerBuilder, Monster, Indeed, HVAC Agent, etc.) to target qualified candidates. Utilize LinkedIn toure the best of our ability to leverage off in order to build a broader network of industry contacts.

3. Each candidate for hire must complete an application package. This consists of an application and release form so we may run background check, including any applicable motor vehicle record check.

4. Each candidate for hire will go through the interview process. Once the process is completed and a final candidate has been selected, the hiring manager will extend a verbal offer to the candidate stating that the offer is contingent on satisfactory background checks. The hiring manager will also inform Human Resources so an offer letter can be generated and provided to the selected candidate as soon as possible.

5. If the candidate accepts the offer, the hiring manager will discuss a date for them to start their employment. The start date should be a minimum of one week out as background results may take up to one week to be reported to us.

6. The hiring manager must submit a completed New Hire Onboarding Form and submit to Human Resources immediately upon offer being accepted. HR will begin to conduct background check, drug screening, and any motor vehicle history check.

7. All employees must take a drug screening at least 3 business days prior to their start date of employment with the company.

8. Human Resources will send out the alert email announcing all new hires and will input new Technicians into SamPro.

9. Identify and resolve any employee grievances or complaints

10. Advise and direct other managers on disciplinary procedures

HIRING PROCEDURES

💡 **Hiring Manager submits an <u>Open Position Request Form</u> to HR, with job description and 3-month plan for approval.**

Once position is approved and open, job gets posted online.

Hiring Manager conducts interviews and selects final candidate.

💡 **Hiring Manager makes verbal offer and alerts HR to send offer letter. Upon acceptance, Hiring Manager submits <u>New Hire Onboarding Form.</u>**

HR conducts background check, drug screening, and applicable motor vehicle history check.

If all background checks are satisfactory, HR sends out new hire alert mail.

SECTION 2: Corporate Policy (Office Personnel)

1. Each employee must sign and date a corporate policy prior to employment.

2. Each employee must fill out all the ancillary papers that go along with our corporate policy (I-9 form, W4 (Federal and State as required), Labor Law Section 195(1), Direct Deposit Form).

3. Each employee must give a copy of their photo identification and additional form of acceptable documentation per the Form I-9 requirement to our Human Resources department prior to start date.

4. Each employee will register with the finger scanner on their first day of employment with the company, (applicable to office non-exempt employees only).

5. Each employee will receive a copy of the signed corporate policy, their job description, and three month training plan upon hire.

SECTION 3: Corporate Policy (Field Technicians)

1. Each Technician must sign and date a "Corporate Policy" prior to employment.

2. Each Technician must fill out all the ancillary papers that goes along with our corporate policy (I-9 form, W4, Federal and State as required, Labor Law Section 195(1), Direct Deposit Form).

3. Each Technician must give a copy of their photo identification, fire watch and burn permits, any other certifications, and additional form of acceptable documentation per the Form I-9 requirement to our Human Resources department.

4. Upon signing of the corporate policy, each Technician will be given uniforms, cell phone, gas card, parking app, and a truck assignment with keys.

SECTION 4: Benefits & Compensation

1. Each employee will be eligible for medical benefits the first of the month following 60 days of employment with the company.

2. Employee must complete enrollment online thru the ADP portal within the first 30 days of start date. Late enrollments may have to wait until annual open enrollment (every June) for the next opportunity to sign up for benefits.

3. Each employee will be eligible for enrollment into the company 401K the first of the month following 90 days of employment with the company.

4. Employee must complete 401K plan enrollment online using the instructions provided by HR.

5. Keep record of all employees on the plan and their distributions to the plan for annual census and Form 5500 filing by our TPA.

6. Distribute 1095-C forms to employees annually

SECTION 5: Payroll, Time & Attendance Recordkeeping

1. Input new employee information into payroll system.

2. Obtain Technician hours from each General/Regional/Install Manager every Monday by 4pm; by 10am for holiday weeks.

3. Download timesheet summary for all NY non-exempt office employees every Monday and provide to Director of Operations for review.

4. Administer payroll on a weekly basis and submit to payroll provider for processing every Wednesday by 3:00pm

5. Update employee information as required for raises, tax withholding updates, address changes, etc.

6. Prepare payroll journal entries for posting to the general ledger every Friday.

7. Distribute W-2 forms to all employees by January 31st each year.

8. All employees must submit Time Off Request on AdP thru the mobile app or web portal. The request gets sent to his/her manager for approval to request the use of paid vacation/sick/bereavement/jury duty or leave without pay. If a request is not submitted in ADP, the day(s) will be unpaid.

SECTION 6: Performance Assessments

1. Handle the distribution of employee pay scales by department to upper management prior to reviews being done.

2. Provide detailed instructions and appropriate timeline to all managers 60 days prior to review deadline.

3. Guide the managers through the review process from inception to completion.

4. Collect and file reviews once they have been administered and signed.

SECTION 7: Accident Reporting & Insurance Administration

1. Receive all reports of employee injuries, motor vehicle or on the job accidents.

2. Advise employees on best course of action (contact the police, seek medical attention, etc.)

3. Handle annual audits for workers compensation and/or general liability policies.

SECTION 8: Corporate Culture Enhancement

1. Responsible for planning and coordinating annual corporate events, including Career Fairs, Annual Leadership Event, Season Kickoff BBQ, End of Season Event, and Charitable Events.

2. Coordinate the preparation and distribution of quarterly company newsletters and email blasts announcing company achievements/milestones and new hires joining the team.