



ALPHA & OMEGA
BUILDING SERVICES

EMPLOYEE HANDBOOK

June 2021

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WELCOME

INTRODUCTION

Welcome to Alpha & Omega Building Services and Employee Management Services (EMS). We would like to introduce each of our organizations, and tell you how we work together.

Employee Management Services, or EMS, is a Professional Employer Organization (PEO), which assists businesses like Alpha & Omega Building Services to achieve competitive success by assuming the responsibilities and liabilities of administrative employment. In doing so, EMS enables Alpha & Omega Building Services to focus on their core business activities, thus creating operating efficiencies.

Alpha & Omega Building Services has contracted with EMS to become your employer of record (administrative employer) while Alpha & Omega Building Services remains your work site/operational employer. As your administrative employer, EMS administers your payroll, assists Alpha & Omega Building Services with Workers' Compensation administration, and provides a professional Human Resources department to assist with employment issues and administer benefits. Alpha & Omega Building Services retains the responsibility for the development of standards of performance, operating procedures and rules and regulations relating to job performance.

EMS Telephone Numbers

Cincinnati	(513) 852-4670
24 Hour-Toll Free	(877) 811-9398
Dayton	(937) 814-4749
Columbus/Cleveland Toll Free	(877)-811-9398
WC 24 Hour Line	(513) 852-4800

HOW TO USE THIS HANDBOOK

Alpha & Omega Building Services and EMS has prepared this handbook to provide employees an overview of the Company's policies, rules and benefits. It is intended to familiarize employees with important information about policies, procedures and practices, as well as information regarding their own privileges and responsibilities. Although it is not a contract or a legal document, it is important that all employees read, understand and follow the provisions of the manual as it may be amended from time to time.

It is obviously not possible to anticipate every situation that may arise in the workplace or to provide information that answers every possible question. In addition, circumstances will undoubtedly require that policies, practices and benefits described in this manual be changed. Accordingly, Alpha & Omega Building

Services reserves the right to modify, supplement, rescind or revise any provision of the manual as is deemed necessary or appropriate. You will be notified of these changes in writing.

Alpha & Omega Building Services is constantly striving to improve upon its policies, the services and products provided to customers and to maintain positive relations with its employees. Employees should bring suggestions for improvements to the attention of their supervisors or Alpha & Omega Building Services' owners. By working together, Alpha & Omega Building Services hopes that it will share with its employees a sincere pride in the workplace and the products and services that the Company provides.

The policies described in this employee handbook are not conditions of employment and the language is not intended to create a contract between either EMS or Alpha & Omega Building Services and its employees.

In the event the Employee Handbook is misplaced, please contact your immediate supervisor or the EMS Human Resources department for a replacement.

EMPLOYMENT AT-WILL

It is the policy of EMS and Alpha & Omega Building Services that all employees are employed "at-will". This handbook is not a contract guaranteeing employment for any specific duration. Either you or Alpha & Omega Building Services may terminate this relationship at any time, for any reason, with or without cause or notice. Please understand that no supervisor, manager or representative of Alpha & Omega Building Services other than the President has the authority to enter into any agreement with you for employment for any specified period or to make any promises or commitments contrary to the foregoing. Further, any employment agreement entered into by the President of the Company shall not be enforceable unless it is in writing. Also be advised that salary structure, (i.e. weekly, bi-weekly, annually) in no way guarantees employment for a specific duration of time.

EQUAL EMPLOYMENT OPPORTUNITY POLICY

All persons are entitled to equal employment opportunity and Alpha & Omega Building Services does not discriminate against its employees or applicants because of race, color, religion, sex, pregnancy, national origin, ancestry, age, marital status, physical disability, medical condition, or any other classification protected by applicable law. Equal employment opportunity will be extended to all persons in all aspects of the employer-employee relationship, including recruitment, hiring, compensation, upgrading, training, promotion, transfer, discipline, layoff, recall, termination, and all other terms and conditions of employment.

It is the responsibility of every employee to ensure that discrimination or harassment on any of these non-permitted bases does not occur in the workplace. Alpha & Omega Building Services' managers and supervisors are responsible for the enforcement of this policy. Any questions or concerns regarding this policy should be directed to the President of the Company or your local EMS Human Resources contact.

OUR DUTY TO THE PUBLIC

As a corporation providing service to the public, the highest obligation of Alpha & Omega Building Services and its employees is to conduct ourselves in a manner that builds and sustains public confidence in the integrity of our products, services, personnel and operations. In our personal conduct, we must remember that the integrity of Alpha & Omega Building Services is only as great as the sum of each individual employee's integrity.

Each employee is to treat any contact with the public with the greatest degree of care. The public expects and is entitled to honest, candid and comprehensive information about our products and services. This concept shall be applied to all our dealings with the public, regardless of whether the person is a customer.

OUR RELATIONS WITH GOVERNMENT REPRESENTATIVES

The American public has a right to expect corporations to obey all laws and applicable regulations, especially as these are designed to safeguard public interests. Alpha & Omega Building Services and its employees must always act in accordance with the letter of the law and the underlying spirit or intention of the law.

All personnel of Alpha & Omega Building Services are required to obey all federal, state or local laws at all times. In connection with that duty, all personnel are reminded that vigilance and affirmative action against wrongdoing is essential to gaining and maintaining a reputation for integrity. Any employee of Alpha & Omega Building Services that believes he/she is aware of any illegal activity by another employee (regardless of position or level of management or when the activity occurred), is required to bring that activity to the attention of Senior Management of Alpha & Omega Building Services. All employees are required to follow this policy even if he/she believes Senior Management may already be aware of the matter.

On issues, where no clear law or regulation exists, Alpha & Omega Building Services will develop and maintain clear policies to guide all employees and to delineate our respective corporate positions. If a situation arises that does not seem to be covered by any policy, all employees should immediately bring that matter to the attention of senior management so that Alpha & Omega Building Services can properly address the issue in question.

All discussions with government representatives concerning possible employment with Alpha & Omega Building Services must comply with government regulations regarding the post-service employment for government officials, and general inquiries are to be routed through your immediate supervisor or the Human Resources Department of Employee Management Services.

EMPLOYEE CLASSIFICATIONS

It is the intent of the company to clarify the definitions of employment classifications so that employees understand their compensation and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the relationship “At-Will” at any time, for any or no reason or cause with or without notice is retained and granted to both the employee and the organization.

Each employee is designated as either “Exempt” or “Non-Exempt” according to federal and state wage and hour laws. “Exempt employees” are not subject to the minimum wage and overtime requirements of state and federal law. “Non-Exempt employees” are subject to the state and/or federal wage and hour laws and are paid at least the minimum wage and a premium for all overtime work.

In addition to the above classifications, each employee will belong to one other employment category:

Regular Full-Time - A Regular Full-Time employee is scheduled to work an average of at least thirty (30) hours per week; has satisfactorily completed the *Introductory Period*; and is not a Seasonal/Temporary employee.

Regular Part-Time - A Regular Part-Time employee is scheduled to work an average of less than thirty (30) hours per week; has satisfactorily completed the Introductory Period, and is not a Temporary employee. Regular part-time employees will not receive any benefits other than wages and those required by law.

Seasonal/Temporary – A Seasonal or Temporary employee is scheduled to work at a seasonal location on a temporary basis and will not receive any benefits other than wages and those required by law.

Introductory -An Introductory employee is a person who has not satisfactorily completed the 90 day introductory period necessary to become a regular employee. During the introductory period employees may be assigned to any location and are not eligible for benefits other than those required by law and those allowed or required by the terms of any applicable group insurance policy. Upon satisfactory completion of the 90 day introductory period employees will be permanently assigned to a location and become a regular part-time or full-time employee.

PERSONNEL RECORD

If you wish to review your personnel record, please submit a written request to Alpha & Omega Building Services Human Resources who will in turn contact EMS to make arrangements to review your file during working hours. Personnel records/files are company property and not the property of the employee. Current or former employees may not receive copies of the file. It is your responsibility to notify Alpha & Omega Building Services immediately of any changes that affect this important record.

CHANGE OF ADDRESS & OTHER BASIC PERSONNEL INFORMATION

If you change your name, address, telephone number, marital or dependent status, immediately notify your supervisor and make sure that you are given forms to make the appropriate changes in Alpha & Omega Building Services records. Any of the above changes requires that a form is completed and signed by you. Failure to notify Alpha & Omega Building Services of the birth of a child, for example, may result in lack of insurance coverage.

POLICIES AND PROCEDURES

OPEN DOOR POLICY

All aspects of employment cannot be anticipated in a manual. Therefore, all doors are open for employee communication and everyone should feel free to voice issues; problems which are not known cannot be addressed.

All Alpha & Omega Building Services employees are urged to voice their work-related concerns as soon as they arise. By clearing the air early, small problems can avoid becoming large ones and the work atmosphere will remain pleasant.

If you have a problem or misunderstanding which affects your job, the following procedure applies:

- 1) Discuss the problem with your supervisor. You will be given the opportunity to fully discuss the problem. If the employee and the supervisor cannot reach a verbal settlement, the employee should state the problem and desired remedy in writing. Your supervisor will provide an answer as soon as possible.

- 2) If your problem or misunderstanding is not settled satisfactorily between the employee and the supervisor, it should be submitted in writing to the manager. The manager will give you an opportunity to discuss your problem in person if you desire. The manager will provide an answer as soon as possible.
- 3) If the employee, supervisor and manager cannot solve the problem it can be referred to the Senior Management of Alpha & Omega Building Services for review and a solution.

DRESS CODE CUSTODIANS

Because of the nature of our business, where frequent contact with the public, customers, suppliers and professionals is an everyday occurrence, it is of extreme importance that employee appearance present the best possible image of Alpha & Omega Building Services. See the current Dress Code or Uniform Memorandum for the policy applicable to you and your location. We feel that our dress code policy suits the various jobs in our organization and projects the best image to our customers and suppliers.

We specifically require employees to maintain a neat, well-groomed appearance. Hair should be neatly groomed. Long hair must be kept neatly pulled back during work hours. Facial hair is allowed but it must be neatly trimmed at all times. All employees on job sites are required to wear the company uniform at all times while on duty (see note). The uniform must always be clean and presentable. The uniform must be worn to work, do not expect to change upon arriving to work.

- | | |
|-----------------|---|
| Pants: | Jeans, dress pants, or khaki pants. Shorts are acceptable in summer only and shorts hemline must fall below the knees. Pants or shorts are to be worn at the natural waistline and undergarments must not be visible. |
| Shirt: | Alpha & Omega Building Services shirt (supplied by Alpha & Omega). At no time will sleeveless shirts or tank tops be worn. Undergarments must not be visible. |
| Hat (Optional): | Hats are not required, however if a hat is worn it must be an Alpha & Omega Building Services hat (supplied by Alpha & Omega). Employees assigned to locations where the client provides a hat, (i.e. Dayton Dragons Field, University of Dayton) may wear the client's hat only while working at that location. All other hats are prohibited. |
| Shoes: | Employees must wear close toed, fully enclosed working shoes at all times. Flip flops, sandals, open backed or open toed shoes are not acceptable. |
| Gloves: | Alpha & Omega Building Services will provide sanitary gloves that must be worn at all times while working. |
| Badge: | All employees are issued a badge that must be worn at all times when on duty. |

All attire supplied by Alpha & Omega Building Services must be kept well maintained by the employee.

Note: Some accounts require Alpha & Omega employees to wear the client's logo. Custodians

working at one of these accounts must receive approval to wear the client logo from the Alpha & Omega Account Manager for that client.

MANAGEMENT & ADMINISTRATION DRESS CODE

The Company prides itself on hiring employees who represent our Company as professional, dedicated individuals. The reputation we hold within the community can be a determining factor of our success. When representing the Company or traveling for the Company, all employees are reminded to conduct themselves in a professional manner at all times, both in behavior and appearance. Management, supervisors and administration should dress according to business etiquette, maintaining a professional image at all times. An employee unsure of what is appropriate should check with his or her manager or Human Resources.

We specifically require all employees to maintain a neat, well-groomed appearance. Hair should be neatly groomed. Facial hair is allowed but it must be neatly trimmed at all times.

Basic elements for appropriate and professional business attire include: socks or stockings and clothing that is in neat and clean condition. Even in a business casual work environment, clothing should be pressed and never wrinkled. Torn, dirty or frayed clothing is unacceptable.

Administration should dress in business casual attire. Managers and supervisors that work at customer onsite locations should wear Alpha & Omega polo shirts/jackets/vests and the Alpha and Omega crystal badge identifying them to anyone at the customer sites (see note). Clothes should fit according to the person's size, not skin tight or too small for the appropriate size of each individual.

Acceptable casual shirts: All shirts with collars, business casual crewneck or V-neck shirts, blouses, golf and polo shirts. Examples of inappropriate shirts include t-shirts, shirts with inappropriate slogans, tank tops, muscle shirts, and crop tops. (Alpha & Omega logo t-shirts are acceptable as well as tank tops when worn with a cover-up, jacket, or sweater.)

Acceptable casual pants: khakis, dockers, jeans that do not have holes or tears and are in good condition, and capris.

Basic guidelines for appropriate workplace dress do not include shorts that fall above the knee, tight or short skirts/dress with hemlines that fall mid-thigh, tank tops, halter tops, tops with bare shoulders, spaghetti-strap dresses or beach dresses, low cut blouses or sweaters. Knit leggings, spandex or form-fitting stretch or stirrup pants, tights worn as outerwear, pajama or "pajama-like" pants/sweatpants/exercise-like attire are prohibited. The only exception is that employees are allowed to wear cotton leggings *only* if they are wearing a top that goes to mid-thigh

When meeting with customers or potential customers managers and supervisors should cover tattoos as much as possible. Jewelry should be limited to rings, earrings and necklaces and facial piercings should be removed.

Floppy sandals or flip-flops are not permitted. Sandals are permitted for office staff. Appropriate footwear must be worn when visiting any customer or potential customer location.

If a manager decides that an employee's dress or appearance is not appropriate as outlined in this policy, he or she may take corrective action and require the employee to leave the work area and make the necessary changes to comply with the policy. Failure to comply with the provisions of this policy may result in disciplinary action, up to and including termination of employment.

Note: Some accounts require Alpha & Omega employees to wear the client's logo. Managers and supervisors working at one of these accounts must receive approval to wear the client logo from the Alpha & Omega Account Manager for that client.

WORK AREA AND CLEANLINESS

For the sake of safety, security and efficiency, it is important to keep a clean, orderly work area. Whatever operation you are working on, both during and at the end of the work day, clean up before leaving. Remember that the cleanliness and neatness of your work area is part of our public image as well as a reflection on you personally.

All office areas are to be kept clear of papers, files, etc., and the top of desks should only contain those items on which you are currently working. All other items should be filed in their proper place.

In Alpha & Omega Building Services' Corporate Office, postage and copying machine areas are to be kept clear of papers. The postage machine area has an "out-basket" for envelopes to be mailed. The copying machines are to be returned at the original and/or default settings when your work is finished.

SAFETY POLICY

Alpha & Omega Building Services is committed to the safety of its employees. Our goal is to provide a safe and healthy work environment. It is a mandatory condition of employment that you follow all safety rules required by Alpha & Omega Building Services.

Our safety program is based on the fact that accidents do not simply happen, they are caused. Only through the determined elimination of the cause of accidents can we reduce them Alpha & Omega Building Services firmly believes that most personal injuries can be prevented.

The key to the prevention of injuries is the willingness of each employee to work safely. Most injuries are the result of carelessness. Each employee must accept his responsibility to help in the prevention of accidents.

Eye injuries are most serious and, therefore, the use of goggles or protective glasses by mechanics or other employees working under automobiles is required. Accidents can be avoided by using protective devices and by following simple safety rules.

Your assistance in reporting or correcting conditions, which may cause injury to customers, visitors or your fellow employees, is earnestly requested. Please report any unsafe equipment or conditions to your supervisor.

It is the responsibility of each Alpha & Omega Building Services employee to help maintain a safe work environment. If you or one of your co-workers is aware of a safety violation or an unsafe work environment or practice, you must report this to your supervisor immediately.

Alpha & Omega Building Services has an occupational injury and Worker's Compensation program designed to assist all employees in maintaining a safe working environment; the prevention of loss of work and wages due to injury; accelerated return to work from injury; and sound answers to questions regarding all safety issues. All employees are obligated to follow all federal and state OSHA laws as they apply to their positions. Any employee who fails to observe the required safety procedures of their position or that is found to be working in an unsafe manner will be subject to discipline up to and including termination. Further safety rules and procedures will be outlined according to each employee's particular position, including the safety procedures already existing with the assignment. Employees should report any injuries or damage to property to their supervisors immediately.

Mandatory Safety Rules

- Always use Personal Protective Equipment when required.
- Never lift more than 80 pounds maximum or the maximum permitted by your personal physician.
- Never operate any powered industrial equipment unless you have been trained and certified to do so by the company.
- Never operate machinery without the proper guards and safety devices in place.
- Never work on surfaces over four feet high without railing or fall protection.
- When in doubt see your supervisor.
- Never operate machinery or power tools, which you have not been trained to use.
- Never operate a piece of equipment that appears to be unsafe, damaged, or unusable.
- Never use chemicals, which you cannot identify or have not been trained to use.
- Never enter into horseplay or conduct malicious mischief while on the job,
- Never bring, use, and/or sell illegal drugs or alcohol on company property.
- Never bring any type of weapon or firearm on company property or the workplace.
- Always report any incidents or near-miss incidents immediately to your supervisors.
- **ALWAYS REPORT UNSAFE WORKING CONDITIONS TO YOUR SUPERVISOR.**

Violations of any of these mandatory safety rules may be grounds for termination. Reporting unsafe working conditions will not jeopardize your employment with Alpha & Omega Building Service. Any injury sustained due to violation of these safety rules may not be covered by Workers' Compensation.

Machine Operation and Guarding

Unguarded equipment can cause serious injuries. Do not remove or alter guards in any manner and NEVER attempt to reach in, under, around, or through a guard to the point of operation. If a machine is not guarded or does not prevent you from reaching the point of danger, report it to your supervisor immediately. Do not use unguarded machinery.

NEVER operate power tools or machinery without obtaining permission first, and always have the supervisor demonstrate the safe way to operate the equipment. NEVER leave a tool or machine running while unattended. Be sure to control long hair and remove any loose clothing or jewelry, which could become caught in a machine.

Lockout/Tag out the Control of Hazardous Energy & Electrical Safety

NEVER attempt to clean, repair, or service a machine while it is in operation. Do not attempt to start a machine that has a power switch locked or tagged indicating that the equipment is under repair. NEVER put your hand or other body parts into a machine that has not been deactivated and "locked-out." An authorized employee, typically the Maintenance Supervisor, must do the lockout procedure.

Do not use machinery or tools, which have exposed electrical parts or wiring. Look to be sure your equipment has the proper electrical grounding, and does not use electrical cords that are not grounded or have frayed wiring. Flexible (extension) cords should only be used for temporary work. Do not route flexible (extension) cords through holes in walls, floors or ceilings and do not pass them through doorways or across aisles where they could cause a tripping hazard or become damaged, unless instructed to by Alpha & Omega Building Services.

Lifting Safely

When lifting a load by hand, bend your knees, keep your back aligned, maintain balance and use your leg muscles to do the actual lifting. Keep the load as close to your body as possible. Avoid twisting while lifting and be sure that your path is clear. Use material-handling equipment or devices whenever possible and ask for help with heavy or awkward loads.

Fire Prevention and Emergency Action

You must be made aware of the company's emergency procedures regarding fire protection and emergency evacuation. NEVER use a fire extinguisher without proper instruction. Alert your supervisor immediately when there is a fire. Be aware of the emergency escape routes, who to call if there is a fire, and where to go after you evacuate the building. NEVER leave the work-site without informing someone of your whereabouts. Always be aware of potential fire hazards when doing your work.

Blood Borne Pathogens

Blood borne Pathogens such as HIV and Hepatitis B can be transmitted by exposure to an infected individual's blood or other body fluids. For this reason, only properly trained individuals using appropriate personal protective equipment are allowed to respond to injuries in the work place or participate in work, which will expose them to blood or body fluids. Notify your supervisor if such information and training is not provided.

Confined Space

NEVER enter a space that is marked Confined Space unless you are authorized and trained to do so. If the space is not marked and you feel that the area is not safe, do not enter. Alert your supervisor about your concerns. Examples of such spaces are vaults, pits, Manholes, trenches, vessels, tanks, and vats.

Fall Protection

Do not enter, walk, or work on open-sided floors, walkways or platforms that are four feet or more above the adjacent floor or ground level unless they contain a guardrail or you are wearing appropriate fall protection. Active fall protection systems include safety harnesses, a lifeline, and an anchorage point.

Personal Protective Equipment

Personal protective equipment (PPE) includes all clothing and other work accessories designed to create a barrier against workplace hazards. You must receive training as to the type of PPE to be utilized for the job you are doing along with the proper way to use, clean, store and dispose of it.

- Steel-toed shoes must be worn in areas where your feet may be injured or when required by Alpha & Omega Building Services
- Hard hats must be worn when working below other workers or under machinery or processes, which might cause materials or objects to fall
- Hearing protection must be used when exposed to excessive noise.
- Eye and face protection such as safety glasses, chemical goggles, and face shields must be used in order to protect you from exposure to chemicals, radiation, or flying particles:

- Appropriate gloves must be worn when working with chemicals, electrical devices; blood, or objects that may cut or pierce the skin
- Protective clothing must be worn when welding, using chemicals, or in extreme weather conditions
- Respirators (air purifying devices) should only be worn when indicated by your supervisor and the required training has been provided. Respirators are used to reduce the amount of airborne contaminants that you breathe.

MOBILE PHONE (CELL PHONE, SMART PHONE, PDA)

Alpha & Omega Building Services values the safety of its employees and the general public. In order to promote a safer work environment for everyone, employees are not permitted to use mobile phones or any other communication device while operating a motor vehicle or any type of power equipment. If it is necessary to make a call or text or other type of communication while traveling, employees should pull over before placing or receiving the communication.

Alpha & Omega Building Services' phones and all other communication devices are for Company business only. Employees may not call to "chat." Communications should be for legitimate business concerns. Friends and relatives should not be given access to the Company provided communication device. In the event of an emergency, person's needing to contact the employee may call the Alpha & Omega Building Services office and we will contact the employee.

Text messaging is not an appropriate form of communication between supervisors and employees. Employees that are reporting off work sick or reporting a late arrival must call to speak with their supervisor.

Any data overages on company owned cell phones will be charged back to the employee at a rate of \$30.00 for each GB of overage (Max 3GB).

Employees may not carry their own private devices on their person unless they have written permission from the Operations Manager. Personal communications may not be made or taken while on the clock or in front of customers. Private devices may be used exclusively on break time in break areas.

USE OF COMPUTER EQUIPMENT AND DATA FILES

All authorized computer system users have been assigned a "log-on" that identifies you to the computer system. No one is to use the computer system that has not been assigned a "log-on" and no one is to use a computer terminal that is logged on with another user's identification.

Since Alpha & Omega Building Services holds authorized computer users responsible for data processed through the system under their user name/password, users must log off the system when leaving their terminal and change their password frequently to maintain acceptable levels of security. The computer system is an extremely expensive investment for Alpha & Omega Building Services and contains all of Alpha & Omega Building Services' accounting information, all of which is confidential. Misuse of the computer, its peripherals or contents as well as violations of this policy is grounds for immediate dismissal.

Alpha & Omega Building Services has the right to monitor any and all usage of company property in any way, including data, voice mail, telephone logs, internet use, cleaning equipment, copier, printer, fax machine etc., to determine proper utilization and retains the right to do so at any time. Management will review the activity and analyze usage patterns and may choose to publish this data to assure that the resources in these

areas are being utilized according to this policy. Furthermore, no employee shall knowingly disable any network software or system identified as a monitoring tool.

Data, reports or communications created or residing on company computers should not be copied, printed, emailed, or distributed to anyone outside of Alpha & Omega Building Services. Any company data, reports or communications that are printed for official use must not be taken off the premises of Alpha & Omega Building Services Headquarters offices.

SOFTWARE & HARDWARE POLICY

Alpha & Omega Building Services maintains all software to ensure the legality of all software and to protect the integrity of the company. Failure to comply with any aspect of this policy could result in disciplinary action up to and including termination.

No employee, without written permission from his/her manager shall install, copy, or distribute software on any electronic device provided by the company. This includes but is not limited to computers, laptops, tablets, cellular devices, etc. Alpha & Omega Building Services automatically owns all software including data files that reside on the electronic devices. This includes devices owned by the employee that Alpha & Omega Building Services pays the monthly service for. Information contained within these program files is not to be shared with anyone outside of Alpha & Omega Building Services without the express written permission from the Operations Manager. Removal of software is considered theft and will result in termination.

Computer files are considered a resource. Destroying, manipulating, deleting, or otherwise restricting these files to prevent their use or access can be construed as theft or destruction of company property and will result in termination.

For those electronic devices with Internet Access or dial-out capabilities: Internet access shall only be used for legitimate business purposes. Prior to use Alpha & Omega Building Services must approve the modems and dial out connection numbers. The use of Internet Service Providers (ISP) like America On-Line, CompuServe, etc. is strictly prohibited. Dial out connections to bulletin boards, chat lines, FTP sites are strictly prohibited. "Surfing the Net" and instant messaging is monitored and recorded through each electronic device.

SOCIAL MEDIA POLICY

Social media refers to the means of interactions among people in which they create, share, and/or exchange information and ideas in virtual communities and networks. Social media is defined as "a group of Internet-based applications that build on the ideological and technological foundations of Web 2.0, and that allow the creation and exchange of user-generated content." Furthermore, social media depends on mobile and web-based technologies to create highly interactive platforms through which individuals and communities share, co-create, discuss, and modify user-generated content. It introduces substantial and pervasive changes to communication between organizations, communities, and individuals. Social media technologies take on many different forms including magazines, Internet forums, weblogs, social blogs, micro-blogging, wikis, social networks, podcasts, photographs or pictures, video, rating and social bookmarking. Technologies include: blogs, picture-sharing, vlogs, wall-postings, music-sharing, crowdsourcing and voice over IP, to name a few. Many of these services can be integrated via social network aggregation platforms.

Alpha & Omega Building Services recognizes the importance of the internet in shaping public thinking about our company and our current and potential products, employees, partners and customers. Alpha & Omega Building Services recognizes the importance of our employees joining in and helping shape industry

conversation and the direction through blogging and interaction in social media. Alpha & Omega Building Services is committed to supporting our employee's right to interact knowledgeably and socially in the blogosphere and on the internet through blogging and interaction in social media.

Unless you are given permission by your manager, you are not authorized to speak on behalf of the company or represent that you do so. This includes but is not limited to all transmissions on blogs, internet sites, twitter, Facebook, and mobile social media. You may not share information that is confidential and proprietary about the company. This includes but is not limited to information about trademarks, upcoming product and/or service releases, sales, finances, number of products and/or services sold, number of employees, company strategy, and any other information that has been publicly release by the company. Alpha & Omega Building Services company logo and trademarks may not be used without explicit permission in writing from the company. Content placed on any social media that includes content that is in direct violation of any company policy or procedure will be grounds for immediate termination.

Speak respectfully about the company and our current and potential employees, customers, partners, and competitors. Do not engage in name calling or behavior that will reflect negatively on your company's reputation. Note that the use of copyrighted materials, unfounded or derogatory statements, or misrepresentation is not viewed favorably by Alpha & Omega Building Services and will result in disciplinary action up to and including employment termination. Alpha & Omega Building Services encourages you to write knowledgeably, accurately and using appropriate professionalism. Despite disclaimers, your WEB interaction can result in members of the public forming opinions about Alpha & Omega Building Services and its employees, partners and products and/or services. Honor the rights of our current employees by seeking their permission before writing about or displaying internal company happenings that might be considered to be a breach of their privacy and confidentiality.

Recognize that you are legally liable for anything you write or present online. Employees can be disciplined by the company for commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libelous, or that can create a hostile working environment. You can also be sued by company employees, competitors, and any individual or company that views your commentary, content, or images as defamatory, pornographic, proprietary, harassing, libelous or creating a hostile work environment.

Media contacts about Alpha & Omega Building Services and potential products and/or services, employees, partners, customers, and competitors should be referred for coordination and guidance to the Public Relations or Human Resources department. This does not specifically include your opinions, writing, and interviews on topics aside from our company and our current and potential products and/or services, employees, partners, customers and competitors.

COMPANY EQUIPMENT

Alpha & Omega Building Services' equipment will not be used for anything other than company business. When using company equipment employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, guidelines, and comply with state and federal laws governing use of such equipment. No employee of Alpha & Omega Building Services is allowed to operate a piece of equipment for which they have not been appropriately trained in the correct operational procedures.

Should any employee have knowledge of any misuse and/or damage of company property, it is the employee's responsibility to notify his supervisor immediately.

Any employee found to be negligent, damage and/or misuse company property will be subject to disciplinary action up to and including termination. If the neglect is determined to be gross, the company will expect either

a monetary value or performance of services for part or all of the replacement cost. Alpha & Omega Building Services may elect to file civil action to enforce the remuneration.

No employee shall use company property for personal use unless specific permission has been granted by a member of the Alpha & Omega Building Services upper management team. This includes, but is not limited to, computers, telephones, cellular phones, copiers, faxes, buffers, mops, etc. Should permission be granted, the employee is responsible for the return and care of the loaned property. Special care should be taken to identify any concerns regarding its condition before the property is removed and/or used.

COMPANY VEHICLES

Alpha & Omega Building Services' vehicles will not be used for anything other than company business. Our insurance coverage does not provide for personal use of company vehicles. No persons other than assigned employees may operate or ride in a company vehicle. Any employee for whom driving is an essential job duty must be authorized and approved to drive each type of vehicle. This approval is given by the Alpha & Omega Building Services Management team upon the insurance company's approval that the employee is allowed to drive a company vehicle.

When using company vehicles, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, guidelines, and comply with state and federal laws governing use of such equipment. Alpha & Omega Building Services is not responsible for traffic tickets or violations. Accidents will be subject to investigation and the employee may be responsible for Alpha & Omega Building Services' portion of the deductible insurance if found to be at fault.

Please notify the supervisor if any equipment, tools or vehicles appear to be damaged, defective or in need of repair. It is the direct responsibility of the driver to ensure the vehicle is in full operational condition before each use. Furthermore, the driver will sign a vehicle log report noting any exceptions to the condition of the vehicle. Should the vehicle return damaged, the vehicle log report will be used to inspect for any safety issues. Any vehicle found to be unsafe will be removed from the operations fleet until corrective actions are taken.

An employee will be required to make restitution for damaged or lost equipment or tools if it is determined that such loss was the result of negligence on the part of the employee.

MANAGERS, SUPERVISORS, LEADS AND MAINTENANCE EMPLOYEES WILL HAVE AN ADDENDUM POLICY IN REGARDS TO VEHICLE USAGE.

BREAKS AND MEAL TIMES

Time off the clock for work breaks and meal times will be issued first in accordance with state and federal labor laws. Normally work breaks and meal times are without pay. However, compensation for breaks and meal times will be determined at the employee's assignment. Any employee working 6 consecutive hours will be required to take a mandatory 30 minute unpaid lunch. Breaks will be allowed at the supervisor's discretion not to exceed 15 minutes during the first half of the schedule and 15 minutes during the second half of the schedule.

Work breaks are at the discretion of each Manager/Supervisor/Lead. Thus, one department may have scheduled work breaks while another does not. The Manager/Supervisor/Lead you are assigned to might allow breaks under normal working conditions, but discontinue breaks for a temporary period of time when service demands dictate.

Under no circumstances shall an employee leave the premises during a break without receiving permission from his/her supervisor. Any employee who does leave the premises must punch out and accordingly will not be paid for that time.

Your supervisors will establish break and lunch schedules for their operations. **UNLESS SPECIFICALLY DIRECTED TO DO SO BY THEIR DIRECT SUPERVISOR, NO EMPLOYEE IS AUTHORIZED TO "WORK THROUGH" HIS OR HER LUNCH PERIOD.** Non-exempt, hourly employees **MUST** take an unpaid lunch. Employees who fail to do so or who abuse lunch or break periods will be subject to disciplinary action up to and including termination.

ATTENDANCE & TARDINESS

Your regular attendance is very important to the success of our operations. Absenteeism and tardiness can seriously hamper our operations by reducing efficiency and making it difficult or impossible for us to meet customer delivery requirements as well as creating a hardship on fellow employees. It is therefore, only fair that you report for work on time and be at your workstation at the beginning of your shift. Any employee who reports after his scheduled starting time will be considered tardy.

Tardiness and absenteeism are grounds for disciplinary action ranging from reprimand to discharge. If you know in advance that you are going to be late for work, you are expected to notify your supervisor as early as possible. You are also expected to keep your supervisor advised of your status if you are going to be absent for an extended period of time. If you cannot notify your supervisor that you will be absent or late for work before leaving Alpha & Omega Building Services premises, you must report by telephone to the supervisor prior to the start of your scheduled work time unless circumstances make it impossible, in which case you must call as soon as circumstances permit, but in no event later than the end of your scheduled work time. If you fail to report your absence in this manner, the absence will be considered as unexcused and will be grounds for disciplinary action.

If you are absent for three (3) or more consecutive working days without reporting or calling in, you will be considered to have resigned without notice.

Alpha & Omega Building Services reserves the right to request medical documentation from your physician if you are absent due to illness or injury. If you are out for at least two days for possible reasons that might relate to sick leave, contact your EMS HR representative as you may qualify for leave under the Family & Medical Leave Act (FMLA).

Please keep in mind that tardiness and absenteeism are an important factor in the computation of pay increases or when considering you for promotion.

ABSENCE

Unscheduled absence and/or time missed more than 2 hours = 1 occurrence

Tardy and Leave Early (2) = 1 occurrence

No Call No Show will result in an immediate verbal warning or next warning level for the employee. For example if an employee has already received a verbal warning they will receive a **WRITTEN WARNING**.

ATTENDANCE DISCIPLINARY POLICY

This occurrence system will be in effect for the calendar year. The level of discipline you receive for violation of the absenteeism or tardiness policy will be determined by the step you are at in the progressive disciplinary process. Written warnings are considered active for purpose of progressive discipline for a period of twelve rolling months. After twelve months the oldest occurrence will be eliminated from your record.

- * Four (4) occurrences accumulated: VERBAL WARNING
- * Six (6) occurrences accumulated: WRITTEN WARNING
- * Eight (8) occurrences accumulated: FINAL WARNING
- * Ten (10) occurrences accumulated: TERMINATION

TIME CLOCKING

Your time entry either by biometric clock or the designated cell phone system is a record of your time at work. Under no circumstances should you ever make time entries other than your own. If for any reason you fail to enter your time or make incorrect entries, see your supervisor promptly to make the necessary corrections.

Falsification of your time entry or entering time for another employee shall result in disciplinary actions up to and including termination.

SCHEDULING HOURS OF WORK

Our operations must be open for business during hours that meet the needs of our customers; therefore primary consideration will be given to customer needs when scheduling hours of work. All employees will be expected to be available for scheduled meetings and physical inventories. Employees are not allowed to change any schedule posted by management, all schedule changes must be made by supervisors and managers only.

EMPLOYEE PAY POLICIES

EXEMPT AND NON-EXEMPT EMPLOYEES UNDER THE FAIR LABOR STANDARDS ACT

It is the policy of Alpha & Omega Building Services to comply with the Fair Labor Standards Act (FLSA) and other federal and state laws and regulations designed to identify and distinguish “exempt” employees from “non-exempt” employees. The FLSA establishes minimum wage, equal pay, overtime pay, record keeping, and child labor standards.

Work Week—A work week means seven consecutive 24-hour days, beginning at the same time each calendar week (but on any calendar day at any hour of the day selected by the employer). It is thus a fixed and regularly recurring period of time.

The FLSA is a federal law that requires many employees to be paid at least the federal minimum wage for all hours worked and overtime pay at time and one-half of the regular rate of pay for all hours worked over 40 hours in a work week (or as required by individual state laws). However, certain employees are exempt from the minimum wage and overtime requirements under the FLSA.

It is Alpha & Omega Building Services and EMS policy and practice to pay our employees accurately and in accordance with the FLSA and all other applicable state and federal laws.

You will be paid for all hours worked as well as for time spent at the request of management in other business related matters. ***Employees are not allowed to work off the clock.*** You may not work before you clock in for your shift. You may not clock out and continue to work. You may not remain in the service area after clocking out.

IF YOU ARE EVER ASKED TO WORK BEFORE CLOCKING IN OR TO CLOCK OUT AND CONTINUE WORKING FOR ANY REASON, YOU MUST IMMEDIATELY CONTACT EMS. WORKING OFF THE CLOCK FOR ANY REASON MAY BE A VIOLATION OF SAFETY REGULATIONS AND FEDERAL WAGE AND HOUR LAWS.

As business dictates, there may be times employees will be required to work overtime. Every effort will be made to give ample notice of overtime; however, it is not always possible. Your supervisor will notify you of your individual schedule as soon as possible. Overtime pay of one-and-one-half times the regular hourly rate will be paid to all hourly, non-exempt employees for time actually worked beyond forty hours in a one-week pay period. Time worked does not include hours paid but not worked on holidays, vacations, sick and/or personal time.

A periodic review of wages will be performed each year. Each employee of Alpha & Omega Building Services will be appraised on the basis of actual performance, which contributes directly to our company's goals and objectives.

PAY PERIOD

Employees are paid on a regular weekly basis. Checks will be distributed the week following the last day of the pay week. A short delay in holding your wages is necessary for the central payroll office to compute and issue paychecks. Pay Period for Alpha & Omega Building Services will run from Saturday (0001) to Friday (midnight). Hours worked by union employees who clock in on Friday and out on Saturday morning will be paid in the following weeks pay period. Non-union employees' week will run from clock in on Saturday at 0001 to clock in on Friday prior to midnight.

Business conditions may require adjustment of frequency of pay. Frequency of pay is subject to change.

COMPUTING OVERTIME PAY

For the purpose of computing overtime pay, and in accordance with federal law, the regular working day is eight (8) hours and the regular working week is forty (40) hours. Employees will be compensated on the basis of the calendar day (midnight to midnight) on which their shift starts working, for the regular working hours of that shift. For the purposes of payroll computation, the employee's working week and the payroll period-ending week shall be determined on a site-by-site basis. Alpha & Omega Building Services manages the pay periods from Saturday to Friday. Therefore, if you work on Friday nights, but do not clock out until after midnight on Saturday, that time will be paid on the following week since the time is calculated for Saturday.

Employees are not allowed to clock in early or clock out late unless they have prior approval from their direct supervisor or manager. Abuse of this policy could lead to disciplinary action.

Overtime will only be authorized upon prior approval of your immediate supervisor or department head. Time and one-half (1.50) the employee's regular straight time hourly rate will be paid in accordance with federal and state laws and regulations for time worked in excess of forty (40) hours in the employee's working and/or payroll period-ending week. Paid time off hours are not included when calculating overtime.

All executive, administrative, and professional employees who are "exempt employees" are excluded from the Minimum Wage and Overtime Provisions of the Fair Labor Standards Act ("FLSA"). All nonexempt employees will be paid time and one-half for all hours worked in excess of forty (40) hours per the payroll period-ending week. Should you have any questions on your overtime status, please direct them to your assigned supervisor or the Human Resources Department of Alpha & Omega Building Services.

All employees of Alpha & Omega Building Services are expected to work overtime when necessary and properly requested by their immediate supervisor and/or assignment. Depending upon whether your job is exempt or non- exempt, you may be paid overtime. Of course, Alpha & Omega Building Services pays overtime in accordance with all federal and state laws and regulations.

Do not work overtime unless you are authorized by your assigned supervisor to do so in advance. This policy applies to work before your regular starting time, after closing hours or on weekends. Any employee found working overtime hours prior to or after their regularly scheduled shift without prior approval and/or authorization from management may receive disciplinary action, up to and including termination.

WAGE ATTACHMENTS AND GARNISHMENTS

If your wages are attached or garnished by legal court order, deductions will be taken from your pay until a written release is received.

NO-CALL/NO SHOW TERMINATION

Should you fail to report for work or call in for a period of three (3) consecutive working days Alpha & Omega Building Services will assume that you have abandoned your job and your employment will be terminated effective the last date worked.

If you are found to have abandoned your position, an appeal may be made in writing to the Operations Manager. If it is determined that there were extenuating circumstances for the absence and failure to notify, you may be reinstated at the Company's sole discretion.

WRITTEN NOTICE OF VOLUNTARY RESIGNATION

If an employee wishes to resign voluntarily, a written statement noting the date and reason for resignation should be submitted. It is requested that you give a one (1) week notice if you resign during the introductory period; otherwise, two (2) week's notice is requested. Lack of the requested notice will also be an influencing factor when considering a former employee's application for "re-hire".

It is up to company discretion to allow a resigning employee to work out their notice time. Unworked notice time given will not be paid.

RETURN OF COMPANY PROPERTY

Upon termination of employment, whether voluntary or involuntary, an employee is expected to pay any loans or accounts receivable balances and return all uniforms, keys, and Company property.

TERMINATION FOR CAUSE

Employees do not have any contractual obligation to Alpha & Omega Building Services and vice-versa. Therefore, employees have the right to terminate their employment relationship with Alpha & Omega Building Services at any time, for any reason, and Alpha & Omega Building Services has the same reciprocal right.

BRIDGE OF EMPLOYMENT

An employee may be eligible to bridge employment if they left the company in good standing, and has provided and fulfilled a two weeks written notice of resignation. The two-week notice was received by human resources on the day the notice was given. The employee must have originally worked at least 6 months of consecutive employment of the last hire date to be eligible for the bridge. The employee must return within 60 days of the termination date to be eligible for the bridge and the employee must provide in writing the request and date of return and this must be submitted to human resources. An employee may benefit from the bridge of employment only one time.

A bridge of employment provides the bridge employee with reinstatement of benefits effective the date of rehire and reinstatement of original hire date seniority.

An employee that applied for a bridge of employment that does not return to work on the date approved for the bridge will not be granted the bridge benefits.

Managers can not approve bridges of employment. Approval for a bridge of employment is not complete until Human Resources has responded with a written approval notice.

WORK PLACE ACTIVITY

All employees are expected to actively be engaged in the essential functions of their job while on the clock. Visiting, loitering, loafing, lounging or sleeping during scheduled working hours or abusing lunch and break periods is prohibited. Nor should an employee interfere with another employee's efforts to meet Company standards. Employees are not allowed to leave the work area without permission of their supervisor. All employment is "at-will" and employment with Alpha & Omega Building Services can be terminated at any time by either employer or employee.

OUTSIDE EMPLOYMENT

Alpha & Omega Building Services realizes that circumstances may sometimes make it necessary for you to hold a second job elsewhere. Outside employment should be discussed and cleared through your supervisor. Alpha & Omega Building Services has no objections to outside employment as long as it does not lessen your efficiency in your work, is not in a competitive field, or does not place you in a potential conflict of interest.

SMOKING

In keeping with Alpha & Omega Building Services' intent to provide a reasonably safe and healthful work environment, smoking is prohibited throughout the workplace. The Smoke Free Workplace Act prohibits smoking in "public places or places of employment or in the areas directly or indirectly under the control of the proprietor immediately adjacent to locations of ingress or egress to the public place or place of employment." Therefore, smoking is prohibited throughout the workplace, including areas adjacent to all entrances and exits to all buildings and parking lots.

In addition to The Smoke Free Workplace Act, it is the policy of Alpha & Omega Building Services that the use of electronic smoking devices (electronic cigarettes or "e-cigarettes") is prohibited in any place where smoking of tobacco products is prohibited by law.

This policy applies equally to all employees, customers and visitors.

EMPLOYEE PURCHASES

For the purposes of this policy the term "employee purchase" means those purchases made for the employee's personal use or automobiles only. Employee purchase billing shall be cash only (Visa, MasterCard, and American Express charges are considered as cash for the purpose of this policy).

No employee is to bill him/herself or another employee for any purchase. All employee purchases, without exception, shall be billed by their respective manager. Purchases made by managers will be billed by the location assistant manager or office manager.

Managers or those authorized by him/her, shall pull all merchandise relating to the employee purchase and shall initial the invoice. Invoices representing labor charges shall be initialed by the respective service manager in all cases. For further information regarding purchases by all Alpha & Omega Building Services leased employees, please see the current policy relating to employee purchases issued by senior management or your immediate supervisor.

COMPANY CREDIT CARD & EXPENSE REPORTING

Any employee who is issued a company credit card must complete a weekly expense report to which all original receipts must be attached. The report and receipts must be sent to the corporate office to the attention of the Controller no later than Tuesday afternoon for the previous week. Any charges that are not sent in with receipts attached will be charged back to the employee via a payroll deduction.

STANDARDS OF CONDUCT

Rules outlining acceptable conduct of employees are necessary for the orderly operation of any business and for the benefit and protection of the rights and safety of all employees. Examples of impermissible conduct that may lead to disciplinary action are identified below to promote an understanding of what is considered unacceptable conduct and to encourage consistent action by Alpha & Omega Building Services in the event of any violations. However, it is impossible to provide an exhaustive list of types of conduct that may result in disciplinary action. The following list therefore contains, but is not limited to, some examples of conduct that may lead to the imposition of discipline, including possible termination. Alpha & Omega Building Services has chosen at various times to use the term "Company" or "Alpha & Omega Building Services", throughout this list regarding Standards of Conduct.

1. Unexcused absence.
2. Excessive absenteeism and/or tardiness.
3. Job abandonment.
4. Mishandling, misappropriation, theft, conversion or unauthorized removal or possession of the funds and/or property of Alpha & Omega Building Services, a co-worker, a client, or a resident.
5. Use, possession, or under the influence of illegal drugs or alcohol while on Company premises or while on duty.
6. Disregard and/or failure to observe safety regulations, rules or common safety practices.
7. Carelessness or negligence when performing duties, including unsafe conduct and horseplay.
8. Fighting or altercations of any kind while on Company time or premises.
9. Gross insubordination, disobedience, and disrespect to proper authority or refusing legitimate assignment.
10. Refusing to follow the direction of a supervisor.
11. Unacceptable or unsatisfactory job performance.

12. Abuse or misuse of Alpha & Omega Building Services' property or equipment, willful destruction of, or damage to, Company property.
13. Abusive or vulgar Language while on Company time or premises.
14. Behavior and/or conduct that is offensive, lewd or indecent to other employees.
15. Falsifying or destroying any record of Alpha & Omega Building Services or its clients, including timekeeping records, expense reports and applications for employment.
16. Stealing, dishonesty, or cheating in any dealings with Alpha & Omega Building Services, its vendors, clients, or coworkers, including fraudulent collection of Unemployment Compensation or Workers' Compensation benefits.
17. Unauthorized use of Company property, labor, materials, or funds.
18. Discussion of Company's internal business, or its client's internal business unrelated to the position with clients, customers or non-company employees assigned to the work site.
19. Unauthorized absence or unexcused tardiness after prior and/or repeated warnings, or leaving work and/or Alpha & Omega Building Services premises without permission, authorization or a justifiable excuse.
20. Threatening of or assault of another employee, or intimidating, coercing or interfering with a fellow employee, supervisor, client, or non-employee at any time.
21. Retaliation.
22. Any and all illegal activity while on Company time and premises; or violation of any local, state, or federal laws while on the job, or conviction of a crime that would impair the ability to function and perform the essential duties of that position for Alpha & Omega Building Services and/or report to work as regularly scheduled.
23. Gambling on Company property.
24. Harassment – sexual, physical and verbal.
25. Distribution, sale or offering for sale, of narcotics or dangerous drugs including all illegal and legal substances on Company property at any time.
26. Punching the clock card of another employee or failure to ring own clock card.
27. Bringing onto Company property or job site (facilities and vehicles) dangerous or unauthorized materials, such as explosives, firearms or other similar items (including concealed carry weapons).
28. Violation of Company and/or assigned Company smoking policy or rules.
29. Sleeping on the job.
30. Failure to obtain or maintain a current license or certificate required by law or organizational standards as a condition of employment.
31. Failure or inability to complete a required training program that is part of a job assignment.
32. Use of undo influence to gain or attempt to gain promotion, leave, favorable assignment, individual benefits.
33. Gross misconduct.
34. Any other act which endangers the safety, health, or well being of another person or employee, or which is of sufficient magnitude that the consequences cause or act to cause disruption of work or gross discredit to the organization and/or Company.
35. Violation of any policy, practice or procedure set forth in this manual or otherwise recognized by the Company.

The list in no way alters anyone's employment relationship with Alpha & Omega Building Services. Alpha & Omega Building Services reserves the right to take corrective or disciplinary action at-will for other acts of misconduct not specifically listed above. Corrective actions for acts and misconduct shall include, but are not limited to the following:

- | | |
|----------------------|----------------|
| a. Verbal reprimand | c. Suspension |
| b. Written reprimand | d. Termination |

Nothing in this code of conduct shall prevent or limit Alpha & Omega Building Services from taking immediate action at any level up to and including termination, as it deems appropriate. Employees of this Company are required to abide by all rules, regulations and policies set forth in this Manual, as well as those that apply to their particular assignments. They have been made to protect the employee, Alpha & Omega Building Services and its customers from injury or other threats and to promote harmonious, efficient working practices.

WORKPLACE VIOLENCE POLICY

Alpha & Omega Building Services provides a reasonably safe workplace for all employees. To ensure a reasonably safe workplace and to reduce the risk of violence, all employees should review and understand all provisions of the workplace violence policy.

Prohibited Conduct

Alpha & Omega Building Services does not tolerate any type of workplace violence committed by or against employees. Employees are prohibited from making threats or engaging in violent activities.

This list of behaviors, while not all-inclusive, provides examples of conduct that is prohibited.

- Causing physical injury to another person;
- Making threatening remarks;
- Aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress;
- Intentionally damaging employer property or property of another employee;
- Possession of a weapon while on Company property or while on Company business;
- Committing acts motivated by, or related to, sexual harassment or domestic violence.

Reporting Procedures

Any potentially dangerous situations must be reported immediately to a supervisor or the EMS Human Resource department. Reports can be made anonymously and all reported incidents will be investigated. Reports or incidents warranting confidentiality will be handled appropriately and information will be disclosed to others only on a need-to-know basis. All parties involved in a situation will be counseled and the results of investigations will be discussed with them. The Company will actively intervene at any indication of a possibly hostile or violent situation.

Risk Reduction Measures

Safety: The Company conducts annual inspections of the premises to evaluate and determine any vulnerability to workplace violence or hazards. Any necessary corrective action will be taken to reduce all risks.

Individual Situations: While we do not expect employees to be skilled at identifying potentially dangerous persons, employees are expected to exercise good judgment and to inform their supervisor and/or EMS Human Resources Specialist. Such behaviors include:

- Discussing weapons or bringing them to the workplace;
- Displaying overt signs of extreme stress, resentment, hostility, or anger;

- Making threatening remarks;
- Sudden or significant deterioration of performance;
- Displaying irrational or inappropriate behavior.

Enforcement

Threats, threatening conduct, or any other acts of aggression or violence in the workplace will not be tolerated. Any employee determined to have committed such acts will be subject to disciplinary action, up to and including termination. Non-employees engaged in violent acts on the employer's premises will be reported to the proper authorities and fully prosecuted.

SUBSTANCE ABUSE

The following rules represent Alpha & Omega Building Services' policy concerning substance abuse. These rules will be enforced uniformly with respect to all employees.

1. All employees are prohibited from being under the influence of alcohol or illegal drugs during working hours and on Company premises.
2. The sale, possession, transfer or purchase of illegal drugs on Company property or while performing Company business is strictly prohibited. Such action will be reported to appropriate law enforcement officials.
3. The use, sale or possession of an illegal drug or controlled substance while on duty is a cause for immediate termination.
4. Any employee who commits an unlawful act on or off Company premises or whose conduct discredits Alpha & Omega Building Services in any way will be subject to disciplinary action, up to and including immediate termination.
5. No alcoholic beverage will be brought on or consumed on Company premises except in connection with Company authorized events.
6. No prescription drugs will be brought on Company premises by any person other than the one for whom it is prescribed. Such drugs will be used only in the manner, combination and quantity prescribed.
7. The purposes for the policy set forth above are:
 - a. To establish and maintain a safe, healthy working environment for all employees;
 - b. To ensure the reputation of Alpha & Omega Building Services, its employees within the community and industry at large;
 - c. To reduce the number of accidental injuries to personal and Company property; and
 - d. To reduce absenteeism and improve productivity.

All employees may be subject to a test for drugs and alcohol after a work-related accident; if the employee has been observed using a prohibitive substance on the job; if the employee exhibits a severe and prolonged reduction of productivity; or if Alpha & Omega Building Services has other reasonable cause. Any employee who fails to submit to testing or tests positive for a drug test will be subject to disciplinary action, up to and including termination.

REASONABLE SUSPICION TESTING

Alpha & Omega Building Services reserves the right to send employees for drug or alcohol testing when the employee is suspected of being under the influence. **Refusal to submit to such test(s) upon request will be subject to disciplinary action up to and including termination.**

If it is found you are under the influence on the Company's property or if tested positive for illegal substances, you will be terminated immediately. Such violations may also have legal consequences.

Suspicion is based on several areas that constitute reasonable cause. The qualifying events and/or behaviors are as follows:

1. Incident occurs where the employee risks the safety of him/herself or other employees
2. Attendance Problems (i.e., Mondays and Fridays consistently missed, excessive amount of absence per month, excessive tardiness, excessive leaving early, or other recent changes in employee performance)
3. Physical Observations
 - Walking: Slow, Jerky, Falling, Staggering, Stumbling, Swaying
 - Standing: Rigid, Swaying, Sagging Knees, Staggering, Unable to maintain posture
 - Speech: Mute, Incoherent, Rambling, Shouting, Silent, Slobbering, Slurred, Slow, Whispering, Making inappropriate comments
 - Demeanor: Opposite or exaggerated, erratic (i.e., Calm, Cooperative, Polite, Silent, Sleepy; Crying, Fumbling, Nervous, Fighting, Belligerent, Threatening, Profane, Hyperactive, Sarcastic, Talkative, Excited)
 - Eyes: Bloodshot, Closed, Dilated, Droopy, Glassy, Watery
 - Face: Flushed, Pale, Sweaty
 - Breath: Alcohol Odor, Marijuana Odor; Using Mints, Gum, etc.

Certainly, if the suspected employee is using a prescribed controlled substance that exhibits similar behavior, this can be discussed with management or the EMS Human Resources Department.

NON-COMPETE

Alpha & Omega Building Services may execute, at its sole discretion, "Covenants Not to Compete" and/or non-disclosure employment agreements with certain or all of its employees, in addition to and including the employment agreement that is attached to your application for employment. This type of agreement governs the employee's obligations with respect to the non-disclosure of confidential and proprietary information (hereinafter referred to as "*Trade Secret Information*") obtained during the term of his/her employment and belonging to Alpha & Omega Building Services or your assigned Company. These obligations are in consideration of your employment, which is at all times "at-will", as an employee of Alpha & Omega Building Services.

Alpha & Omega Building Services considers certain types and categories of information to be Trade Secret Information, which is intended to be kept strictly confidential. This includes both information learned by the employee during his/her employment and information developed by the employee in the course of their employment with Alpha & Omega Building Services.

In the course of your employment with Alpha & Omega Building Services, you may from time-to-time be entrusted with or have access to forms of Alpha & Omega Building Services Trade Secret Information. As a condition of employment, each employee is obligated not to disclose or to use, except in his/her work and/or

duties for Alpha & Omega Building Services and your assigned Company, any Trade Secret Information. This obligation exists both during and after the employee's term of employment with Alpha & Omega Building Services and for as long as the information remains a trade secret.

All documents and other tangible items provided to the employee by Alpha & Omega Building Services and your assigned Company or prepared, generated or created by the employee or by others in connection with any business activity of Alpha & Omega Building Services and your assigned Company are the property of Alpha & Omega Building Services and your assigned Company. Upon the termination of the employee's employment with Alpha & Omega Building Services, whether by the employee or Alpha & Omega Building Services, and regardless of the reason for such termination, the employee must immediately return to Alpha & Omega Building Services all such property and documents, including all copies, notes and reproductions of any kind made from or with respect to the information contained in such documents. If the employee has a desire to retain any such property or documents at the time of termination from employment, he/she may request permission to do so by writing directly to the administrative offices of Alpha & Omega Building Services. It is understood by the execution of this agreement that no such permission to retain such property and documents, as described-above, shall be deemed to have been granted unless in writing and signed by the Chief Executive Officer of Alpha & Omega Building Services.

Any employee that may have questions now or in the future about his/her obligations with respect to the non-disclosure of Alpha & Omega Building Services' Trade Secret Information and conflict of interest, including whether any particular information, documents or property is subject to restriction upon use or disclosure, the employee must put his/her questions in writing and to the attention of Alpha & Omega Building Services Human Resources. A representative from this respective area or Senior Management at Alpha & Omega Building Services will respond to such questions and will endeavor to any area of uncertainty.

HARASSMENT

Alpha & Omega Building Services, Inc. and Employee Management Services (EMS) are committed to a workplace that is free of harassment or discrimination. In keeping with this commitment, Alpha & Omega Building Services and EMS will not tolerate any form of harassment or unlawful discrimination against our employees, vendors, clients or applicants. All employees are expected to avoid any behavior or conduct that could reasonably be interpreted as harassment or unlawful discrimination.

Harassment consists of unwelcome or offensive conduct whether verbal, non-verbal or physical that is based upon a person's protected status, such as sex, color, race, ancestry, religion, national origin, age, disability, veteran status, or other protected group status. Harassment includes conduct that ridicules or shows hostility or aversion toward an individual because of his or her protected status or that of his or her relatives, friends or associates.

Sexual harassment deserves special mention. Unwelcome sexual advances, requests for sexual favors and other physical, verbal or non-verbal conduct based on sex may constitute sexual harassment. This conduct is unlawful when: (1) submission to the conduct is an explicit or implicit term or condition of employment (such as job promotion, job assignment, overtime opportunity, wage increase, etc.); (2) submission to or rejection of the conduct is used as the basis for an employment decision; or (3) the conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment. Under this definition, sexual harassment may include, but is not limited to:

- Verbal -- sexual innuendo, suggestive comments, insults, threats, jokes about personal or physical traits, jokes of a sexual or demeaning nature, or sexual propositions;

- Non-verbal -- suggestive or insulting noises, leering, whistling, obscene gestures, threatening gestures, and the posting or possession at the workplace of literature, calendars or pictures that are suggestive, revealing, demeaning or pornographic; and
- Physical -- unwelcome touching, pinching, brushing, rubbing, or groping of the body, unnecessary closeness, threatening or intimidating actions, coercing sexual activity and assault.

Both EMS and Alpha & Omega Building Services prohibit any such conduct in the workplace, regardless of the circumstances.

Everyone at Alpha & Omega Building Services and EMS, especially each manager or supervisor, is expected to avoid any behavior or conduct that could be interpreted as unlawful harassment. All employees should also understand the importance of informing an individual whenever that individual's behavior is unwelcome, offensive, in poor taste or inappropriate. If you feel that you have experienced or witnessed discrimination or harassment, you are to notify immediately any of the following:

- Your manager
- Your local EMS Human Resources contact

EMS will take steps to ensure that your report is properly investigated. There will be no retaliation against anyone for reporting discrimination or harassment or for cooperating with an investigation of a complaint of discrimination or harassment.

The policy of Alpha & Omega Building Services and EMS is to investigate each complaint promptly and to keep complaints and the result of our investigation confidential to the fullest extent practicable. If an investigation confirms that a violation of this policy has occurred, then appropriate corrective actions, including disciplinary measures, will be taken. In investigating complaints of harassment under this policy, Alpha & Omega Building Services may impose discipline, up to and including termination, for inappropriate conduct without regard to whether the conduct constitutes a violation of the law and even if that conduct does not rise to the level of violation of this policy. Alpha & Omega Building Services will advise the involved parties of the outcome of an investigation, although not necessarily all the detail of the actions the Company has taken to maintain anti-discrimination and a harassment-free environment.

COVID-19 AND INFECTIOUS DISEASE CORPORATE OFFICE POLICY

This policy is enacted to maintain a safe workplace and adopt practices protecting the health of employees, customers, visitors, and others. The company also need to ensure the continuity of business operations.

All employees should cooperate in taking steps to reduce the transmission of communicable diseases in the workplace.

Employees are required to follow these practices during the Covid-19 pandemic and then as directed for other infection diseases:

- Any employee not permanently assigned to work full timework full time in the administrative offices must wear a mask and it must be worn appropriately, fully covering the nose and mouth.

- Employees or managers visiting one of the administrative offices must always wear a mask and practice social distancing by keeping 6 feet away from each other, administrative staff and anyone else in the office.
- When conducting a meeting in the administrative office keep a 6-foot distance between people. Masks must always be worn during meetings.
- Employees are reminded of the following:
 - Take your temperature daily during the Covid-19 pandemic and remain home if you have a fever. Stay home when you are sick.
 - Wash your hands frequently with warm, soapy water for at least 20 seconds.
 - Cover your mouth with tissues whenever you sneeze, and discard used tissues in the trash.
 - Avoid people who are sick with respiratory symptoms.
 - Clean frequently touched surfaces.
 - It is critical that employees do not report to work while they are experiencing respiratory symptoms such as fever, cough, shortness of breath, sore throat, runny or stuffy nose, body aches, headache, chills or fatigue. During the Covid-19 pandemic, the Centers for Disease Control and Prevention recommends that employees with temperatures remain at home until at least 24 hours after they are free of fever (100.4 degrees F or 37.8 degrees C using an oral thermometer) or signs of a fever without the use of fever-reducing medications. Many times, with the best of intentions, employees report to work even though they feel ill. We provide paid sick time to compensate employees who are unable to work due to illness. Employees who report to work ill will be sent home in accordance with these health guidelines.

Questions and concerns should be directed to Human Resources.

COVID-19 AND OTHER INFECTION DISEASE PREVENTION REQUIREMENTS

During the pandemic related to the coronavirus, Covid-19, this policy will be in place and may be implemented for use with other highly infection disease as needed.

1. Daily Symptom Assessment — During the Covid-19 pandemic and as needed for other infection disease every employee reporting to work will be screened for respiratory symptoms and have their body temperature taken as a precautionary measure to reduce the spread of COVID-19. This screening process will occur electronically through the time-keeping system as part of the clock in process. Employees will be required to self-assess every workday. Employees will need to answer the following questions via the phone system/website/phone app. We will require each employee to have an assessment each day they are working at any facility.

Questions:

- Do you have a fever of 100.40 degrees or higher without taking medication to reduce fever? YES OR NO
- Are you currently experiencing any respirator symptoms (cough and shortness of breath)? YES OR NO

- Have you been in close contact (6 feet of a person with lab-confirmed case of COVID-19 for at least 15 minutes, or had direct contact with bodily fluids of someone who has been confirmed to have COVID-19 (e.g. was coughed or sneezed on))? YES OR NO

(ANY QUESTIONS WITH A YES ANSWER THE EMPLOYEE WILL NEED TO GO HOME AND CONTACT THE CORPORATE OFFICE TO BE PLACED ON EMERGENCY SICK LEAVE IF THEY HAVE NOT ALREADY USED THE AVAILABLE 80 HOURS OF COVID - 19 EMERGENCY SICK LEAVE. IF AN EMPLOYEE HAS ALREADY USED THE EMERGENCY SICK LEAVE, THEY MAY BE ELIGIBLE FOR FMLA)

- Have you or anyone in your household traveled outside the state of Ohio in the past 3 days? YES OR NO

(If you answer yes to this question please get with your direct supervisor to discuss what state the travel was to and from and if that state is listed on the positivity rate list from the CDC)

An employee sent home can return to work when:

- They have had no fever for at least three (3) days without taking medication to reduce fever during that time; AND
- Any respiratory symptoms (cough and shortness of breath) have improved for at least three (3) days; AND
- At least seven (7) days have passed since the symptoms began.

An employee may return to work earlier if a doctor confirms the cause of an employee's fever or other symptoms is not COVID-19 and releases the employee to return to work in writing.

An employee who experiences fever and/or respiratory symptoms while home should not report to work. Instead, the employee should contact their immediate supervisor for further direction.

Employees will be asked to completed special training for both disinfecting practices and employee health safety practices within the first week of employment

2. Facemask—During the Covid-19 pandemic and as needed for other infectious diseases Alpha & Omega facemasks are always to be worn while working on a jobsite, in any building, or interacting with others. Be sure the facemask is worn correctly; it is snug and covers your nose and mouth. Employees that have medical issues with wearing a mask will need to wear a face shield. Mask and Face shields will be provided to all employees free of charge.

3. Social Distance—At all times, do everything you can to maintain Social Distance of at least six feet regardless of whether you are wearing a mask.

4. Wash Your Hands—Hands should be washed regularly through the day for at least 20 seconds with soap and water. If soap and water is not available, hand sanitizer should be used.

5. Sanitize—Workplace areas, tools, equipment, door handles, etc. should be cleaned frequently throughout the workday and at the end of the day.

6. Communal Spaces/Gatherings – Employees should avoid congregating together (i.e. taking lunch at the same time). Every effort to maintain social distancing is required at all times.

KENTUCKY PREGNANT WORKERS ACT

The Kentucky Pregnant Workers Act, (KPWA), (KRS 344.030 to 344.110), expressly prohibits employment discrimination in relation to an employee's pregnancy, childbirth, and related medical conditions. In addition, under the KPWA it is unlawful for an employer to fail to make reasonable accommodations for any employee with limitations related to pregnancy, childbirth, or a related medical conditions who requests an accommodation, including but not limited to:

- (1) the need for more frequent or longer breaks;
- (2) time off to recover from childbirth;
- (3) acquisition or modification of equipment;
- (4) appropriate seating;
- (5) temporary transfer to a less strenuous or less hazardous position;
- (6) job restructuring;
- (7) light duty; modified work schedule; and
- (8) private space that is not a bathroom for expressing breast milk.

BENEFITS

WORKERS COMPENSATION

Alpha & Omega Building Services fully complies with the Workers' Compensation law throughout the United States including all states in which we operate. Every employee, part-time or full-time, is entitled to file a Workers' Compensation claim. Workers' Compensation claims will be processed through EMS.

If you are hurt on the job, you must **first notify your supervisor the same day you are injured. Ensuing injuries may not be certified if this is not done (i.e., if you fail to report an injury, you may jeopardize your ability to recover workers' compensation and/or health benefits).**

All employees involved in a workplace incident must be tested for drug and alcohol use within 24 hours of the incident in which employee drug and/or alcohol use likely contributed to the incident. Refusal to submit to post-incident testing is grounds for claim refusal and termination. Positive test results may disallow a claim and terminate your employment.

As soon as possible following any incident, it is the responsibility of the affected worker to complete a detailed Employee Incident Report. Incident report forms are available through your supervisor. An EMS Identification Card will be included in the Incident Report forms packet. Presenting this Identification Card to the medical facility where you receive treatment will ensure the claim is correctly filed with EMS. If you do not have your card, **you must inform the medical facility that you are an EMS employee to ensure correct filing.** Incorrect filing will result in long delays in claim processing. A completed Employee Incident Report must be filed before any benefits can be paid. If you have any further questions please contact EMS.

All employees must refrain from horseplay or malicious mischief while on the job. Any injury sustained due to horseplay or malicious mischief may not be covered by Workers' Compensation. It is Alpha & Omega Building Services' main concern to operate in a reasonably safe and healthy manner. It is also our goal to have our employees do the same. Carelessness is not an acceptable excuse for any injury. Alpha & Omega Building Services will do its part to ensure your safety. You must do the same. If negligence, carelessness, or unsafe work habits are determined to be the contributing factor to any incident, corrective action will be taken.

The employer has the right, based on pertinent information, to either fully certify the claim or reject the validity of the claim. There will not be retaliation on the part of the Company for any claim on behalf of its employees. No employee will be retaliated against with respect to any term or condition of employment for filing a workers' compensation claim.

The employer also has the option to pay an employee for hours away from the worksite to receive a drug and alcohol test or receive medical treatment.

POLICIES AND PROCEDURE FOR PAID TIME OFF FOR ALL EMPLOYEES

- All employees must average a minimum of 30 hours per week over a 26 week period to qualify for any paid time off. This information will be calculated prior to each holiday. The hours included in the calculation will be worked hours and any previous paid PTO hours. This calculation does not include and plus or bonus hours.
 - # of hours worked for previous period/ # weeks/ 5 days = average # hours per day
 - EXAMPLE: 450 hours/ 12 weeks/ 5 days = 7.5 hours per day - - this would be the number of hours paid for the holiday
- All employees must work the day before and the day after any paid day(s) off to be approved for the paid day(s)
- Any unused paid time off will not be paid if there I a separation of employment for any reason.
- Vacation time cannot be combined with any other type of paid leave except for Holiday paid time off.

HOLIDAYS – NON-UNION EMPLOYEES

Full time employees who have completed three (3) consecutive months of employment are eligible for paid holidays. Eligible salaried and full time hourly employees will be paid for the following six (6) holidays: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day and Christmas.

If a holiday falls on a weekend, it is Alpha & Omega Building Services' discretion to give full time employees a paid day off before or after the holiday.

When a holiday falls on a normal working day, the number of hours paid for the holiday will be based on the average hours worked per day over the previous three to six months. Note: Paid holiday hours are not added to the worked hours to determine overtime pay. Daily hours will be calculated using the following formula:

VACATION PAY AND REQUESTS

Alpha & Omega Building Services, Inc. Hourly Non-Union Employees:

Full time nonunion employees will be eligible for paid vacation time after completing one year of continuous employment according to the following schedule. Employees must have worked on average thirty (30) hours per week during the year of service to be eligible for vacation pay. *

If your one year anniversary is between:

- Jan 1st – Jul 1st: 5 days
- Jul 2nd – Aug 1st: 4 days
- Aug 2nd - Sep 1st: 3 days
- Sep 2nd – Oct 1st: 2 days
- Oct 2nd - Nov 1st: 1 day
- Nov 2nd - Dec 31st: 5 days as of Jan 1 of the next calendar year

Vacation time must be taken between the anniversary date and December 31st. After the first year anniversary, vacation is based on the calendar year.

- Employees with three years of service – 2 weeks

- Employees with ten years of service – 3 weeks

Vacation time will not carry over from one calendar year to the next. Time must be taken by December 31st of the same year or it will be lost.

Vacation pay will be based on a maximum eight (8) hour work day and forty (40) hour work week at straight time pay.

* Exceptions to this schedule will be by special agreements made at time of hire and only as approved by the company president.

Because Alpha & Omega Building Services must continue to function smoothly for our customers, there should not be more than one employee from any department on vacation at the same time. Therefore, the manager or account supervisor must approve all vacation requests. Vacation approval priority will be on a first come basis.

Employees should request vacation days at least thirty (30) days in advance. To request vacation, a TIME OFF REQUEST FORM must be completed and turned in to the employee's manager.

Alpha & Omega Building Services, Inc. Union Employees: (University of Dayton Employees Only):

Vacation time is calculated from July 1st – June 30th and must be taken during this time frame. During employees 1st year they must reach their 1st year anniversary by September 1st and must also have worked a minimum of 780 hours in a 26 week period preceding the anniversary date to be eligible for vacation pay.

If employee's anniversary date is prior to April 1st of each year they will be eligible for 1 weeks' vacation after they have reached their anniversary date. Vacation time may be taken after the anniversary date until August 31st of the same year. Employees whose anniversary date falls after April 1st will be eligible as of September 1st following their anniversary date.

- Employees with one year of service as of July 1st - one week
- Employees with three years of service as of July 1st - two weeks
- Employees with eight years of service as of July 1st - three weeks
- Employees with fifteen years of service as of July 1st – four weeks
- Employees with twenty five years of service as of July 1st – five weeks

Please refer to Union Agreement – available at the University of Dayton only. Union employees paid time off will be based on the Union Agreement and may be used from July 1st to June 30th each year. All unused time will be lost and employees are NOT allowed to carry over any paid time for any reason. Employees will not be allowed to use paid time and resign using paid time to complete their two week notice.

Alpha & Omega Building Services, Inc. Managers/Administrative Employees: (years of service will be based on length of service as a Manager/Administrative Employee with Alpha & Omega).

Eligibility for vacation time will be discussed at time of hire; the managers will give employees a document showing the amount of paid vacation time and the date of eligibility.

Any special agreement made at the time of hire will supersede the following company based accrual schedule. All special agreements must be in writing and signed by both the manager and employee and approved by the Company President.

- Less than Three years of Service – one week (if hired prior to July 1st)
- Three years of Service but less than ten years – two weeks
- Ten years of service but less than fifteen years – three weeks
- Fifteen years or more of service – four weeks
- Managers or Administrative Employees with 30 or more years of continuous service will receive an additional 3 days of paid time off.

**All PTO is included – company holidays will be paid in addition to the time listed above.

Alpha & Omega Building Services, Ltd Employees:

Vacation days must be taken in no less than four hour increments. Vacation will be paid at your regular base pay rate as of the time of the leave.

- Six months of service but less than One year – one week
- One year but less than Ten years – two weeks + 3 days
- Ten years but less than Fifteen years – three weeks + 3 days
- Fifteen years or more of services – 4 weeks + 3 days

Vacation time must be used by December 31st of each year. Paid time off cannot be carried to the next year and will not be paid in lieu of time off. If your employment terminates, for any reason, you will not be paid any remaining vacation time.

PERFECT ATTENDANCE RECOGNITION

Full time employees who are scheduled **and** work on average thirty (30) hours per week who have no unexcused absences in a calendar quarter are considered to have perfect attendance and will receive 1 paid day off to be used during the following month. To be excused, any absence must be approved in writing by the Area Manager prior to the absence. If that documentation is not on file at the Corporate office, the absence will be considered unexcused. Scheduling less than 30 hours in any week based on the employee's request may nullify the employee's ability to receive the Perfect Attendance day off award. An employee may have only one unpaid day off work per quarter to remain eligible for the Perfect Attendance paid day off award.

Perfect Attendance from January – March – 1 paid day off in April

Perfect Attendance from April – June – 1 paid day off in July

Perfect Attendance from July – September – 1 paid day off in October

Perfect Attendance from October – December – 1 paid day off in January

A Perfect Attendance paid day off cannot be used in conjunction with any other paid time off. This time will be paid using the same average hours worked formula as used for vacation time. Perfect Attendance days off must have written approval from the Area Manager and be documented on the form as Perfect Attendance. Perfect Attendance days may not be carried over to another month or year.

6 MONTH ANNIVERSARY RECOGNITION

Upon reaching their six (6) month anniversary, employees will be refunded the deductions made for the background check and uniforms in the amount of \$80.00. In addition to this refund, full time employees who work on average thirty (30) hours per week will receive two (2) paid days off as a Service Award. These are not PTO days but Service Award paid days off work. These Service Award days must have written approval from the Area Manager and documented as Service Award Days. Service Award Days must be used by December 31st.

BEREAVEMENT LEAVE

Full-time employees that work, on average, 30 hours per week shall be entitled to time off with pay at their current hourly or salary rate for bereavement, according to the following guidelines:

1. The excused absence with pay is permitted due to the death of an immediate, bloodline family member. Immediate family is defined as spouse, mother, father, son, daughter, sister, brother, grandparent, or grandchild.
2. Supervisors must approve all bereavement time granted and reasonable proof of death and kinship will be required for approval.

If above conditions are met, the employee will be excused and paid their average daily hours for up to three (3) consecutive work days (maximum 24 hours) up to and including the day of burial (or interment).

Requests for additional time in connection with bereavement must be submitted to the supervisor. There will be no pay for additional time off.

Employees may request time off related to the death of other types of family members or close friends but the time off will be unpaid unless available PTO is used. This absence would fall under the attendance guidelines.

MILITARY LEAVE

Employees called or recalled to military duty or otherwise engaged in military service will be protected as provided under existing state and federal laws.

JURY DUTY/WITNESS DUTY

If you are summoned for jury duty you must notify your supervisor within two (2) working days of the receipt of the summons. You must obtain proof of attending jury duty by the court clerk. The proof must be turned in at the end of each pay period. Jury duty is considered an unpaid leave of absence following all state and federal guidelines.

FAMILY AND MEDICAL LEAVE ACT

EMPLOYEE RIGHTS AND RESPONSIBILITIES UNDER THE FAMILY AND MEDICAL LEAVE ACT

Basic Leave Entitlement

FMLA requires covered employers to provide up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- For incapacity due to pregnancy, prenatal medical care or child birth;
- To care for the employee's child after birth, or placement for adoption or foster care;
- To care for the employee's spouse, son, daughter or parent, who has a serious health condition; or
- For a serious health condition that makes the employee unable to perform the employee's job.

Military Family Leave Entitlements

Eligible employees whose spouse, son, daughter or parent is on covered active duty or call to covered active duty status may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member is: (1) a current 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 (2) a veteran who 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, and who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness.*

**The FMLA definitions of "serious injury or illness" for current servicemembers and veterans are distinct from the FMLA definitions of "serious health condition".*

Benefits and Protections

During FMLA leave, the employer must maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. Upon return from FMLA leave, most employees must be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms.

Use of FMLA leave cannot result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

Eligibility Requirements

Employees are eligible if they have worked for a covered employer for at least 12 months, have 1,250 hours of service in the previous 12 months*, and if at least 50 employees are employed by the employer within 75 miles.

**Special hours of service eligibility requirements apply to airline flight crew employees.*

Definition of Serious Health Condition

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities.

Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than 3 consecutive calendar days combined with at least two visits to a health care provider or one visit

and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

Use of Leave

An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

Substitution of Paid Leave for Unpaid Leave

Employees may choose or employers may require use of accrued paid leave while taking FMLA leave. In order to use paid leave for FMLA leave, employees must comply with the employer's normal paid leave policies.

Employee Responsibilities

Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days notice is not possible, the employee must provide notice as soon as practicable and generally must comply with an employer's normal call-in procedures.

Employees must provide sufficient information for the employer to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions, the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform the employer if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also may be required to provide a certification and periodic recertification supporting the need for leave.

Employer Responsibilities

Covered employers must inform employees requesting leave whether they are eligible under FMLA. If they are, the notice must specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, the employer must provide a reason for the ineligibility.

Covered employers must inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If the employer determines that the leave is not FMLA-protected, the employer must notify the employee.

Unlawful Acts by Employers

FMLA makes it unlawful for any employer to:

- Interfere with, restrain, or deny the exercise of any right provided under FMLA;
- Discharge or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

Enforcement

An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against an employer.

FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any State or local law or collective bargaining agreement which provides greater family or medical leave rights.

FMLA section 109 (29 U.S.C. § 2619) requires FMLA covered employers to post the text of this notice. Regulations 29 C.F.R. § 825.300(a) may require additional disclosures.

NON-FMLA PERSONAL LEAVE OF ABSENCE

Upon written application to Human Resources, personal leaves of absence or renewals thereof without pay may be granted by Alpha & Omega Building Services at its sole discretion. Only employees that average working thirty (30) hours per week and that have been employed by the company for at least 6 months are eligible for a personal leave of absence. Whether circumstances constitute good cause shall be determined by Alpha & Omega Building Services at its sole discretion. Examples of personal leaves which may be granted at Alpha & Omega Building Services' sole discretion include: an educational leave of absence where an employee decides to continue education in preparation for added employment responsibilities; marriage of an employee or a member of the immediate family; a medical leave of absence not covered under the FMLA; and participation in community projects when approved in advance. Any renewal must be requested prior to the expiration of the leave then in effect.

The written request for the personal leave of absence must be made the Human Resources and must state the duration of the leave of absence as well as the reason for the requested leave of absence. Requests for a leave of absence must be received by Human Resources no later than 2 weeks prior to the start of the leave. Any renewals of a personal leave of absence must also be in writing and stating the reason for and the duration of the renewed absence. Generally, the total time permitted for a personal leave of absence and all renewals may not exceed 30 days. Personal leaves of absence are not considered to be finalized until written approval from Human Resources has been received.

Leave of absence without pay means that time previously worked for Alpha & Omega Building Services is not lost in computation of length of service and the benefits dependent thereon.

Upon return from a leave of absence, an employee will be returned to the position which (s)he held prior to the leave of absence, if practicable. In some instances, however, it may not be practicable to place an employee returning from a personal leave of absence in his/her former position. If it is not practicable to place an employee returning from a leave of absence in his/her former position when the employee indicates (s)he will return, the employee will be considered for the first available position for which the employee is qualified. Failure to accept this position will be deemed a voluntary quit. In addition, an employee who does not return from a personal leave of absence on the date scheduled to return shall be deemed a voluntary quit.

The following rules will also govern all personal leaves of absence.

1. In order to continue insurance coverage while on leave of absence the employee must provide to Human Resources payment equaling the employee's share of insurance premiums for the duration of the leave.
2. Certificate of the employee's continued good cause for leave may be requested from time to time.
3. An employee who does not return from a personal leave of absence on the date scheduled to return shall be deemed a voluntary quit.