

ABSOLUTE COMFORT TECHNOLOGY, LLC

Employee Handbook



**ABSOLUTE COMFORT
TECHNOLOGY, LLC**

Mission Statement

*At Absolute Comfort
Technology,
our mission is to provide a
sense of trust in our
community by reviewing each
customer's needs,
evaluating obstacles
and creating a solution
that entrusts confidence.*

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COMPANY POLICY

Harassment Policy

It is the policy of ACT to prohibit any form of sexual harassment or improper interference of employees to perform their expected job duties. This behavior will not be tolerated and should be reported to the appropriate personnel.

Under federal law and regulations unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute unlawful sexual harassment when either: (1) submission to such conduct is or becomes a term or condition of an individual's employment or is used as a basis for employment decisions relating in any way to that individual; (2) such conduct substantially interferes with an individual's work performance; or (3) such conduct creates an intimidating, hostile, or offensive working environment.

Other forms of unlawful harassment are also prohibited by this policy. Such harassment may include harassment based upon a person's race, national origin, religion, age, or disability. Such forms of harassment may be reported pursuant to this policy.

Any employee found to have engaged in such conduct, or who condones such action on the part of subordinates, will be subject to appropriate disciplinary action up to and including termination of employment. An employee may also be subject to individual liability and penalties as a harasser.

COMPLAINT PROCEDURE

Misunderstandings or conflicts can arise in any organization. If you have a question or a complaint about a job-related situation, you should first speak with your supervisor. This is usually the best way to seek resolution of problems and is a matter of professional courtesy.

If you experience any job-related harassment or have a complaint, you should promptly report the matter. ACT will undertake an investigation ensuring confidentiality to the greatest possible extent.

Open Door Policy

ACT expressly prohibits any form of retaliatory action against any employee availing themselves of the benefits of this procedure. Retaliation is a violation of this policy and may result in discipline, up to and including termination. No employee will be discriminated against or discharged because of a good faith bringing or assisting in the investigation of sexual or other unlawful harassment.

Equal Opportunity Employer

It is a fundamental policy of ACT not to discriminate on the basis of race, color, religion, sex, national origin, age, handicap, or disability; with respect to recruitment, hiring, training, promotion, and other terms and conditions of employment. It is the policy of ACT to base decisions on employment solely upon an individual's qualifications relating to the requirements of the position for which the individual is being considered; recruit, hire, and promote the best qualified persons for all jobs without regard to race, color, religion, sex, sexual orientation, marital status, national origin, age, handicap, or disability.

PERFORMANCE/JOB REQUIREMENTS AND EVALUATIONS

Performance Evaluation

We encourage you and your supervisor to discuss job performance and goals on an informal, day-to-day basis. In addition, you and your supervisor will have a formal performance evaluation to discuss your work and goals annually to identify and correct weaknesses, and to encourage and recognize your strengths. Reviews may occur on a case by case basis more frequently in some instances.

Duration of Employment

ACT does not require employees to commit to employment for any specific duration, and the company does not commit to employees that their employment will last for any specific duration. Consequently, all employment by ACT is considered at will.

This means that ACT may terminate your employment at any time for any lawful reason and likewise you are free to resign your employment at any time. It is our policy to evaluate our employees' job performances on a regular basis. Merit increases are related to the performance levels displayed by each employee. ACT requests that all employees give a two-week notice of resignation.

Introduction Period

ACT has an introductory period for new employees. During the introductory period we will evaluate your work habits and abilities to make sure that you can perform your job satisfactorily. The introductory period also gives you time to decide if the new job meets your expectations.

Cell Phone

If you make personal calls on ACT business phones, and the charges are over and above average cell phone amounts, you may be required to pay ACT for any added charges. You are allotted sufficient amount of data per month. Any overage costs incurred may result in disciplinary actions and reimbursement to the Company.

Your business cell phone is the property of ACT. The cell phone will be collected upon departure of the Company, failure to do so will result in a garnishment of your last paycheck for the value of the cell phone.

Your telephone communications are an important reflection of our image to customers and the community. Always use proper telephone etiquette.

ON THE JOB/STANDARDS OF CONDUCT

As an employee, it is important for you to know what personal conduct is expected of you while on the job. In most instances, your own good judgment will tell you what the right thing to do is.

In addition to complying with company policies and job specific requirements, you are also expected to obey the rules and regulations of the company's job sites. If your performance does not meet position requirements, you may be subject to disciplinary action, up to and including immediate termination; with or without notice, and with or without cause at any time.

Image/Dress Code

The properly groomed and attired employee helps to create a favorable image for ACT. You are expected to groom and dress in a manner that is normally acceptable at your job site and for your position. ACT uniform is required to be worn at all job sites.

Each department within the Company is allotted uniforms on a yearly basis. All uniforms will be checked out through office personnel. If additional uniforms are needed, you must send a request to your supervisor for approval.

Your assigned vehicle is also a representation of our Company image and should be clean, maintained, and presentable. If you report to work improperly dressed or groomed, your supervisor, at his or her discretion, may instruct you to return home (unpaid) to change clothes or take other appropriate action.

Side Jobs

It is ACT's policy that employees are not allowed to take side jobs that pertain to heating & cooling. Failure to abide by this policy will result in disciplinary action or termination.

Conduct

The following examples are not intended to constitute a complete and exhaustive list of prohibited conduct. In addition, the Company reserves the right to change the examples listed below at any time with or without notice. While discipline for standard violations will follow a progressive disciplinary procedure; ACT reserves the right to implement discipline in accordance with the grievousness of the violation. Violations of these or any other company policies may subject you to disciplinary action, up to and including immediate termination:

The use of ACT materials, tools, supplies and equipment is only permitted on the job site and not allowed for personal use.

1. *Theft, fraud, embezzlement, or other proven acts of dishonesty.*
2. *Any harassment of another co-worker (verbal, physical, or visual), including sexual harassment such as offensive gestures, unwelcome advances, jokes, touching, or comments of a sexual nature made to or about another employee, vendor or customer.*
3. *Obtaining employment or promotion based on false or misleading information.*
4. *Soliciting or accepting gifts (money, services, or merchandise) in connection with company business.*
5. *Reporting for work under the influence of alcohol or any illegal substances; or possession, sale or distribution of alcohol or illegal substances while on company premises or abusing such items while representing the company or conducting company business.*
6. *Assisting anyone, whom you know or suspect to be involved in, or committing any crime or engaging in any conduct, which rises to the level of a crime.*
7. *Falsifying company documents or records, including misuse of timekeeping records, or falsely inputting payment data.*
8. *Insubordination, meaning refusing to follow legitimate instructions of a superior directly related to performance of one's job.*
9. *Disrupting the work environment.*
10. *Excessive absenteeism or unacceptable patterns of absenteeism.*
11. *Repeatedly failing to use a Time Sheet as directed.*
12. *Job abandonment, meaning the failure to report to work without properly notifying one's immediate supervisor, or leaving a job assignment prior to completion of your responsibilities.*

13. *Conduct that is likely to cause another employee, customer or vendor of the company embarrassment, loss of dignity, feelings of intimidation, or loss of opportunity, including all forms of discrimination and harassment.*
14. *Unauthorized use of company or customer supplies, information, equipment, funds, or computer codes/passwords.*
15. *Knowingly mishandling a customer's or potential customer's account. This includes improper discriminatory practices.*
16. *Possessing firearms or weapons while on company premises or carrying them while on company/client business; or threatening the personal safety of fellow employees, customers, or vendors.*
17. *Committing any act, on or off the company's premises, which threatens or is potentially threatening to the reputation of Absolute Comfort Technology or any of its employees, customers, or vendors.*
18. *Repeatedly working overtime without the approval of a supervisor or manager.*
19. *Repeatedly failing to meet job responsibilities, job budget, or quality requirements.*

Conflicts of Interest

To avoid any possible conflicts of interest, it is your responsibility to immediately report any offers of gifts, loans, misuse of Company/Client funds, kickbacks, rebates, or refunds that come to your knowledge through your position as an employee.

Use of Company Property

It is important to follow all safety and security measures prescribed by the ACT.

1. *You are required to immediately notify your supervisor at the job site of any injuries that occur; discontinue working until notified otherwise.*
2. *If your job post does not have the Material Safety Data Sheets (MSDS) for all of the chemicals you are required to work with, or if you do not understand your MSDS's, you should notify ACT owner immediately.*
3. *You should be aware of all emergency exits and the locations of any emergency equipment and who will be in charge in case of a fire or other disaster.*
4. *The use of ACT materials, tools, supplies, and equipment is only permitted on the job site and not allowed for personal use.*
5. *Improper use of Company or customer materials, tools, supplies, or equipment is prohibited while on or off the clock.*

Tools

ACT will supply:

1. Vacuum pump
2. Recovery machines and bottles
3. Torch set

All other tools required to perform job duties will be supplied by employees and are considered assets of their trade. A personal tool broken or damaged while using on the job site, may be eligible for reimbursement. Reimbursement will be granted once the broken/damaged tool is turned in and approved by supervisor. It is up to the supervisor's discretion to evaluate the tools condition. A like in-kind tool will be provided for replacement upon approval, no cash will be given.

It is your responsibility to keep track of your tools, there will be no reimbursement for any lost or stolen tools.

Tool inventory is recorded and maintained throughout your employment history. Upon departure from ACT, all inventory shall be categorized and accounted for.

Visitors

No visitors (children, parents, spouse, or friends) are allowed in the work place unless in emergency or as approved by owner. Our insurance does not cover unauthorized people and the presence of a visitor reflects negatively on the productivity and professionalism of our employees.

Inspection of Company Facilities

In order to safeguard the workplace and the employees, and to assure efficiency and maximize productivity, the Company reserves the right, in its sole discretion and without notice to employees, to inspect, monitor or otherwise enter or search any office, desk, file, locker, closet or any other enclosed or open area in company facilities and company job sites (where permitted to do so) and to monitor or inspect any items found within such locations.

Personal Property

ACT accepts no responsibility for personal property that may be brought to or stored on company facilities and/or at the client site and such property may be inspected or monitored in the ordinary course of conducting business. Accordingly, you should not keep or maintain any personal property or information in company facilities as well as at the client locations that you expect to be kept private and confidential. In this connection, it should be noted that all ACT offices, desks, paper files, electronic/computer files, closets, vehicles, and so forth, are the property of ACT and the Company reserves the right to inspect any packages, parcels, handbags, briefcases, or any other possessions or articles carried to and from company facilities and company job sites (where permitted to do so).

Work Area

A neat and orderly work area makes for a more pleasant, productive, and safe place to work. You are expected to keep your surroundings clean and presentable in courtesy to fellow employees and customers who may personally visit job site/premises.

Assigned vehicles are to be neat, clean, and presentable. ACT requires vehicle to be cleaned inside and out on a weekly basis. Smoking is not permitted in ACT vehicles.

Solicitation and Distribution of Literature

In the interest of efficiency and security, the Company's general policy is to restrict solicitations or distributions by employees to non-work areas during non-work time.

Employees are prohibited from soliciting during work hours. Solicitation or distribution of literature of any kind by non-employees is not permitted on Company premises at any time.

SAFETY & SECURITY

****FOR ALL SAFETY REQUIREMENTS AND GUIDELINES PLEASE REFERENCE
APPENDIX A***

Personnel File Access and Confidentiality

ACT recognizes and respects the information contained in employee records. Certain information about you as a member of the organization is essential for the office staff and departments that affect payroll. Your family status, home address, and telephone number must be correct and current. Be sure to tell the office staff at ACT whenever your information changes.

In response to valid requests to verify employment, for business references, or for credit purposes, the Company will release employment status, i.e., active or terminated, job title, and dates of employment. Additional information regarding employment will be released upon written authorization from the employee. Additional information may also be released pursuant to subpoena or other legal obligation.

You may in the course of your work, have access to information about ACT, other employees or customers which is confidential. This information is not to be revealed to anyone other than in the normal course of conducting your duties and responsibilities. Disclosure of such information is prohibited and could result in disciplinary action, up to and including termination of employment.

EMPLOYEE RELATIONS

Relationships with Our Customers

It is important to realize that we compete with our competitors. Competitors frequently call on our customers asking for their business. A customer will only change services when their impression of our service becomes less positive than their impression of a competitor. Impressions are constantly changed and formed by every contact the customer has with our service. Every time our customer hears or sees anything having to do with ACT, it strengthens or changes their perception of our company.

When our customers give us their business, they have great expectations and a very positive impression of our service. It is up to each employee to fulfill these expectations and build a lasting impression. We must consider the quality and professionalism in every aspect of what we do and say. Our reputation is your future.

Relationships with Other Employees

ACT seeks to foster and maintain a productive and healthy working environment. This can only be accomplished through the cooperation of our employees. Employees should treat each other with mutual respect. Our policy and ACT philosophy is simply to treat others in the manner you would want to be treated. If you or any other employee is treated with disrespect, it should be reported to your supervisor immediately. Gossip is strictly prohibited amongst employees and creates a negative work environment. Behavior such as this will result in disciplinary action and/or termination.

Relationships with Our Competitors

ACT requires every employee to adhere to the highest standard of ethical business conduct. Our most valuable asset is our good name.

EMPLOYEE WAGES AND COMPENSATION

Pay

It is our policy to evaluate our employees' job performances on a regular basis. Merit increases are related to the performance levels displayed by each employee.

1. Hourly employees- Pay periods are bi-weekly and pay is two weeks in arrears.
2. Salary employees – Pay periods are semi-monthly.
3. Technicians are paid by billable hours.

4. In order for payroll to submit timely payroll checks, prompt and accurate time cards and work order must be submitted by Friday or no later than noon Monday prior to payroll.
5. If the employee wishes for someone else to pick up his/her check or stub, we must have a note on-file from the employee stating who is authorized to do so.
6. Pay advances- ACT does not allow pay advances.

Overtime

It is not our policy to require overtime, but occasionally this cannot be avoided. In such instances, an employee may be asked to work after their regularly scheduled shift.

Overtime is defined as a hour worked in excess of a 40 hour week (Sunday through Saturday)

1. Overtime wage is one and one-half (1.5) times an employees' regular rate after 40 hours.
2. Employees are only allowed to work overtime if requested, or approved by a supervisor.

Drive Time

1. Drive time is paid when an employee is required to drive from one job related location/site to another during a normally scheduled shift.
2. If job site is within 30 minutes of the shop, employees start time begins when they arrive at the job site and ends when leaving job site.
3. If the job site is more than 30 minutes from the shop, employees will be paid drive time after that initial 30 minutes as well as when leaving the job site.

Out of town work

Per diem is given for out of town work that requires overnight lodging. The amount of per diem per day varies from job to job. Per diem is paid out for each night stayed that is approved/required by your supervisor. You are required to record all per diem on your time cards using the proper drop-down code and will be paid out with the scheduled payroll.

Time Keeping

Service Technicians are paid by billable hours. It is the employee's responsibility to clock in and out of all work orders performed daily. All time punches are to be completed per work order to create billable hours, including but not limited to; accept, en route, progress, and completed. Your time clock hours submitted for each work order generate your time card. In order for payroll to be processed, prompt and accurate time cards must be submitted by noon Monday prior to payroll.

Commercial/residential installers must record all hours worked accurately. It is the employees' responsibility to clock in and out of all work performed daily and allocate hours to the correct job number and phase. When there is material to be picked up from the part house, the clock begins when you arrive to the dock. The lead installer will be responsible for any additional materials purchased while on the job site. To increase productivity, only one person shall leave the job site to pick up additional materials.

Time cards are to be signed and submitted electronically by end of day Friday but no later than noon Monday prior to payroll. Each time line shall be allocated to a job or work order. Proper earn codes must be assigned for hours that reflect PTO and holiday using the correct drop-down code. Failure to do so may result in a shortage of hours. All time cards will be reviewed by your manager for approval or rejection. Rejected time cards will be returned and are to be corrected and re-submitted for approval.

**Hours not allocated towards a job/service call must be approved by supervisor or will not be compensated.*

BENEFITS

Health Insurance

ACT offers health insurance for their employees and will begin (effective 9/1/18) 90 days after employee start date. If employees decline coverage and later wishes to opt in, open enrollment begins in August of each year with coverage beginning in September. The company pays 50% of the employee's premiums, while the employee covers the remaining 50%. Employees are allowed to add their family at their cost and will require the necessary paperwork. Any changes or cancellations to an employee's policy shall be made in writing.

Health insurance deductions are withheld from paychecks bi-weekly for hourly employees and semi-monthly for salary employees.

PTO

PTO is available to all employees to provide opportunities for rest, relaxation, and personal pursuits. PTO can be used for vacation or sick pay.

Employees accrue one-hour PTO for every 40 hours worked during your calendar year and will be available for use after your initial 90 days of employment. PTO does not accrue on PTO hours used. PTO hours are calculated at regular rate of pay and are irrelevant to OT hours worked. Any remaining PTO up to 40 hours may roll over at the end of your calendar year.

- Three years of employment qualifies the employee for two weeks PTO
- Five years of employment qualifies the employee for three weeks PTO

Once an employee qualifies for the three or five-year level, the accrual process discontinues, and set PTO hours are made available for use.

When PTO is used as sick leave, employees must provide advance notice of at least 10 days prior to taking sick leave if that leave is foreseeable. If the need for sick leave is not foreseeable, then the employee must provide reasonable notice as early as possible. In the case of absence in excess of three days of work, the employee is required to provide verification that the leave was used for sick purposes. When PTO is used as vacation, requests should be submitted in writing at least 30 days in advance to your manager. Once approved by your manager, the request will be sent to payroll for a determination of your hours available. Accruals, balances, and usage of PTO will reflect on your pay stubs

Upon termination, accrued but unused PTO is not payable to the employee. If an employee is rehired within 12 months of separation, the accrued sick leave and the eligibility status at separation, will be reinstated.

Holidays

ACT gives paid time off to all employees for the following holidays:

Christmas, New Years, Memorial Day, Fourth of July, Thanksgiving, Labor Day, and one floating holiday.

Eligible employees will be paid for holiday time off. Employees are eligible for holiday time off with pay once they have completed the introductory period. It is the employee responsibility to keep track of the floating holiday used.

Deductions

The only deductions from your paycheck are those required by law or authorized in writing by you. Your check stub identifies each deduction and should be kept as a permanent record. Any discrepancies on your paycheck or questions about deductions shall be directed to the payroll department.

ABSENTEEISM

ACT places a high value on attendance. We expect and need employees to be at work on time for their scheduled workdays. Regular attendance and punctuality are important because they affect an employee's productivity and ability to meet goals, standards, and deadlines. Absent employees adversely affect company morale since co-workers must absorb the absent employee's workload in addition to their own. Consequently, the level of service we provide to our customers is diminished. Our policy is to address and correct attendance patterns that are especially counterproductive and disruptive, while tolerating normal patterns of absences caused by occasional illness, emergencies, etc. An absence form is required to be turned into the employee's manager.

Failure to comply with the following notification requirements may subject an employee to corrective action or termination.

1. If it becomes necessary for an employee to miss work, he/she is required to notify his/her supervisor by phone call as soon as possible, within one hour prior to their scheduled starting time. Texting your supervisor regarding your absence is not permitted. If you are unable to call in, please advise a family member to make the call for you.
2. When calling in, you must state why you are absent and a phone number where you can be reached for questions regarding your job.
3. Where the need for absence is foreseeable, as for planned medical treatments, ACT should be notified in advance or as soon as the employee knows that he or she will miss work.
4. If you are absent for longer than three days ACT requires a note from your physician stating, why you are unable to perform your job duties. If not provided it could result in disciplinary action.
5. Two "no call no shows" are considered job abandonment and will result in automatic termination as per Washington State law.
6. ACT has a strict policy on being punctual. After the second time of being late within a six-month period you will be written up.

These rules and guidelines have been put in place to create an efficient and profitable company. Being efficient and profitable allows ACT to give their employees annual raises, new vans, and the best tools in the industry.

Family and Medical Leave Act (FMLA) of 1993

Requires the company to grant eligible employees time off from work, up to 12 weeks within a 12-month period, for medical and family care purposes as defined by FMLA.

An eligible employee is one who has been employed by the company at least 12 months and worked a minimum of 1250 hour of service during the 12 months prior to the leave of absence.

An FMLA absence may be taken for:

An employee's own serious health condition that renders the employee unable to perform his or her job.

Care of his or her parent, spouse or child with a serious health condition.

1. Care of a newborn or newly placed adopted or foster child.

Any absence of four or more days for a reason covered under FMLA will normally be counted as FMLA Time, retroactive to the first day of the absence.

Where the need for FMLA leave is foreseeable, as for planned medical treatments, the Company should be notified thirty days in advance or as soon as the employee knows that, he or she will miss work. Failure to comply with any of the notice or medical certification requirements of this policy may result in delay or forfeiture of FMLA rights.

FMLA time off is unpaid.

2. Employees will be required to use all but three days of applicable time-off benefits available while on leave.
3. Employees may use all applicable time-off benefits available while on leave.
4. The use of benefit days does not extend the FMLA entitlement, but provides a way to turn some of the leave into paid time off if the employee has earned paid-time off available.

If a serious medical condition requires an employee to take FMLA Time intermittently or to work on a reduced schedule to care for him/herself, a parent, a spouse, or a child, such leave may be requested. A Medical Certification form is required stating the necessity for this type of absence. Should an intermittent leave or reduced work schedule become necessary, the Company may require you to transfer temporarily to another job (with equivalent pay and benefits) that better accommodates this type of scheduling.

The Company, at its discretion, may require other medical opinions, as well as additional medical certifications during the absence.

Personal Leave of Absence

In special cases where it becomes necessary for an employee to take a leave of absence that is not covered by FMLA, the employee must abide by the PTO rules.

1. Request for personal leave does not mean automatic approval.
2. Personal leaves of absence must be approved by reporting it to the owner. If the leave is granted, the employee will be required to use all applicable time-off benefits during the requested period of leave.
3. Any employee covered by the Company insurance plans who is currently paying for any insurance coverage must continue to make such insurance payments during any unpaid leave of absence under this policy; failure to make such payments may result in termination of the employee's coverage.
4. In the event that the employee elects not to return to work upon completion of an approved leave of absence, in some instances, the Company may recover from the employee the cost of payments made to maintain the employee's health coverage.

Workers Compensation

Workers Compensation Insurance protects you in the event of injury or illness resulting directly from work. When a claim is approved, this insurance generally covers most medical bills, provides a statutory benefit payment that varies by State, as well as a death benefit. Any benefit received from Workers Compensation Insurance is used as an offset to any benefit payable from the Company.

1. You must immediately notify your manager if you are injured on the job site. An injury report must be filled out as well as documentation (pictures) of the injured area. It is at the employee's discretion to seek medical attention, and must be done in a timely manner. All claims shall be submitted by the employee.
2. All workers compensation leaves of absence that also qualify under the FMLA will count against the twelve week FMLA entitlement. Additional leave may be permitted for employees injured at work.
3. All requests for a Leave of Absence should be personally submitted in writing to the office.

APPENDIX A

Appendix A is provided by Absolute Comfort Technology, LLC to ensure all health and safety requirements are being withheld by employees, contractors, sub-contractors, visitors, and customers.

Health and safety is a fundamental of Absolute Comfort Technology, LLC and we pride ourselves on educating all employees. As an employee you are required to read and ensure you understand this appendix.

Throughout this appendix you will learn about risks and hazards on the job site. Most importantly you will learn how to avoid and prevent hazardous working environments. You will also learn the proper way to handle these types of situations to better prepare you on and off the job site.

Health and Safety Policy

The following rules and regulations must be strictly obeyed at all times while working for or on behalf of Absolute Comfort Technology, LLC.

People who hold the title of Supervisor at Absolute Comfort Technology, LLC have a responsibility for the health, safety, and wellness of all employees under their control and are required to:

- Provide information on health, safety, and wellness matters to employees by way of instruction, education, and training.
- Provide initiative and follow up action on all matters concerning health and safety.
- Report and control workplace hazards as they are observed.
- Encourage employee safe work behaviors through leading by example.

Employees are expected to co-operate in the objectives of making this a healthy and safe place in which to work by:

- Carrying out safe work practices to ensure that no action or inaction causes harm to any other person or themselves while at work.
- Support and assist in the development of health and safety initiatives.
- Where safety equipment is provided, ensure it is used correctly and at all time.
- Report any accident, incident, or hazardous condition (that includes near misses) and comply with all safety instructions, and safe operating procedures.

Absolute Comfort Technology, LLC safety management systems provide framework for setting targets, measuring performance and reporting results. We will employ these systems to achieve continual improvement in our overall health and safety performance.

This policy will be reviewed every year in conjunction with the Health and Safety Representative and Management.

General Requirements

Company Safety Rules

- The following safety rules must be strictly adhered to at all times when carrying out work for or on behalf of Absolute Comfort Technology, LLC.
- Where required or designated, approved safety equipment or clothing must be worn

- Machinery and equipment must not be operated without guards or with damaged guards.
- Safety devices must not be tampered with or overridden.
- Inspect machinery or equipment for hazards before use.
- Follow recommended procedures for handling dangerous or hazardous substances (know where your MSDS sheets are located).
- Keep aisles, exits, driveways and fire extinguisher access clear.
- Before entering a work, area observe safety signs and rules.
- Apply best practice manual handling techniques when lifting heavy objects, use team lifting or mechanical lifting devices where appropriate.
- Report all unsafe acts and conditions.
- Before starting any new project job, look for and discuss safety hazards with your supervisor.
- You must not operate machinery or equipment unless you are adequately trained.
- Be fully aware of evacuation and emergency procedures.
- It is your responsibility to ensure housekeeping is maintained to a high standard.
- If injured at work, you must participate in the rehabilitation programmed if deemed appropriate by your treatment provider.
- You must report any injury, plant damage, or near miss to your supervisor.
- Do not engage in such other practices as may be inconsistent with ordinary and reasonable common-sense safety rules.

Non-Company Safety Rules

The nature of the business requires Absolute Comfort Technology, LLC and its employees to operate from many non-company facilities. Staff working at or out of non- company facilities must familiarize themselves with any special procedures at that site and understand and strictly adhere to the following procedures at all times:

- All Absolute Comfort Technology, LLC employees operating from non-company facilities are required to observe the health and safety standards set by the facility owner or occupant.
- All employees should make sure they understand the rules and operating procedures of the facility and be familiar with any special safety or emergency procedures which may exist at that facility.
- Where arrangements exist between the company and the non-company facility to operate any equipment, personnel must ensure they are approved to do so and that said machinery is in a safe condition and to the required standard for the operation being carried out. Absolute Comfort Technology, LLC will assess each non- company facility in this latter regard and advise employees accordingly.
- Any accidents that involve employees at a non-company facility must in the first instance be reported to the Manager or supervisor of that facility. As soon as possible the accident must also be reported to the Manager.
- Employees must under no circumstances carry out any non-approved activity at a non-company facility using any Absolute Comfort Technology, LLC, equipment or vehicle, or equipment that is the property of the facility owner or occupant.
- Where an employee from Absolute Comfort Technology, LLC, is directed to carry out an activity or procedure that, in the opinion of the person concerned, is likely to

be dangerous or cause injury to another person, or is not an approved safe operating practice, shall contact the General Manager or person in charge of the company immediately before taking any further action.

- The rules governing smoking at any non-company facility must be observed by all Absolute Comfort Technology, LLC, employees.
- Before starting work at any non-company facility, hazard identification and assessment must take place so that any hazards brought on site can be conveyed to the non-company facility and appropriate control measures taken.
- Absolute Comfort Technology, LLC, employees must be fully aware and understand the non-company facility emergency evacuation procedures and the location of the assembly area.

Smoking

- Smoking is strictly prohibited in any Absolute Comfort Technology, LLC, building and vehicle (includes company cars, vans or facility) except for a designated smoking area.

Drug & Alcohol

- Illicit drugs and alcohol consumption are strictly forbidden from the premises.
- Any person who reports for work or is seen on the site under the influence of drugs or alcohol is considered a menace to themselves, his/her workmates and everyone else, and will therefore be asked to leave the site.
- It isn't a clever thing to try and cover up for a mate if they've been drinking or taking drugs, for their sake, your sake, and everybody else's sake; advise your Manager before someone gets hurt!!
- You will not be permitted to work if under the influence of drugs or alcohol.
- Prescription drugs are permitted provided they do not impair an employee's ability to operate machinery or equipment in the workplace safely.

Emergency Response

Fire Safety

- Reduce the risk of fire by maintaining good housekeeping and notifying the Manager of any fire hazards you come across.
- You should only attempt to extinguish a fire if it is safe to do so. Fire extinguishers are only intended for use on small fires or as a life saving device to enable escape.

Earthquake

- In the event of an earthquake remain in the room.
- Move away from windows and tall or heavy cabinets.
- Take immediate shelter under solid furniture such as tables or desks.
- Await instructions from your manager if evacuation is necessary.
- Assemble in front of the building.
- Prior to evacuation and only if it is safe to do so, turn off all electrical appliances.

Hazardous Substances Spill

- In the event of a hazardous substance spill, inform the site supervisor and follow their instructions, they have been specifically trained in what to do.

- Make sure you know the location of the chemical spill kit for cleanup purposes.
- Use the PPE provided for clean ups.
- Know the location of Material Safety Data Sheets (MSDS).
- Don't flush chemical spills down storm water drains.

First Aid

- All vehicles are equipped with first aid kits.
- If you require further treatment, proceed to the nearest medical Clinic or hospital.
- If you have an incident on site, report it immediately.

Accident Reporting

- Report All incidents to the Manager and fill out an Accident Report Form.
- If your injuries are classified as serious harm your employer must notify Department of Labor within 24 hours of the accident occurrence and forward to them a Serious Harm Notification Form within 7 days of the accident occurrence.

Near Miss Reporting

- A near miss is defined as something that almost happens to equipment or people and is nearly avoided. If this happens to you or you observe it happen to someone else, it is critical to our health and safety program that it reported.

Hazards

Manual Handling

Many painful injuries are caused by lifting, pushing, or carrying and are avoidable by using proper manual handling techniques. Do not attempt to lift or carry loads that are beyond your physical capability. If it's too heavy, use a mechanical lifting device or practice team lifting. Follow these steps:

- Plan the lift and the route to be taken.
- Test the size and weight of the load.
- Don't be a hero get someone to help you if it is too heavy or too large.
- Stand close to the item/object with your feet apart.
- Bend your knees and lean forward.
- Get a good firm grip on the item/object.
- Use your leg muscles to lift, not your back.
- Never twist at the waist.
- Move your feet while lifting or moving a load.

Housekeeping

- Keep your work area clean and orderly that includes your work vehicle.
- It is your responsibility to do this not the job of others.
- A tidy work area or vehicle promotes and encourages smart work habits.

Electrical Work

- Electrical dangers are not always obvious.
- Inspect electrical equipment and that includes portable leads before use.
- Are the inspection test date tags on electrical leads and portable tools current?
- Switch the power OFF before inserting or pulling out a power cord.

- Portable leads will trip you up if left across walkways.
- Working on live electrical equipment must only be considered as a last resort; then only when an adequate, risk assessment has been undertaken.
- If testing on live electrical installations for faults or to ensure systems are operating effectively, then a Permit to Work may be required

The following procedures will be carried out when isolating circuits to conduct work:

- Circuit breakers must be locked out with a single key lock & tagged out.
- Circuit breaker switches will be tagged in an “OFF” position using a “DANGER – OUT OF SERVICE” tag, secured to the switch.
- Site Manager or H&S staff shall be advised of the pending work.

Welding

If a welder is not used correctly, the operator can be exposed to a number of hazards such as toxic fumes, dusts, burns, fires, explosions, electric shock, radiation, noise, and heat stress. Any of these hazards can cause injury or death you should follow the steps below in conjunction with a hot work permit.

- Use screens to protect bystanders.
- Keep a fire extinguisher close by.
- Make sure flash back arrestors are used.
- Wear your safety gear, most importantly eye protection.
- Ensure there are no fire hazards in the defined welding area.
- Keep cylinders upright.
- If arc welding never use defective or damaged cables or equipment & never use in wet conditions.
- Always check hoses, valves, gauges and fittings before use. Do not allow grease or oil to contaminate fittings.
- Keep a look out for rogue sparks above, under or around the work area when the task is complete.

Hazardous Substance

- Hazardous substances e.g. adhesive sealant must not be introduced onto the site without a MSDS (Material Safety Data Sheets).
- This includes but is not limited to solvents, cleaning agents and flammable substances such as gases.
- The Clean Air Act does not allow any refrigerant to be vented or discharged into the atmosphere during installation, service or retirement of equipment. Refrigerants must be recovered & recycled.
- Be aware of the location of the emergency chemical spill kit if one is available.
- Never flush contaminants down the storm water drains when cleaning up spill.
- The control measures recommended in the Material Safety Data Sheets (MSDS) must be applied; copies must be readily available in your vehicle.

Compressed Air

- Use suitable goggles, masks, and other protective clothing when using compressed air.
- Ensure that the correct fittings are available and being used.

- Do not use compressed air to blow dust from clothing or skin; this practice can be FATAL.
- Always treat compressed air with respect.

Asbestos

- On the discovery of asbestos, you must cease work immediately and report the find to the site fore person or safety coordinator or customer if domestic job.
- The site Manager must be notified of all asbestos on sites.
- Do not under any circumstances attempt to remove asbestos, leave it to the experts.

Slips, Trips & Falls

- Good housekeeping (e.g. keep walkways clear at all times).
- Reporting hazards.
- Wearing appropriate PPE.
- Good manual handling practices or techniques.

We can all prevent these injuries by looking out for spills, keeping the floor clear of obstacles/obstructions and by wearing the correct safety footwear. If you see something which could potentially cause a slip, trip, or fall injury don't walk past and ignore it, do something about it.

Confined Spaces

A confined space is any space or volume:

- Not intended as a regular workplace.
- Has restricted ways of entry or exit.
- May have inadequate ventilation and/or atmosphere which may be contaminated or not have enough oxygen.

Is at atmospheric pressure. Some examples of these are:

- Storage Tanks (underground or above ground).
- Underground storm water drains.
- Roof work.

Before entering any confined space:

- Complete a Confined Space Entry Permit.
- Make sure air quality has been tested and monitored.
- Make sure an observer is present for the duration of the time spent in the confined space.

Working at Heights

The use of safety harnesses, lanyards and other fall arrest equipment is mandatory when working above 1.8 meters. If there is no certified anchor point available, use a travel restraint method for your safety. A risk assessment should be carried out to determine whether an elevated work platform (EWP) (e.g. scissor lift, scaffolding or cherry picker) is required to do the job safely. Remember a ladder is designed to access work at heights not a work at heights platform. The following works will require fall protection procedures and equipment:

- Work near unprotected open edges of floors and all roofs.
- Work near unprotected penetrations or openings in roofs, floors, and walls.
- Work near unguarded shafts or excavations.

- Work from unstable structures (temporary or permanent).
- Work on or near fragile or brittle surfaces (e.g. cement sheeting roofs, fiberglass sheeting roof or skylights).

Ladders:

Ladders are not a fall protection measure; they are a means of providing access/ egress to a work area. Ladders are only to be used where it can be shown that other risk control measures are not practicable to remove or reduce the risk of falling.

When using your ladder make sure you:

- Position safety cones around the work site.
- Fix linkages (barriers) between cones to secure the site.
- Display caution signage outside the perimeter of the site.
- An observer to hold the ladder and ensure access to area is restricted.
- Stand the ladder on a level base.
- Set the ladder at the correct angle 4:1 ratio.
- Ladder must extend a meter above the landing.
- Secure the ladder by lashing at the top and bottom or have someone holding the base securely.
- Ensure the ladder is long enough to do the job or use an elevated work platform (EWP).
- Always face the ladder and use both hands (3 points of contact) when climbing up and down.
- Don't use a metal ladder near electricity.
- Always wear slip-resistant footwear when climbing a ladder.
- Never overreach sideways – get down and move the ladder.
- Never work from the top two treads.

PROCEDURES

Hot Work

- Hot work includes welding, angle grinding, oxy-acetylene cutting and gouging operations and other tasks that may generate sparks.
- A Hot Work Permit shall be filled out detailing the hazard controls to be used according to the work to be done, and prior to any work commencing.
- Consider the need for a firewatcher. The person conducting the hot work must know the location of firefighting equipment and be competent in its operation.

Always ask the question

“Can this work or task be completed safely without hot work being performed?” Follow these steps for hot work:

- Isolate all dangerous goods within a 15-meter radius of the work area.
- Ignition source(s) to be screened using fire resistant material.
- Cones, linkages, and signage erected to indicate the hot work area.
- Work area to be adequately ventilated.
- Dampen down the hazardous area if practicable.
- Fire extinguisher to be readily available.
- Gas cylinders to be stored upright and chained.

- Personal protective equipment to be worn.
- Check site 30 minutes after task is complete for rogue sparks or other ignition conditions.

Contractors & Sub-contractors

Absolute Comfort Technology, LLC has a legal obligation for the safety of contractors and sub-contractors engaged to perform work on its behalf. Contractors and sub-contractors need to understand our approach to health and safety and be familiar with the safety rules in this document and ensure its employees are made aware of these requirements. If contractors and sub-contractors do not comply with our safety standards, Absolute Comfort Technology, LLC may decide not to use them again.

Personal Protective Equipment (PPE)

Absolute Comfort Technology, LLC provides PPE for your safety and benefit – use them as the occasion arises and check that:

- PPE provided offers you adequate protection for its intended use.
- It is properly maintained, and any defects are reported immediately.
- It is returned to the proper storage after its intended use.
- Those using it are adequately trained on its safe use

Do not rely entirely on PPE alone to protect you against hazards. Use PPE in conjunction with guards, engineering controls and written safe operating procedures. PPE is available to you for protection of the head, ears, eyes, breathing, hands, arms, feet and legs. In general, you should wear safety footwear, hi-vis vest, or shirt at all times.

Practical Jokes/Horseplay

- Horseplay, skylarking, or just clowning around has no place in our business.
- Practical jokes may get laughs, but it can end up by giving someone a lifetime of sorrow. That someone could be you.

Lock Out/ Tag Out

Lock out and danger tags are used to warn of danger or to indicate that tools, machinery and equipment are defective. This means they must not be operated because their operation may cause injury to workers or damage to machinery or equipment:

- Isolate the power at the main switchboard.
- Remove fuses, lock out MSB (equipment to include circuit breaker lock and padlock), and tag out the isolator switch.
- If you did not put on the padlock or tag, you cannot take it off.

Loose Clothing & Long Hair

- Do not wear loose clothing or untied loose hair when working onsite.
- Severe accidents such as scalping, or strangulation could occur when working in or around moving machinery or plant.

Training

- Absolute Comfort Technology, LLC is responsible to ensure that persons who work for or on behalf of the company understand the APP on their first day and prior to commencing work of any type.
- No person is to work on any machinery or equipment until they have been instructed and educated.
- Individual needs will be identified through performance appraisals including industry qualifications, site safe etc. and training records kept on employees' personal files.

Tool Box Talks

Toolbox talks are an excellent method for communicating and obtaining employee involvement on health and safety issues.

Company Vehicle Inspections

It is your responsibility as the driver of an Absolute Comfort Technology, LLC vehicle to maintain it in a safe condition, remembering that a vehicle is deemed a place of work under health & safety legislation in this country.

Furthermore, it is important that the equipment, machinery, and tools that are in your vehicle are periodically (every 3 months) inspected.

This employee handbook does not constitute a contract for employment between ACT and its employees. Employees of ACT are considered "at-will", and therefore, either the employee or ACT may terminate the employment relationship at any time with or without cause or notice. No person other than the owners has authority to enter into any agreement for employment. ACT reserves the right to modify the provisions of this handbook at any time.



