
ACH of America, LLC

EMPLOYEE HANDBOOK

This employee handbook contains a general outline of ACH's policies and procedures and its contents do not give rise to any enforceable contractual rights relating to continuing employment or receipt of benefits between ACH and its employees. Employment at ACH does not mean you are guaranteed a job for a specific period of time or until you retire. Likewise, you do not commit yourself to ACH for any specific length of time. You and ACH reserve the right to discontinue employment with the Company at any time, for any reason, and without notice or cause. This flexibility lets you adapt to changing personal circumstances or other employment opportunities, and it allows the Company to effectively administer its human resource policies.

Please read the handbook carefully and keep it handy for future reference. One thing we ask you as an ACH employee is to become familiar with this handbook. We encourage you to ask any questions you may have, to either your supervisor or our Human Resource representative.

EMPLOYMENT POLICIES

Equal Opportunity

Our policy is to treat all employees and applicants for employment fairly. Employment with ACH will be determined on the basis of merit, competence, and qualifications and not by race, color, religion, sex, age, national origin, handicap, or veteran status. The administration of all personnel matters, such as employee communications, compensation, benefits, transfers, education, and social/recreational programs will be free from any discriminatory practices.

Definitions of Employment Status

The following terms describe the classification of employees and your employment status:

EXEMPT:

Employees whose positions meet specific test of the **FAIR LABOR STANDARDS ACT (FLSA)** and are exempt from minimum wage and overtime pay requirements. **(See following charts)**

NON-EXEMPT:

Employees whose positions do not meet **FLSA** exemption tests and are paid one and one-half times their regular rate of pay for more than forty (40) hours worked per week.

Introductory Period for New Employees

Upon satisfactory completion of an introductory period that may last up to 180 days, you will become a regular employee. All employees, regardless of classification, status, or length of service are expected to meet and maintain company standards for performance and behavior.

Personnel Records

Inform your supervisor of any status change such as:

- Marital Status
- Change of Name
- Change of Residence Address

WAGE AND SALARY POLICIES

Overtime Pay:

Non-exempt employees are paid one and one-half times their regular rate of pay for working overtime. Overtime is more than forty (40) hours in one week. Overtime should be authorized by your supervisor.

Hours of work:

Your supervisor will discuss hours of work with you in more detail for your location and function. Whatever the established hours, your *responsibility* is to be on time and comply with the established hours of work.

Paydays:

Your supervisor will inform you of the day and time that payroll checks will be distributed for your location.

Lunch & Rest Periods:

Lunch and rest periods (if any) for your location will be communicated to you by your supervisor.

EMPLOYEE BENEFITS

ACH offers a comprehensive package of Health, Welfare, Retirement, and other benefit programs for its employees. The details of our group benefit programs can be obtained by contacting the ACH Employee Benefits Department @ (800) 215-7112.

Workers' Compensation:

This insurance protects you against economic loss caused by work-related accidents or illnesses. **No** compensation may be expected for work-related accidents that are related to alcohol or drug use. ACH pays the entire cost of the program. Your coverage depends upon your prompt reporting of work-related accidents/illnesses, filing claims, and submission to a drug test **within 24 Hours** of the accident or illness. Failure to have a drug test **within 24 Hours** may result in a workers' compensation claim being denied.

Process for Work-related Injuries:

A. If an injury occurs during normal business hours:

Step 1. Employee contacts supervisor or foreman per your company policy.

Step 2. Supervisor/Foreman should contact ACH @ (800) 215-7112 or (407) 788-7112.

B. If the injury or treatment occurs OUTSIDE normal working hours:

Step 1. Injured employee should seek treatment from a local emergency room.

TIME OFF AND EXCUSED ABSENCES

These benefits may vary according to location:

Vacation
Holidays
Sick Leave
Bereavement Leaves
Jury Duty
Leaves of Absence without pay
Compliance with the Family Leave Act

Benefits coverage may be affected while on leave and when re-instated to work from a leave. Please see your supervisor well in advance to discuss these matters.

RESOLVING EMPLOYEE COMPLAINTS

When you have a job-related problem, question, or complaint, talk with your supervisor. The simplest, quickest, and most satisfactory solution will often be reached at this level.

Your supervisor should be able to answer your question or resolve the matter to your satisfaction. If not, contact the manager of your department or the ACH Human Resources Department at (800) 215-7112. If the matter is still not resolved to your satisfaction, you may document your complaint in writing to the President of ACH.

Difficulties in using this complaint procedure should be brought to the attention of the ACH Human Resources Department.

ATTENDANCE STANDARDS

Your regular attendance and punctuality is a requirement of your employment with ACH. If you must be absent from work due to illness or personal reasons, notify your supervisor or department head before work begins. When reporting your absence provide your supervisor with your expected date of return.

ABSENCE WITHOUT NOTICE

Absence without notice to the company is basis for immediate termination.

RETURN FROM INJURY

Employees shall report for work upon approval by a physician after a work-related injury. Failure to return to work after the doctor's approval shall be considered a voluntary separation from employment.

A WORK DAY...

is any day that work has been assigned to you by your supervisor.

COMPANY RULES & STANDARDS OF CONDUCT

Groups of people working together for any purpose require guidelines related to conduct and relationships. You should be aware of your responsibilities to ACH and your fellow employees. We have a responsibility to ensure that employee actions do not compromise the client's operations or the work of other employees.

Failure of employees to comply with our standards will result in one of the following disciplinary actions (that should be followed in order): **Verbal Warning, Written Warning, Disciplinary Leave, Discharge**. The seriousness of the infraction, past record of the employee, and circumstances surrounding the matter will be considered in determining the appropriate action.

It is impossible to identify every possible violation of standards of conduct. But the following is a partial list of infractions for disciplinary action:

- Falsifying employment application.
- Revealing confidential information.
- Theft, Fraud, Embezzlement, or Industrial Espionage.
- Using company Equipment, Material, Time, or Information for unauthorized purposes or personal use.
- Abusing, Destroying, or Wasting company property or equipment.
- Carrying concealed weapons or explosives.
- Violating criminal laws on company premises.
- Working under the influence of Drugs or Alcohol.
- Bringing unauthorized alcohol or drugs into the workplace.
- Indecent Conduct, including Insubordination or Fighting.
- Verbal, Visual, or Physical Sexual Harassment.
- Willful or Repeated violation of Safety Rules.
- Excessive absenteeism or tardiness, as well as time clock or time reporting violations.

EMPLOYEE SAFETY & HEALTH

It is our responsibility to ensure that employees are working in a safe environment. We must comply with Federal and State Safety Laws. No employee will knowingly be required to work in unsafe conditions. But, safety is every employee's business and responsibility... Therefore, all employees must point out potential hazards to other employees and supervisors. Do everything within your power to maintain a safe work environment.

You will be trained in any safety procedures related to your work including, but not limited to, safe clothing or specific personal protection to be worn. You will receive an "Employee Safety and Health Handbook" which outlines our safety policies and actions for working safely.

SEAT BELTS

ACH has a mandatory policy for wearing seat belts while driving your auto for work. We encourage this practice of "buckling up for life" off the job as well.

DRIVING DEFENSIVELY

In addition to the required wearing of auto or truck seat belts when driving in the employ of ACH, here are some defensive driving guidelines:

ACH **ENCOURAGES** EVERY DRIVER TO:

- Stay within the posted speed limits.
- Check your rear-view mirrors often.
- Keep both hands on the wheel when driving.
- Reduce distractions in your car/truck.
- Do not let your emotions drive your vehicle.
- Allow plenty of driving time to avoid having to rush.
- DO NOT DRINK AND DRIVE... OR USE DRUGS AND DRIVE... NOT EVER...!!

ACCIDENTS

Immediately report an injury on the job, no matter how slight, to your supervisor or department head. Failure to report an injury could affect a Workers' Compensation claim that you may be entitled to.

DRUG TESTING

ACH may, at its discretion, perform periodic random drug testing of employees. Certain positions may require mandatory pre-employment and post-employment drug testing. Employees must submit to a drug test within 24 hours of any work-related accident. Failure to do so may result in denial of Workers' Compensation Benefits.

FIRST AID

First aid kits are located in strategic areas of your work location and are available for your use. You should make yourself aware of the locations of the first aid kits and supplies contained.

GENERAL EMERGENCIES

Fire in work areas is an ever-present hazard, especially with electrical equipment. You should know fire extinguisher locations and building exits in an emergency.

ACH OF AMERICA, LLC BELIEVES IN SAFETY!!