**WELCOME**

Welcome to Tropic Island Pools.

Tropic Island Pools will succeed because of the efforts of highly motivated people like you. We expect every employee to create a workplace filled with the pride that comes with developing great ideas and executions. We look forward to having you join our team.

This handbook is intended to provide you with understanding of the operation policies, benefits and expectations of Tropic Island Pools (hereafter referred to as the “Company”). We ask that you read this handbook carefully and refer to it whenever questions arise.

Since our business is constantly changing and growing, the information in this handbook is subject to change.

**EMPLOYMENT POLICIES**

EMPLOYEES WHO VIOLATE THESE POLICIES MAY BE SUBJECT TO DISCIPLINARY ACTION OR POSSIBLE TERMINATION.

In addition, employees who are aware of any employee(s) participating in activities that do not adhere to these policies shall report them to management immediately (or no later than 24 hrs) or be subject to disciplinary action or possible termination.

**Anniversary Date**

The first day you report to work is your official anniversary date. Your Anniversary date is used to compute various conditions and benefits described in this handbook.

**Access to Personnel Files**

The Company maintains a personnel file on each employee. The personnel file includes information such as the employee’s job application, resume, records of training documentation of performance appraisals, salary increases, and other employment records.

Personnel files are the property of the Company. Access to personnel files is restricted. Generally, only management personnel of the Company who have a legitimate reason to review information in a file are allowed to do so.

Employees who wish to review their own file should contact their supervisor. With reasonable advance notice, employees may review their own personnel files in the Company offices. The employee will review his/her own personnel file in the presence of an individual appointed by the Company.

**Personnel Data Changes**

It is the responsibility of each employee to promptly notify the Company of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to contact in the event of an emergency, educational accomplishment, and other such status reports must be accurate and current at all times. If any personnel data has changed, the employee is required to notify the Company HR representative.

**Group/Office Meetings**

Group meetings are mandatory; unexcused absences are grounds for disciplinary action up to and including termination of employment. An employee shall be responsible for a $25 late fee to management if tardy or absent from the meeting.

**Confidential and Proprietary Information**

All employees at Tropic Island Pools have the moral, ethical and legal responsibility to protect the Company’s confidential and proprietary information. Employees are exposed to confidential and/or sensitive information while they are working. Each employee is responsible for safeguarding against the theft, loss, unauthorized use or disclosure of the information. Company assets (processes, procedures, training, etc.) are sole proprietary information of Tropic Island Pools. Company assets created or modified by employee(s) are the sole property of Tropic Island Pools. Employees shall not provide these assets to any non-employee or other company. Employees upon termination shall not take or utilize any of these assets post-employment. Any Company assets utilized outside of the Company or taken post-employment is considered theft, and will be prosecuted to the full extent of law.

**Conflict of Interest**

Transactions conducted with outside firms must be done in a manner consistent with the framework established and controlled by the executive level of the Company. Business dealings with outside firms should not result in unusual gains for those firms or any Company employee. Unusual gain refers to bribes, product bonuses, special fringe benefits, unusual price breaks, and other windfalls designed to ultimately benefit the employer, the employee, or both. Promotional plans that could be interpreted to involve unusual gain require specific executive-level approval.

**Outside Employment**

The Company discourages its full-time employees from taking employment outside the Company. If an employee is planning to take an outside job, he or she must first obtain written permission from his or her supervisor. Employees will not be given permission to take an outside job with a company that is in the same business as the Company or is any way in competition with it. If an employee is granted permission to take outside employment, that person must inform his or her supervisor when starting work at the outside company. If an employee is unable to keep work performance up to a high standard as a result of the outside job, then permission to work at the outside job may be rescinded, or the employee may be subject to termination. The Company will not pay medical benefits for injuries or sickness resulting from employment at the outside company.

**Smoking Policy**

It is the policy of the Company to provide a smoke- and vapor-free workplace to promote better employee health and to accommodate those individuals who find smoking offensive or are allergic.

The use of tobacco and vapor products inside the building, in company vehicles, or in non-designated areas outside the building on the Company premises by any employee, vendor, client, or visitor is prohibited at all times. During non-working periods, such as lunch, regularly scheduled breaks and before and after work, employees may smoke off of company premises or in designated areas. Special breaks for smoking are prohibited. Smoking materials must be disposed of properly.

A violation of this policy will result in disciplinary action up to and including termination. There will be a $50 fine for smoking in the building, warehouse, company vehicle or in an undesignated area. At the discretion of the company, an additional fee of $75 can be charged for detailing the company vehicle for violating the smoking policy.

**Mobile Phone Policy**

All employees must have a personal mobile phone. The phone must have phone capability and texting capability that is available for business use. This mobile phone is at the employee’s expense.

**Human Resources**

Equal Employment Opportunity

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at the Company will be based on merit, qualifications, and abilities. The Company does not discriminate in employment opportunities or practices on the basis of race, color, religious persuasion, sex creed, national origin, sexual orientation, marital status, age, disability that does not prohibit performance of essential job functions, or any other characteristics protected by law.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor. Employees can raise concerns and make reports without fear or reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

Communication of Complaint Procedure

It is our policy to treat every employee with fairness and respect. We realize that from time to time problems may arise. It is important that your supervisor know about these problems as soon as they arise so we can resolve them.

Any employee who believes that he/she is a victim of discrimination should report the act immediately to his/her supervisor or manager. Complaints will be carefully investigated, and all employees are assured that they will be free from any and all reprisal or retaliation from reporting such complaints. Employees determined to be engaged in discriminating conduct will be subject to disciplinary action up to and including immediate dismissal.

Remember that we have an open-door policy and that NO MEMBER OF MANAGEMENT IS TOO BUSY TO HEAR THE PROBLEMS OR COMPLAINTS OF ANY EMPLOYEE.

Safety Rules Notification

1. Comply with all applicable Federal, State, and Local Safety Laws, Rules and Regulations.
2. Report all injuries, unsafe conditions, or unsafe acts to your supervisor immediately. Report all job accidents on the same day of occurrence. A drug test must be taken within 12 hours of the injury, failure to take drug test may be subject to termination.
3. The possession of intoxication beverages, drugs, firearm, or other weapons is forbidden.
4. Personal protective equipment (PPE) will be worn at all times when your work activities and surroundings dictate. Do not remove or bypass any safety guard on any machinery at anytime. Work activities shall not be performed without the proper PPE.
5. Do not engage in horseplay.
6. Machine/equipment must be shut down during cleaning, lubricating and/or repair. The use of any unauthorized product for cleaning tools, machinery, or other material is forbidden.
7. Proper lifting techniques of “back straight and knees bent” are mandatory. Get help lifting or moving heavy or bulky objects. If you are unaware of proper lifting techniques ask your supervisor to demonstrate. Employees are prohibited from lifting greater than 50lbs without assistance.

EMPLOYEES WHO VIOLATE THSE POLICIES MAY BE SUBJECT TO DISCIPLINARY ACTION OR POSSIBLE TERMINATION.

In addition, employees who are aware of any employee(s) participating in activities that do not adhere to these policies shall report them to management immediately (or no later than 24 hrs) or be subject to disciplinary action or possible termination.

All employees must practice good housekeeping procedures in the office, work area and customer locations. Cleanliness and orderly placement of supplies is imperative. Assets including assigned vehicles shall be kept clean and stored orderly until returned to Company. Unacceptable treatment of company assets can result in a Company fine in the amount to restore the asset and can be cause for termination.

**Substance Abuse and Contraband Policy**

The Company has a vital interest in maintaining a safe, healthful, and efficient working environment. Being under the influence of an illegal drug or alcohol on the job poses serious safety and health risks to the user and to all those who work with the user.

Any employee considered under the influence will be removed from the work site and will be subject to substance abuse testing as a condition of continued employment. The use, sale, manufacture, purchase, transfer, or possession of an illegal drug, alcohol or contraband in the workplace is prohibited and can be a cause for termination.

1. **Scope of the Policy**

This policy applies to all employees including contract employees and subcontractors.

1. **Definitions**

 For the purpose of this policy, the following definitions apply:

Safety Sensitive – has a high exposure to catastrophe operational incident and has access to operations where failure could result in serious harm to public or employee well-being, company assets or the environment.

Under the Influence – a condition in which a person is affected by an illegal drug or alcohol in any detectable manner. The symptoms of influence are neither confined to those consistent with misbehavior, nor to obvious impairment of physical or mental ability, such as slurred speech or difficulty in maintaining balance. A determination of being under the influence can be established by a professional opinion, a scientifically valid test, such as urinalysis or blood analysis and in some cases by the opinion of a lay person.

Illegal Substances of Drugs – any substance or drug which is not legally obtainable; any drug which is legally obtainable but has not been legally obtained; any prescribed drug not legally obtained; any prescribed drug not being used for the prescribed purpose; any over-the-counter drug being used at a dosage level different than recommended by the manufacturer or being used for a purpose other than intended by the manufacturer; any drug being used for a purpose not in accordance with bona fide medical therapy. Examples of illegal drugs are cannabis substances, such as marijuana and hashish, cocaine, heroin, phencyclidine (PCP), and so-called designer drugs and look-a-like drugs.

Alcohol – any beverage that contains ethyl alcohol (ethanol), including but not limited to beer, wine and distilled spirits.

Possession – is meant to also include the presence in the body system of any detectable amount of an illegal drug or alcohol.

Drug Screen Testing – the scientific analysis of urine, blood, breath, saliva, and other specimens of the human body for the purpose of detecting an illegal drug or alcohol.

Company/Client Property – all property of the Company including but not limited to the plant facility and surrounding areas on company-owned or leased property, parking lots, and storage areas. The term also includes company-owned leased or used vehicles and equipment wherever located. It also includes the premises where the company performs contract services.

Random Testing – a testing process in which selection for testing is made by a method employing objective and neutral criteria. This ensures that every person subject to testing has a substantially equal statistical chance of being selected. The method does not permit subjective factors to play a role in selection.

For Cause or Reasonable Suspicion – is a belief based on objective and articulate facts sufficient to lead a prudent supervisor to suspect that the employee is using drugs or alcohol.

1. **Drug and Alcohol Testing**

The Company may conduct these tests under the following circumstances:

* Pre-Access – Any employee entering a client’s site to perform work must have a current comprehensive alcohol and drug test indicating a negative result. (Definition of current – previous 12 months)
* Random drug screens will be given to those employees who are presently employed by the Company. These drug screens will be unannounced and conducted at locations chosen by the Company. The Company reserves the right to choose any employee or number of employees in a particular work group to be screened.
* Post accident drug screens will be given to employee’s directly involved and/or other employees involved in accident. Post accident drug screens will include but are not limited to:
	+ Accidents involving personal injury, regardless of the severity of the injury.
	+ Near-miss incidents may also warrant a drug screen of employees directly or indirectly involved in the near miss.
	+ Incidents/accidents involving property damage of the Company.
* “For Cause” drug screens will be given when an employee’s supervisor has a reasonable suspicion that an employee is intoxicated, using or under the influence of drugs or alcohol.
* The Company will conduct annual comprehensive alcohol and drug screening testing or more frequently if required by contractual agreements with companies where the Company is performing work.
* Drug screens will be given to any employee or employees involved in violent acts toward other employees or the employees of other companies.
* Drug screens will be performed on employees who have been found stealing or purposely destroying company property.
* When an employee or person is found in possession of suspected illicit or unauthorized drugs and/or alcohol or when any of these items are found in an area controlled or used exclusively by designated employees.
* Breath specimens will be collected in “for cause” and “post-accident” situations when alcohol use is suspected. Breath specimens will be analyzed at the job site, as well as at the designated collection point by a person trained in the administration of breath tests. A positive breath test will cause the tested person to be transported immediately to a medical facility for the collection of a blood specimen so that a blood alcohol concentration (BAC) test can be conducted to confirm the positive breath test.

All employees designated, as “safety sensitive” will be subject to pre-employment/pre-access, random screening, post incident and reasonable suspicion testing.

All tests will be performed with concern for the personal privacy of each employee or other individual.

1. **Search and Seizure**

The Company reserves the right to conduct searches and inspections of employees, their effects, lockers, company provided living quarters, baggage, desks, tool boxes, clothing and vehicles for the purpose of determining if any employee or other persons are in possession, use, manufacture, distribution, transportation or concealment of any of the prohibited articles and/or substances contained in the policy.

Prohibited substances include, but are not limited to the following:

* Illegal or unauthorized substances, abused drugs, look-alike drugs, drug paraphernalia and alcoholic beverages
* Prescribed drugs over one-year old.
* Prescribed drugs issued to someone other than the employee taking the drug,
* Prescribed drugs in excess of normal recommended dosage sufficient for normal work shift.
* Prescribed drugs that have been removed from their original containers.
* Any non-prescription or over-the-counter drugs that cause motor reflex problems or have any effect on ability to safely perform work duties.
* Alcoholic beverages of any percentage.

Prohibited articles will include, but are not limited to the following:

* Illicit drug equipment or paraphernalia
* Stolen property
* Firearms
* Ammunition
* Weapons
* Explosives
* Contraband and other hazardous articles

The possession of any of the above-mentioned articles and substances is in violation of this policy.

In the event of a search, if any of the above hazardous articles or substances are found, the illegal articles or substances will be seized. Any illegal articles or substance will be turned over to the proper authorities; all other items will be returned to the person upon being escorted off the property.

1. **Discipline**

Any employee, who is found in violation of this policy or refuses to participate in a search and inspection, refuses a request for a drug screen urinalysis test/blood alcohol test or is found altering or substituting a drug sample will be subject to discipline and possible termination as deemed appropriate by the Company.

Employees found in violation of this policy while performing working at a customer’s site may be permanently removed and may be permanently disqualified from working at the site.

1. **Confidentiality**

All information relating to drug screen testing or the identification of persons as users of illegal drugs and alcohol will be protected by the Company as confidential, unless otherwise required by law, overriding public health and safety concerns, or authorized in writing by the person in question.

When necessary to comply with contractual obligations, or when necessary to comply with the request of a state agency or other authority, the Company may, with the written consent of an employee, release to owner/contractors or said agencies the results of any drug or alcohol test results.

1. **Subcontractors**

Subcontractors working for the Company are subject to any and all of the provisions in the policy. Any subcontractor or its employee, as well as an individual who is a subcontractor, are subject to removal from company property and termination of the contract in the event they refuse to participate in any of the drug screen/alcohol tests or if they are found to have measurable levels of illegal, controlled, abused substances or alcohol in their systems.

1. **Analysis**

Specimens shall be tested for the following drug classes:

| **DRUG** | **SCREEN CUT OFF** | **GC/MS CUT OFF** |
| --- | --- | --- |
| Cannabinoid (Marijuana)  | 50 | 15 |
| Cocaine & Metabolites | 300 | 150 |
| Opiates | 300 | 300 |
| Phencyclidine (PCP) | 25 | 25 |
| Amphetamine  | 1000 | 500 |
| Barbiturate | 300 | 200 |
| Methadone | 300 | 200 |
| Methaqualone | 300 | 200 |
| Benzodiazepines | 300 | 300 |
| Propoxyphene | 300 | 300 |

Alcohol testing will be conducted using the standard blood alcohol or breath content level of 0.04%.

1. **Applicable Laws**

The Company will comply with all applicable drug and alcohol related laws and regulations.

Employment Categories

It is the intent of the Company to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both employee and the Company.

Each employee is designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal and state wage and hour laws. An employee’s EXEMPT or NONEXEMPT classification may be changed only upon written notification by the company management.

Immigration Law Compliance

The company is committed to employing only United States Citizens and Aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with the company with the past three years, or if their previous I-9 is no longer retained or valid.

Employees with questions or seeking more information on the immigration law issues are encouraged to contact their manager.

Time Keeping

Federal and state laws require the Company to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Altering, falsifying, tampering with time records, or recording time on another employee’s time record may result in disciplinary action, up to and including termination of employment.

**Office Personnel**

Accurately recording time worked is the responsibility of every office employee. Nonexempt (for example per hour type) employees should use the Company approved time sheet to record the time they begin and end their work, as well as the beginning and ending time of each meal period. They should also record the beginning and ending time of any split shift or departure from work for personal reasons. Overtime work must always have written approval approved by your supervisor **before** it is performed.

**Field Personnel - Hourly**

Time tracking for field personal is officially recorded by dispatch/office supervisors. **Vehicle GPS reporting will always be the standard of timekeeping that will overrule any other method.** Field personal are responsible for calling dispatch at appropriate work start and stop times. Failure to call into dispatch will result in the dispatcher/supervisor complete discretion in estimating the job time (estimation will be based on vehicle GPS, contacting customer, or other methods).

**Field Personnel – Piece Work**

Piece work tracking for field personal is officially recorded by dispatch/office supervisors. Field personal are responsible for submitting work papers (ex. route service, work orders, etc) timely to the office. Failure to submit timely work papers will result in the technician not being paid that for that piece of work that period.

**Field Personnel - Commission**

Commission tracking for field personal is officially recorded by dispatch/office supervisors. Field personal are responsible turning in appropriately signed paperwork and appropriate pay for work. Failure to complete job correctly or not turn in appropriately signed paperwork will result in the dispatcher/supervisor’s complete discretion in defining commission for the job.

Paydays for all employees

Employees are paid weekly. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

Please review your paycheck to ensure its accuracy. If you find an inconsistency, report it to your supervisor immediately. Disputed time logged must be reported to your supervisor in writing within 24 hours from issuance of the paycheck in dispute. Your supervisor will assist you in taking the steps necessary to correct the problem.

* All warrantee/call back work is paid at minimum wage.
* All training is paid at minimum wage unless otherwise specified in writing.
* Work orders are due no later than Tuesday at noon for prior pay period. Pay for non-exempt (for example per hour type) employees will be determined by completed and submitted work orders.
* Incomplete work orders and/or route sheets or work orders and/or route sheets including payments that are not turned in will not be considered for payroll determinations. In addition, any bonus/spiff for field personnel will not be paid for that pay period.
* Bonus/Spiffs are awarded completely at the discretion of management.
* As stated in the Service Technician Customer Authorization, Policy P3, Attachment #3, a work order without customer signature shall not be considered as completed work and will not be paid until signature is obtained.
* Route sheet are due for the previous day no later that 10am the following day (or Monday if Friday or weekend work)

Each company office will have a computer available for employee viewing of paystubs online, if needed. Contact HR with any questions or help with access to paystubs online.

**Work Schedules**

Work schedules for employees vary throughout our organization. Supervisors will advise employees of their individual work schedules. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

Overtime

From time to time as the Company deems necessary, employees will be given the opportunity to volunteer for overtime work assignments. All overtime work must receive the immediate supervisor’s written prior authorization.

Overtime compensation is paid to all nonexempt (for example per hour type) employees in accordance with the federal and state wage and hour restrictions. Overtime pay is based on actual hours worked. Time off on PTO, or any leave of absence will not be considered hours worked for purpose of performing overtime calculations. Your paycheck will be based on the data received from time sheet (written and/or system generated).

Failure to work scheduled overtime or overtime worked without prior written authorization from your immediate supervisor may result in disciplinary action up to and including termination.

**Attendance and Punctuality**

To maintain a productive work environment, the Company expects employees to be reliable and punctual in reporting to work. Absenteeism and tardiness place a burden on other employees and on the Company. In the rare instances, when employees cannot avoid being late to work, or are unable to work as scheduled, they shall notify their supervisor as soon as possible in advance of the anticipated tardiness or absence.

In the event an employee is sick, the employee must notify his or her supervisor at the earliest opportunity. Employee shall:

* Call the office and leave a message if no answer; and/or
* Email service@TropicIslandPools.com.

If an employee is absent for three or more consecutive days due to illness or injury, a physician’s statement must be provided verifying the illness, the reason for the absence, and its beginning and expected ending dates. Such verification may be requested for other sick leave absences as well and may be required as a condition of continued employment. An employee who misses three or more days without contacting the Company unless under FMLA or the ADA, is considered to have abandoned his or her job and is subject to disciplinary action up to and including termination.

**Personal Appearance**

Dress, grooming and personal cleanliness standards contribute to the morale of all employees and affect the business image that the Company presents to customers and visitors. Service technicians are required to wear Company uniforms.

The Company uniform consist of Company supplied ball caps, a clean shirt and pant supplied uniform, safety boots (appropriate personal protective equipment), floor savers, and a clean overcoat or jacket. Uniforms are also required to be worn at all training and meetings. Only company ball caps can be worn. Employee must get written approval from management to wear any non-company component of the uniform (e.g. jeans).

During business hours, employees are expected to present a clean, neat and professional image. Employees must dress according to the requirements of their position. Consult your supervisor or department head if you have questions as to what constitutes appropriate attire.

**Use of Equipment**

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using company equipment, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards and guidelines.

Please notify the supervisor if any equipment, machines, or tools appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects and the need for repairs could prevent deterioration of equipment and possible injury to yourself or others. The supervisor can answer any questions about an employee’s responsibility for maintenance and care of equipment used on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in disciplinary action, up to and including termination.

**Return of Property**

Employees are responsible for all property, materials, or written information issued to them or in their possession or control. Employees must return all Company property immediately upon request or upon termination of employment. Where permitted by applicable laws, the Company may withhold from the employee’s check or final paycheck the cost of any items that are not returned when requested.

The Company may also take legal action when deemed appropriate to recover or protect its property.

**Meal Periods**

Generally, employees will be provided with a meal period each workday. **All field technicians are required to take at least ½ hour lunch break each day.** Supervisors will schedule meal periods and any breaks to accommodate operating requirements. Employees will be relieved of all work-related responsibilities during meal periods. The employee will not be compensated for any meal period time.

**Emergency Closing**

At times, emergencies such as severe weather, fires, power failures or acts of God, can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility.

When operations are officially closed due to emergency conditions, the time off from schedules work will be unpaid, however, with supervisory approval; employees may use available paid leave time, such as unused PTO. Employees in essential operations may be asked to work on a day when operations are officially closed. In these circumstances employees who work will receive regular pay.

If conditions warrant emergency closing, employees may be notified by phone. It is in the sole and absolute responsibility of each employee to verify whether or not the Company is open for business.

**Employee Conduct and Disciplinary Action**

To ensure orderly operations and provide the best possible work environment, the Company expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. Conduct or incidents, which subject an employee to the disciplinary process include but are not limited to:

1. Performance not meeting job requirements
2. Insubordination, e.g., refusal to perform assigned duties
3. Excessive absenteeism or tardiness
4. Intoxication and use of intoxicating beverages or use of illegal drugs while on Company business or premises, or violation of the Company’s Substance Abuse Policy
5. Unauthorized possession of any firearm, knife, or other instrument that the Company may be generally regarded as dangerous or deadly weapon while on business or premises
6. Theft
7. Acts injurious to the Company or the Company’s customer
8. Falsification or misrepresentation, including intentional misstatement or concealment of a material fact in employment records, falsifying records, misuse or employee benefits or privileges, etc.
9. Failure to comply with rules, policies, practices or procedures of the Company
10. Fighting or engaging in altercations
11. Leaving work during work hours without permission
12. Gambling, betting or participation in games of chance while on working time
13. Threatening, intimidating, coercing or interfering with a fellow employee or supervisor of the Company
14. Coercing, inciting, bribing or otherwise inducing employees to engage in any practice in violation of the Company policies or procedures
15. Not reporting accidents or violations of any safety rule, which results in a serious injury, property damage or significant expense to the Company
16. Violation of confidential information policy
17. Violation of terms and conditions for the employment contract, if applicable
18. Conduct unbecoming of an employee of the Company during working or non-working time
19. Failure to follow instructions
20. Negligence in the performance of regular duties
21. Allowing unauthorized persons on Company property
22. Untruthfulness such as lying or willfully misrepresenting matters adversely affecting the Company or its employees
23. Failure to report to work in a neat, clean and well-groomed fashion in appropriate business attire
24. Failure to call in sick or unable to work during scheduled hours or mandatory overtime
25. Violation of the No Solicitation/No distribution Rule
26. Discourtesy to other Company employees or Company customers
27. Other acts of misconduct

Employment with the Company is at the mutual consent of the Company and the employee. Employment is “At Will”, thus either party may terminate the employment relationship at any time, with or without cause, and with or without advance notice.

Life- Threatening Illness in the Workplace

Employees with life-threatening illness, such as cancer, heart disease, and AIDS, often wish to continue their normal pursuits, including work, to the extent allowed by their condition. The Company also recognizes that it must satisfy legal obligation to provide a safe work environment for all employees, customers and other visitors to our premises. As long as employees who have life threatening illnesses are able to maintain acceptable performance standards in accordance with established Company policies and procedures, and the weight of medical evidence continues to indicate that life threatening illness cannot be transmitted by casual workplace contact, employees with life threatening illness will be permitted to continue work. In determining such an employee’s ability to continue in employment, the Company will consider making reasonable accommodations to the employee’s condition, consistent with applicable federal, state, and local laws.

Medical information on individual employees is treated confidentially. The Company will take reasonable precautions to protect such information from disclosure in accordance with applicable law. Managers and other employees have a responsibility to respect and maintain the confidentiality of employee medical information. Anyone inappropriately disclosing such information is subject to disciplinary action, up to and including termination of employment

Policies Against Workplace Violence

1. Statement of Policy

The costs of workplace violence can be great, both in human and financial terms. Therefore, the Company has adopted this policy regarding workplace violence.

Acts or threats of physical violence, including intimidation, harassment, and/or coercion, that involve or affect the Company or that occur on Company property or in the conduct of Company business off Company property, will not be tolerated. This prohibition against threats and acts of violence applies to all persons involved in Company operations, including, but not limited to, the Company personnel, contract workers, temporary employees, and anyone else on the Company property or conducting Company business off Company property. Violations of this policy, by any individual, may lead to disciplinary action, up to and including termination, and/or legal action as appropriate.

This policy is intended to bring the Company into compliance with existing legal provisions requiring employers to provide safe workplace; it is not intended to create any obligation beyond those required by existing law.

1. Definitions

Workplace violence is any intentional conduct that is sufficiently severe, offensive, or intimidating to cause an individual to reasonably fear for his or her personal safety or the safety of his or her family, friends, and/or property such that employment conditions are altered or a hostile, abusive, or intimidating work environment is created for one or more Company employees. Workplace violence may involve any threats or acts of violence that affect the business interests of the Company and the parties involved in the incident. It also includes threats or acts of violence that affect the business interests of the Company or that may lead to an incident of violence on Company premises. Threats or acts of violence occurring off Company premises that involve employees, agents, or individuals acting as a representative of the Company, whether as victims of or active participants in the conduct, may also constitute workplace violence. Specific examples of conduct that may constitute threats or acts of violence under this policy include, but are not limited to, the following:

1. Threats or acts of physical or aggressive contact directed toward another individual.
2. Threats or acts of physical harm directed toward an individual or his/her family, friends, associates, or property.
3. The intentional destruction or threat of destruction of Company property or another employee’s property.
4. Harassing or threatening phone calls
5. Surveillance
6. Stalking
7. Veiled threats of physical harm or similar intimidation
8. Any conduct resulting in the conviction under any criminal code provision relating to violence or threats of violence that adversely affects the Company’s legitimate business interests. Workplace violence does not refer to occasional comments of a socially acceptable nature. These comments may include references to legitimate sporting activities, popular entertainment, or current events. Rather, it refers to behavior that is personally offensive, threatening, or intimidating.
9. Enforcement

Any person who engages in a threat or violent action on Company property may be removed from the premises as quickly as safety permits and may be required, at the Company’s discretion, to remain off Company premises pending the outcome of an investigation of the incident.

When threats are made or acts of violence are committed by an employee, a judgment will be made by the Company as to what actions are appropriate with respect to that employee, including potential medical evaluation and/or disciplinary action up to and including discharge.

**Important Note:** The Company will make the sole determination of whether, and to what extent, the Company will act upon threats or acts of violence. In making this determination, the Company may undertake a case-by-case analysis in order to ascertain whether there is a reasonable basis to believe that workplace violence has occurred. No provision of this policy alters the at-will nature of employment at the Company.

Sexual and Other Unlawful Harassment

The Company is committed to providing a work environment free of discrimination and harassment. We will not tolerate any form of harassment from supervisors, fellow employees, or anyone else. Any employee guilty of committing any of the following acts may be disciplined or, where appropriate, discharged without notice. Harassment includes verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her race, color, religion, sex, national origin, age, marital status, or disability, or that of his or her relatives, friends or associates, and that (1) has purpose or effect of creating an intimidating hostile, or offensive working environment; (2) has the purpose or effect of unreasonably interfering with an individual’s work performance; or (3) otherwise adversely affects an individual’s employment opportunities.

The following are examples of types of behaviors that are not acceptable (the list is not all inclusive):

* Sexual Harassment: Described below.
* Unreasonable Conduct: Treating individuals as if they are inferior. This behavior includes verbal abuse.
* Discrimination: Discrimination occurs whenever employment decisions are made based upon race, color, religion, sex, creed, national origin, age, marital status, or disability that does not prohibit performance of essential job functions, affectinal sexual orientation, or any other characteristic protected by law. This behavior also constitutes an unlawful employment practice and violates state and/or federal Civil Rights Statutes.
* Unwelcome Behavior: Included can be (a) unwanted or unwelcome verbalism or behaviors that have overtones related to an individual’s race, color, religion, sex, creed, national origin, age, marital status, disability that does not prohibit performance of essential job functions, affectional or sexual orientation, or any other characteristic protected by law; (b) epithets, slurs, negative stereotypes, or threatening, intimidating or hostile acts that are related to race, color, religion, sex, creed, national origin, age, marital status, or disability that does not prohibit performance of essential job functions, affectional or sexual orientation, or any other characteristic protected by law; (c) verbalism/behavior which an employee regards offensive; or (d) written or graphic material that denigrates or shows hostility or aversion toward an individual or group because of race, color, religion, sex, creed, national origin, age, marital status, or disability that does not prohibit performance of essential job functions affectional or sexual orientation, or any other characteristic protected by law, that is placed on walls, bulletin boards, or elsewhere on the workplace premises, or circulated in the workplace.
	1. Sexual Harassment Awareness

It has always been the Company’s policy that all of its employees be able to enjoy a work environment free from all forms of discrimination, including sexual harassment. Additionally, unwelcome activity of a sexual nature is classified as discrimination under the law. Sexual harassment is a form of misconduct, which undermines the integrity of the employment relationship. No one, whether male or female, should be subjected to unsolicited, unwelcome sexual advances or sexually suggestive conduct, either physical or verbal, from another employee. The Company will not tolerate sexual discrimination or sexual harassment, and any complaints of sexual harassment will be taken seriously.

* 1. Types of Sexual Harassment

Unwelcome sexual conduct constitutes sexual harassment when:

* Acceptance or rejection of the conduct is used to make employment decisions (e.g., hiring, pay raises, etc.) that affect the employee claiming harassment;
* The conduct has the purpose or effect of unreasonably interfering with the employee’s job performance; or
* The conduct creates an intimidating environment.

Quid Pro Quo: (Something for Something): Occurs when an employee is subject to unwelcome sexual advances and submission to them is made the basis for employment decisions.

Hostile Environment: Occurs when unwelcome sexual conduct interferes with an employee’s job performance or creates an intimidating, hostile or offensive workplace.

The foregoing has been provided for example purposes, and is not an exhaustive list. Offensive comments, jokes, innuendoes, and other sexually oriented statements are expressly prohibited and will be subject to disciplinary action and/or termination. Examples of the type of conduct expressly prohibited by this policy include, but are not limited to, the following:

* Touching, such as rubbing or massaging someone’s neck or shoulders, stroking someone’s hair, or brushing against another’s body
* Sexually suggestive touching
* Grabbing, grouping, kissing, fondling
* Violating someone’s personal space
* Whistling
* Lewd. off-color, sexually oriented comments or jokes
* Foul or obscene language
* Leering, staring, stalking
* Suggestive or sexually explicit posters, calendars, photographs, graffiti cartons
* Unwanted or offensive emails, letters or poems
* Sitting or gesturing sexually
* Offensive e-mail or voice-mail messages
* Questions about one’s sex life or experiences
* Repeated requests for dates
* Sexual favors in return for employment, rewards, or threats of sexual favors
* Sexually oriented or explicit remarks, including writer or oral references
* To sexual conduct, gossip regarding one’s sex life, sexual activities, deficiencies, or prowess
	1. Reporting Sexual Harassment

If you feel that you have been sexually harassed, report it immediately!

* 1. Confidentiality and Non-Retaliation Policy

Complaints filed will be held in the strictest confidence and this policy expressly prohibits retaliation against an employee who files a complaint. Further, an employee shall not be discriminated against, adversely affected or terminated for having filed such a complaint.

* 1. Records

Any records pertaining to a complaint or their investigation of a complaint will be maintained in a confidential file separate from the employee’s personal file.

* 1. Liability of Harassment

Any employee of the Company whether a coworker or manager, who is found to have engaged in prohibited harassment is subject to disciplinary action, up to and including discharge from employment. Any manager or supervisor who knew about harassment and took no action to stop it or failed to report the harassment to superior or owner will be subject to disciplinary action and/or termination.

**Phone calls, video, and audio surveillance**

Employees understand all calls are recorded for training and quality assurance purposes.

Employees understand all areas (including surrounding parking areas) of all offices (including Dallas, Houston, Austin, and other offices) are video recorded and audio recorded for security purposes.

**Company Vehicles**

Company vehicles are to be used only for company use. All employees assigned a Company vehicle must acknowledge and abide by the Company Vehicle Policy (P1), Attachment 1.

* Employee is responsible to ensure vehicle registration and inspection are current before driving the vehicle. Employee should provide written notification to management that registration and inspection are not valid. Employee will be responsible for payment of violation ticket.
* Employee is responsible for interior and exterior cleaning of vehicle and all associated cleaning costs.
* Employee is responsible for keeping track of ALL mileage.
* Employee is responsible for ensuring that vehicle has necessary equipment to properly change tire. Equipment includes proper spare tire, tire jack, lug wrench, and other necessary equipment to change the tire. Employee will be responsible for payment of all service and/or towing fees to repair / replace tire should proper equipment not be on vehicle.

Use of toll roads is prohibited without written pre-approval from management. Should the employee obtain written pre-approval from management, acceptable toll road usage includes:

* Travel customer to customer; customer to office; office to customer.

Non-acceptable toll road usage (employee responsible) includes:

* Basic travel from home to office/ first job; office / last job to home.

It is a Company perk for an employee to be able to take a company vehicle home each night and weekends. This perk can be taken away at any given point and time and with no advance notice.

* Fuel utilized in driving vehicle home may be paid by Company, but, is at the discretion of the Company. Employee may be responsible for some or all of the cost of fuel. The Company will decide on an Employee by Employee basis, regarding the repayment of fuel costs associated with taking the vehicle home. Example include, yet are not limited to, employee living a long distance from work or employee using the vehicle for non-written approved personal use.

**Credit/Debit Card Security**

It is the policy of the Company to sufficiently safeguard cardholder data. All employees with access to customer credit/debit card information must acknowledge and abide by the Company Credit/Debit Card Security Policy (P2), Attachment 2.

**Service Technician Customer Authorization Policy**

It is the policy of the Company that all service technicians obtain written authorization from the customer prior to and upon completion of work. All service technicians must acknowledge and abide by the Company Service Technician Customer Authorization Policy (P3), Attachment 3.

**Cash Handling Policy**

All employees with access to customer cash must acknowledge and abide by the Company Cash Handling Policy (P4), Attachment 4.

**4 Step Service Maintenance Policy**

All employees preforming Pool Service Maintenance activities must acknowledge and abide by the Company 4 Step Service Maintenance Policy (P5), Attachment 5.

**Chemical Handling Safety Policy**

All employees must acknowledge and abide by the Company Chemical Handling Safety Policy (P6), Attachment 6.

**BENEFITS**

**Introduction Period**

The first 90 days of employment are considered an Introduction Period. This period is established to benefit both the employee and the Company. It is a period of adjustment and adaptation for the employee, both personally and in terms of learning the job requirements and work rules. If at any time during this period, the employee is unable to adapt successfully to the requirements of the position, the department, or the Company as a whole, employment can be terminated immediately. The employee’s supervisor is not required to do so. Employees may be given advance notice, but that also is not required.

Despite any probation policy, employees can be discharged immediately if it appears they are unable or unwilling to correct a problem, if dismissal or layoff is necessary for economic reasons, or if their continued employment would be contrary to the Company’s best interest or the welfare and safety of other employees.

Nothing in this policy shall affect or modify the fact that employment with the Company is employment at-will, and that you are free to resign and the company is free to terminate your employment at any time, both during and after the Introduction Period. Termination due to failure to abide by policies, procedures, or unsatisfactory performance could result in denial in unemployment.

The following company sponsored benefit programs are currently available to eligible employees:

* Medical Insurance
* Holidays (“Paid Days Off”)
* PTO (“Paid Time Off”)

Medical Insurance Plans may have a 90-day waiting period.

The Company reserves the right to add or eliminate benefit programs at any time without prior notice. Some benefit programs require contributions from employees, and some are funded in part by the Company.

**Holidays**

**For Full Time Exempt (for example Salary Type) Employees:**

The Company provides “Paid Days Off” per calendar year for holidays. Request for time off must be approved in writing by the supervisor and be in exchange for one of the holidays listed below provided the holiday has not passed. The requested “Paid Day Off” must be used in the current calendar year and cannot be carried over to the following year.

1. New Years Day
2. Memorial Day
3. Labor Day
4. Thanksgiving Day
5. Christmas Day

The company will grant the “Paid Day Off” to a full-time employee **upon completion of the Introduction Period**. “Paid Day Off” will be calculated based on the employee’s straight-time pay rate (as the date of the holiday) times the number of hours the employee would otherwise have worked on that day.

Eligible employee classification(s):

* Regular full-time exempt (for example Salary Type) employees

**Time off Request**

If you need to schedule more than one consecutive day of time off, a written request must be completed and approved by your supervisor 2 weeks prior to the requested days off. The signed Time-Off Request Form shall be turned into HR.

Verbal agreements and text messages will not be honored as time off requests.

**Paid Time Off (PTO)**

The Company grants Paid Time Off (PTO) to eligible exempt (for example Salary Type) full-time employees according to the following guidelines:

* An employee must complete twelve (12) months of continuous employment as an eligible employee before he/she is entitled to take any PTO.
* Full-time employees will accrue leave at the rates noted below. All leave must be taken in the year accrued or lose it.
* 1 – 5 years of service – One week (5 days)
* 5 – And beyond years of service – Two weeks (10 days)
* PTO must be taken in units of at least half days.
* PTO in excess of 1 day must be scheduled at least two weeks in advance and approved by the supervisor, in writing.
* PTO accruals will cease when the maximum leave has been reached.
* Upon voluntary or involuntary termination, employees will forfeit unused PTO that has been earned through the employee’s last day of work.

PTO shall also be used in exchange for employee debt to the Company greater than 6 months or at termination of employment.

Eligible employee classification(s) for PTO:

* Regular full-time exempt (for example Salary Type) employees
* PTO calculation starts the day of exempt classification

**Personal Leave of Absence**

The Company will consider reasonable requests for unpaid personal time off to eligible employees for compelling personal considerations. All full-time employees who have at least 12 months of service are eligible to apply for personal leave of absence. Employees requesting such leave should do so in writing to their supervisor. Benefits will not be interrupted for a leave of absence of 30 days or less.

**Bereavement, Jury Duty, Military, Family & Medical Leave**

Due to the current size of the Company, Bereavement, Jury duty, Military, Family and Medical leave is not available. Applications for leave due to these reasons will be considered as personal leaves of absence. Any exceptions are subject to management discretion.

**USE OF COMPANY PROPERTY**

All chemicals, equipment and other resources provided by the Company including, but not limited to, computer hardware, computer software, networks, cell phones, PDA’s electronic mail internet, data files, fax machines and telephones are Company property and are to be used for Company BUSINESS PURPOSES ONLY. Employees are expected to take good care of all Company property. It is the responsibility of employees to ensure that it is properly maintained, protected safeguarded and secured at all times.

Employees are prohibited from making modification and repairs of computer hardware or software unless specificity directed by company owner.

Computer Software. All computers purchased and used by the Company are supplied with licensed copies of software programs. Uploading, downloading, or otherwise transmitting software or copyrighted material is a violation of the Company’s policy, even if the software is free of charge, unless approved in writing by Company Managing Member.

E-Mail. E-mail communication should be written with as much care and sensitivity as a hard-copy memorandum. Company e-mail should be used for BUSINESS PURPOSES ONLY. E-mail messages are considered to be Company property and are subject to the Privacy Policy (see Privacy section below). The use of electronic copies of signatures in emails or Company documents is forbidden.

Internet. Company-provided Internet/Intranet is a Company resource, and should be used for BUSINESS PURPOSES ONLY. Internet browsing should be limited to work-related sites. However, team members with Internet access may make brief Internet queries that are reasonable in nature, frequency and duration, such as to check on a flight or print a goggle map for directions.

Company information which is confidential, sensitive, or proprietary in nature, is strictly prohibited from being placed on the Internet or emailed without authorization from the company owner. Employees with questions about the confidentiality of information are expected to discuss them with and obtain the approval of the company owner

Network. The use of the Company’s computer network to resources for any of the following activities is strictly prohibited:

* Sending, receiving, downloading, displaying, printing, or otherwise disseminating material that is sexually explicit, profane, obscene, harassing, fraudulent, racially offensive, defamatory, or that is otherwise unlawful or contrary to Company policy.
* Disseminating or storing personal advertisements, solicitations, promotions, destructive programs political information, or any other unauthorized material.
* Using or copy software in violation of a license agreement or copyright.
* Violating any state, federal or international law.

Employees are expected not to waste computer resources by, among other things, sending mass mailings or chain letters, spending time on the Internet on non-work related matters, streaming music, playing games, engaging in online chat groups, or otherwise creating unnecessary network traffic.

Computer Data. Company data must be protected to prevent unauthorized access. It is the user’s responsibility to safeguard all company assets including data. All computer data (electronic and report format) is the property of the Company. Computer data may not be used for personal use or gain, or for the use, gain or profit of others. Employees may not disclose Company data of any format (i.e., software, database files, documentation, or emails) to unauthorized persons without the consent of the company owner. Unauthorized copying and/or distribution of employee or customer information are strictly prohibited.

Storing credit card or social security numbers on laptops, local drives or unauthorized network drives is strictly prohibited.

Telephones. Telephones are to be used for BUSINESS PURPOSES ONLY. However, company may make short local personal calls that are reasonable and necessary, such as to call home to check on the children or to make a doctor’s appointment.

Employees are not allowed to make personal long distance phone calls or 911 calls on a Company telephone without prior approval.

Cell Phones. At no time are personal cell phones to be used for taking pictures in a Company location, proprietary company information, products or any other Company property.

**The use of cell phones while driving on Company business is prohibited. If a call is necessary while on the road, employees must pull over to make or return a call.**

Cell phones issued to the Company technicians are for business use only. Personal calls should be made from a personal cell phone. Lead and management employees may be given a company paid cell phone with shared minutes with a chosen service provider. Currently, the Company maintains a contract with AT&T. Calls made within AT&T network are unlimited; calls outside of AT&T network are limited to 60 minutes per month. Overages, roaming charges and calls to information will be charged back to the employees. The Company’s plan with AT&T includes service within the continental USA without roaming charges.

Employees with Company cell phones are prohibited from making unauthorized changes to phones; this includes programming or adding additional features.

Laptop Computers. Laptop computers must be carried in a suitable computer bag when traveling and as hand luggage when travelling by air.

Laptop computers must not be:

* Left in view in an unattended vehicle, even for a short period of time.
* Left in a vehicle overnight.
* Left in an unlocked location.
* Left unattended in a public place.

 If a laptop is lost or stolen, the user must immediately notify the Company Managing Member.

Privacy. Employees should not have any expectation of privacy with respect to Company property or its use, i.e., computer files, computer hardware, computer software, telephones, fax machines, voice-mail, Internet/Intranet usage and email. The company reserves the right to enter and review all computer databases and electronic transmissions including, but not limited to, computer, Internet, email, fax machines, and/or telephones. Such review or search may occur at anytime and without prior notice.

Locks on desks, file cabinets, lockers and vehicles are designed to protect Company property, trade secrets and other items and information related to Company business. They are not designed to provide privacy of any personal or private property. These rules are to assure all Company property is used for business purposes and all trade secrets and other internal property information is safeguarded and to advise employees such equipment is not to be used to store information of items which they consider to be private or personal.

Passwords. Passwords are designed to maintain the confidentiality of the Company’s business-related information and to give team members access to all or part of the Company’s computer, electronic, fax, and/or telephone systems as part of their work functions. They are not designed to provide confidentiality of any personal messages or documents and may not be used by employees to do so.

Reporting. All Company employees have a duty to immediately report computer policy violations, equipment damage, system invasion, virus infestations, lost or stolen equipment, or any other condition which may jeopardize the security of electronic data or information systems to the Company owner and immediate supervisor.

Violation of any of these requirements will be taken seriously and may result in disciplinary action, up to and including termination, as well as civil and criminal liability. However, nothing in the Company policy requires the Company to strictly monitor Internet or phone usage. As always, when making disciplinary decisions, the Company will consider all reasonable factors bearing on the violation.

**Attachments**

Attachment 1 – Company Vehicle Use Policy, Policy P1

Attachment 2 – Credit/Debit Card Security Policy, Policy P2

Attachment 3 – Service Technician Customer Authorization, Policy P3

Attachment 4 – Cash Handling Policy, Policy P4

Attachment 5 – Cleaning Equipment Responsibility and Vehicle Responsibility P5

Attachment 6 – The 4 Step Service Maintenance Policy, Policy P6

Attachment 7 – Chemical Handling Safety Policy, Policy P7

**Attachment 1 - Policy For Tropic Island Pools**

|  |  |
| --- | --- |
| Policy: | Company Vehicle Use |
| Policy No.: | P1 |

Below is the Vehicle Policy for Tropic Island Pools. Employees driving company vehicles must abide by this policy. (Initial Each)

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| \_\_\_\_\_\_ | Company owned vehicle will be returned immediately if employment is terminated for any reason. |
| \_\_\_\_\_\_ | Use of the vehicle will be restricted to driving for business purposes on behalf of the company and commuting between the employee’s residence and the workplace if employee is approved to take the vehicle home. |
| \_\_\_\_\_\_ | The driver will abide by all local, state and federal laws regarding a motor vehicle, and is personally responsible for any traffic or parking tickets or fines. |
| \_\_\_\_\_\_ | The company will be reimbursed by employee in full for all costs incurred by the company for accidents not on company business. |
| \_\_\_\_\_\_ | The driver will be required to sign a MVR Request Form to allow the company to order a MVR anytime during his employment. |
| \_\_\_\_\_\_ | Consumption of alcohol or any controlled substance by the driver or any other passenger while operating the vehicle is strictly prohibited. |
| \_\_\_\_\_\_ | Use of the vehicle is strictly limited to the assigned driver and no one else without prior approval in writing by Company Owner, NO EXCEPTIONS. |
| \_\_\_\_\_\_ | The vehicle cannot be driven more than 75 miles from the place of business without the consent of the owner or general manager. |
| \_\_\_\_\_\_ | Secure the vehicle at all times, keys removed and the vehicle locked when left unattended. |
| \_\_\_\_\_\_ | The attachment of any type of trailer hitch, hook-up or any form of towing is prohibited. |
| \_\_\_\_\_\_ | Any traffic accidents, tickets or damage to the vehicle must be reported immediately to the owner, general manager or supervisor. If the assigned driver is at-fault in an accident, he will be required to pay costs not covered by insurance including, but not limited to, the deductible. |

|  |  |
| --- | --- |
| \_\_\_\_\_\_ | Use of seat belts by driver and passengers is mandatory. |
| \_\_\_\_\_\_ | The driver is responsible for maintaining the vehicle in a clean and orderly condition, and for ensuring that scheduled maintenance services are performed at the proper time or mileage. |

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, (employee) understand and agree to follow the Company Vehicle Use Policy above. It has been explained to me, and I understand my employment will be governed by the rules contained therein. I also understand these are minimum driver requirements for the operation of company-owned vehicles and violation of any one or more of them is grounds for immediate termination of employment.

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| Employee Name |  | Date |
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|  |  |  |
| Manager Name |  | Date |

**Attachment 2 - Policy For Tropic Island Pools**

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| Policy: | **Credit/Debit Card Security Policy** |
| Policy No.: | **P2** |

It is the policy of Tropic Island Pools to sufficiently safeguard cardholder data. In pursuit of safeguarding sensitive consumer data and improving cardholder confidence, all Employees must adhere to the following practices.

**General**

No employees shall use, disclose, sell or disseminate any Cardholder information obtained in connection with a Credit/Debit Card transaction (including names, addresses, card numbers or account numbers of cardholders) except for the sole purposes of authorizing, completing and settling card transactions and resolving any chargebacks, retrieval requests or similar issues involving card transaction.

In the event that a employee receives a court or government agency request, subpoena, or court order seeking such cardholder information, any such request, subpoena or court order shall be forwarded to the Tropic Island Pools company owner.

**Electronic Credit/Debit Card Process: Transfer and Storage**

All transactions that involve the electronic transfer or storage of Credit/Debit Card information must be preformed on the systems approved by Tropic Island Pools.

Any electronic transfer of Credit/Debit card numbers must be rendered unreadable either through encryption or truncation, including emails.

Any stored electronic Credit/Debit Card numbers (as sometimes required under certain business procedures) must be rendered unreadable either through encryption or truncation. No Card Validation Code or PIN Number will be stored.

All Employees shall safeguard all electronic media containing cardholder data (including computers, electronic media, networking and communications hardware and telecommunication lines).

Employees will not respond to emails from agencies or organizations that alert Employees to customer account problems and/or request Cardholder Data. These types of emails may represent an email scam commonly referred to as phishing. These types of emails will bed reported immediately to your Supervisor.

**Manual Credit/Debit Card Process: Transfer and Storage**

All employees shall safeguard in a secure area all physical records containing cardholder data (including paper receipts, paper reports and faxes) or destroy them.

**Sanctions**

Persons in violation of this policy are subject to the full range of sanctions, including disciplinary action, suspension, termination of employment and legal action. Some violations may constitute criminal offenses under local, state, and federal laws. Tropic Island Pools will carry out its responsibility to report such violations to the appropriate authorities.

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| Signed: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  |  |
| Name: | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |
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**Attachment 3 - Policy For Tropic Island Pools**

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| Policy: | Service Technician Customer Authorization |
| Policy No.: | P3 |

Definition: In this document, Repair incudes pool repair.

The following Policy will be implemented immediately: (*Initial each below*)

|  |  |
| --- | --- |
| \_\_\_\_ | Description of work. On the Standard Work Order, customers must be provided a description of work including all costs (or an “not to exceed” estimate with wording stating if the job cost is found to exceed original estimate, customer will sign an amendment) prior to starting work. |
|  |  |
| \_\_\_\_ | Customer signoff prior to work. On Standard Work Order, all Repair work will be signed off by the customer (either in person or via email) prior to starting work. |
|  |  |
| \_\_\_\_ | Changes to work being performed. Any changes to the original work order must be agreed to and signed off by customer prior to starting using an additional work order form. |
|  |  |
| \_\_\_\_ | Completion of work order paperwork and timely delivery to office. Technician shall staple related order documentation for each job. All work order packages shall be legible and turned in to the office by the end of the day or next morning if agreed to by the dispatcher. |
|  |  |
| \_\_\_\_ | Repair requiring disassembly. On Standard Work Order: Customer must be informed and signoff PRIOR TO STARTING WORK of any potential situations where a disassembled item cannot be reassembled to its pre-repair state and will require complete replacement at an additional cost. |

These requirements are non-negotiable and must be followed in all cases without written approval from Tropic Island Pools LLC Managing Member. Employees not adhering to these requirements may be subject to disciplinary action per the Employee Handbook.

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| --- | --- | --- | --- |
| Signed: |  | Date: |  |
| Printed Name: |  |  |  |

**Attachment 4 - Policy For Tropic Island Pools**

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| --- | --- |
| Policy: | Cash Handling |
| Policy No.: | P4 |

Below is the Cash Handling Policy for Tropic Island Pools. Employees managing company cash must abide by this policy. (Initial Each)

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| --- | --- |
| \_\_\_\_\_\_ | The employee is personally responsible for company cash from the time the employee receives cash from customer or other party to the time the cash is properly transferred to the company billing department. Employee forfeits payment of labor hours on job if cash is not collected.  |
| \_\_\_\_\_\_ | Proper transfer of cash to the billing Department is defined as: A/ placing the cash in a envelope (get from office), B/ writing the cash amount on the envelope, C/ the employee signing the envelope to verify the cash in the envelope, and D/ a second employee (billing employee, service manager, or managing member) signing the envelope to verify the cash in the envelope. |

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, (employee) understand and agree to follow the Company Cash Handling Policy above. It has been explained to me, and I understand my employment will be governed by the rules contained therein. I also understand these are minimum cash handling requirements and violation of any one or more of them is grounds for immediate termination of employment.

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| Employee Name |  | Date |
|  |  |  |
|  |  |  |
| Manager Name |  | Date |

**Attachment 5 - Policy For Tropic Island Pools**

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| --- | --- |
| Policy: | Cleaning Equipment Responsibility and Vehicle Responsibility |
| Policy No.: | P5 |

Below is the Cleaning Equipment Accountability and Vehicle Accountability for Tropic Island Pools. Employees must abide by this policy. (Initial Each)

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| --- | --- |
| \_\_\_\_\_\_ | CLEANING EQUIPMENT RESPONSIBILITY - The employee is personally responsible for providing pool cleaning equipment. This includes nets, brushes, poles, dirt-vacuum heads, leaf masters, chemical test kits, and any other needed equipment we deem fit. Chemicals are provided by company. With prior company approval, equipment can be purchased through company (with company discounts). The total dollar amount for the equipment will be maintained by company accounting as a “Loan.” The loan is to be paid back in increments of $20.00 from pay check per week until balance is $0.00. If employee quits before balance is paid it will be deducted from your final check. |
| \_\_\_\_\_\_ | VEHICLE RESPONSIBILTY - In the event of a vehicle wreck, if employee is at fault, employee is required to pay ½ the deductible or no more than $500.00 paid in increments of $20.00 per week until balance is $0.00. If employee quits before balance is paid it will be deducted from your final check. |

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, (employee) understand and agree to follow the Policy above. It has been explained to me, and I understand my employment will be governed by the rules contained therein.

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| --- | --- | --- |
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| Employee Name |  | Date |
|  |  |  |
|  |  |  |
| Manager Name |  | Date |

**Attachment 6 - Policy For Tropic Island Pools**

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| --- | --- |
| Policy: | 4 Step Service Maintenance Policy |
| Policy No.: | P6 |

**Step-by-Step Process for Weekly Pool Maintenance**

**Step #1 Circulation: Get the Pool water moving**

1. Empty skimmers
2. Empty Pump Baskets
3. Empty Cleaner bag

**Step #2 Cleaning: Get the Pool spotless**

1. Skim top of pool
2. Leaf master
3. Vacuum (use the tennis ball trick)
4. Brush the sides

**Step #3 Chemicals: Get them all accurate (See Other Side)**

1. Alkalinity
2. Chlorine
3. PH
4. Cyanuric Acid (NOTE: Salt and Chlorine pool target levels different)
5. Phosphate (Note: Special program defined by office)

**Step #4 Finish & Inspect**

1. Ensure pool not in “Service Mode”
2. Skimmer baskets/lids in place
3. Gates closed

**Service Type Parameters**

* + **Basic / Partial Service**

 Time: 10-15 mins\*; Steps: 1a,1b; 3a,b,c,d; 4a,b,c

* + **Platinum / Signature Service**

 Time: 30-60 mins\*; - Steps: All Steps & Sub-Steps

\*Important – Please ensure you stay at each pool for times defined.

**Chemical Usage Parameters**

**Definitions:**

 Small Pool = 10,000

 Large Pool = 30,000

 Round Pools: W x L x Avg Depth x 5.9

 Square Pools: W x L x Avg Depth x 7.5

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  |  | **Small Pool** | **Large Pool** |
|  | Low | 30 -70 | Add 5lbs of Bi-carb  | Add 10lbs of Bi-carb |
| **Step #1****Alkalinity** | Target | 80 – 120 | Do Nothing  | Do Nothing  |
|  | High | 130 – 210 | Add ½ of gal acid  | Add 1 gal acid |
|  |  |  |  |  |
|  | Low | 0 – 1.0 | Add 4lbs of shock | Add 6lbs of shock |
| **Step #2****Chlorine** | Target | 3.0 – 5.0 | Do Nothing  | Do Nothing  |
|  | High | 5.0 up  | Add 1lbs of shock | Add 2lbs of shock |
|  |  |  |  |  |
|  | Low | 6.8 – 7.0 | Add 2lbs of Bi-Carb | Add 4lbs of Bi-Carb |
| **Step #3****PH** | Target | 7.4 – 7.6 | Do Nothing  | Do Nothing  |
|  | High | 7.8 – 8.0 | Add 1 gal acid | Add 1 gal acid |
|  |  |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
|  | Low | 0-30 | Add 4lbs ofconditioner | Add 6lbs ofconditioner |
| **Step #4 (Chlorine)****Cyanuric Acid** | Target | 30-100 | Do Nothing  | Do Nothing  |
|  | High | 100 and up  | Notify office Needs fresh water  |  |
|  |  |  |  |  |
|  | Low | 0-70 | Add 4lbs ofconditioner | Add 6lbs ofconditioner |
| **Step #4 (SALT)****Cyanuric Acid** | Target | 70-100 | Do Nothing  | Do Nothing  |
|  | High | 100 and up  | Notify office Needs fresh water |  |

**Salt Level**

SEE SALT CHART ATTACHMENT.

Amount to add depends on A/ current salt level reading B/ Size of pool

Note: If check cell light on…. Report to office.

**Backwashing**

Backwash if Pressure High (28-30 psi) …normally 1 time per month …or after heavy rain. Scoop is the “ORANGE DE Scoop” (1lbs)

**Amount of DE after Backwash & Filter Clean**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **After each Backwash** | **After each complete Filter Clean** |
|  | 48-inch filter | 6 scoops in skimmer | 10 scoops in skimmer |
| **D.E. Scoops** | 60-inch filter | 8 scoops in skimmer | 12 scoops in skimmer |
|  | 72-inch filter | 10 scoops in skimmer | 14 scoops in skimmer |

**Tabs in AUTO Chlorinator**

**Tabs**

Note: do not put tabs in skimmer. If no auto chlorinator, customer needs floater.

|  |  |  |
| --- | --- | --- |
|  | Season | # Tabs |
|  | Winter | 1 |
|  | Summer | 3 |
|  | Spring | 2 |

Note: do not put tabs in skimmer. If no auto chlorinator, customer needs floater.

**Phosphate Testing & Application**

1/ Test for Phosphates

2/ Document reading on Route Sheet

3/ If **above 100**, call the office

After discussion with office,

* + OFFICE:
		1. Call customer, send email - Recommend to customer Phosphate Program
		2. Cost = $49.50
			1. Initial Dose ($30.00 one-time); Maint Dose for 3 months ($6.50/mo)
		3. Office add to Customer work order
			1. PHOSPHATE: Initial xx/xx/xx; Maint thru xx/xx/xx
	+ TECH:
		1. Make sure NO ALGAE in pool
		2. Backwash prior to adding Phosfree (cartridge ensure pressure ok)
		3. Apply (IN THE SKIMMER) Initial Dose per Office discussion/ chart; If in Maintenance timeframe – apply maintenance dose in skimmer

**Definitions:**

 Small Pool = 10,000

 Large Pool = 30,000

 Round Pools: W x L x Avg Depth x 5.9

 Square Pools: W x L x Avg Depth x 7.5

 1 Liter = 33.8 Ounce

 1 Phosfree Cap = 8 ounces = .24 Liters

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  | Pool Gallons |  |  |  |
|  |  |  | 10000 | 20000 | 30000 |  |  |  |
| **Initial** |  | Phosphate in Part/Billion |  |  |
| **Dose** | 100 |  | 0.15 | 0.3 | 0.45 | LITERS to add  |
|  | 200 |  | 0.3 | 0.6 | 0.9 |
|  | 300 |  | 0.45 | 0.9 | 1.35 |
|  | 400 |  | 0.6 | 1.2 | 1.8 |
|  | 500 |  | 0.75 | 1.5 | 2.25 |
|  | 600 |  | 0.9 | 1.8 | 2.7 |
|  | 700 |  | 1.05 | 2.1 | 3.15 |
|  |  |  |  |  |  |  |  |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  | Pool Gallons |  |  |  |
|  |  |  | 10000 | 20000 | 30000 |  |  |  |
|  |  | Phosphate in Part/Billion |  |  |
|  | 100 |  | 0.6 | 1.3 | 1.9 |  |
|  | 200 |  | 1.3 | 2.5 | 3.8 | CAPS to add  |
|  | 300 |  | 1.9 | 3.8 | 5.7 |
|  | 400 |  | 2.5 | 5.1 | 7.6 |
|  | 500 |  | 3.2 | 6.4 | 9.5 |
|  | 600 |  | 3.8 | 7.6 | 11.4 |
|  | 700 |  | 4.4 | 8.9 | 13.3 |
|  |  |  |  |  |  |  |  |  |

**Spring to Summer Transition: How to Keep pool looking good**

**Top Items that Keep pool looking good (No Algae/ No Green)**

1 – Good Circulation is KEY

 - Filter needs to be clean/ at a low pressure

 - Timer needs to circulate 10-12 hours/day (once temperature is above 80 degrees)

 - Pool “eye-ball” blowers need to be adjusted

 - Should be either clockwise/counter-clockwise at 45 degrees angle down

 - Make sure leaves (ex. live oak) are not clogging skimmer.

 - Customer may nee to empty several times

 - We may need to do service 2 times/week

2 - Chemicals need to be CORRECT…

 - Set chemicals a little higher than normal target

 - Increase Chlorine tabs to Summer Level

 - Ensure Auto Chlorinator is not clogged.

 - Pool leaks need to be fixed. Chlorine will be removed through leak.

 - No Auto Chlorinator: PLACE A CHRORINE FLOATER in pool

3 – Check Phosphates

 - If High, then place customer on Phosphate plan

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, (employee) understand and agree to follow the Company 4 Step Service Maintenance Policy above. It has been explained to me, and I understand my employment will be governed by the rules contained therein. I also understand these are minimum Pool Service Maintenance requirements and violation of any one or more of them is grounds for immediate termination of employment.

|  |  |  |
| --- | --- | --- |
|  |  |  |
| Employee Name |  | Date |
|  |  |  |
|  |  |  |
| Manager Name |  | Date |

**Attachment 7 - Policy For Tropic Island Pools**

|  |  |
| --- | --- |
| Policy: | Chemical Handling Safety Policy |
| Policy No.: | P7 |

**Handling Potentially Dangerous Chemicals** - Some of the pool chemicals handled in our business have the potential to be dangerous if they are not handled properly or if they spill. All employees must follow chemical safety procedures at all times. Safety is always the first priority in handling chemicals.

**All employees must understand the following basic safety information.**

**No Mixing Or Transferring Of Chemicals**

Mixing of any chemicals can cause a fire, explosion or emission of toxic gas, which may be harmful or irritation to skin, eyes and mucous membranes, or may cause inflammation of tissue.

Transferring any chemical from one container to another or mixing of chemicals is strictly prohibited. The only exception is transferring a chemical from a leaking or broken container to a clean, similar container. Such a transfer must be done under the approval and supervision of an office Lead.

Chemicals must be stored according to Company policy at all times. Contact your Supervisor immediately if you have any questions regarding proper chemical storage or handling.

**Spill Procedure**

If a spill occurs, immediately notify the office immediately. If a chemical reaction or fire has started, evacuate the area and immediately contact the fire department. Employee must remain in communication with office to allow office to assist with chemical response information as needed. The Company Managing Member must be contacted immediately in the event of any chemical incident, no matter too small.

If the spill is small and there are no signs of a reaction or fire, immediately notify your office. Company chemical spill procedures should be followed in addressing the spill.

**No Contact With Water**

Pool chemicals are intended to be added to large quantities of water. When water or other liquid comes in contact with dry chlorinated pool chemicals, including, but not limited to: Calcium Hypochlorite (Power Powder), Dichlor Dihydrate (Chlor Brite) or Trichlor (Tablets or Granular), the result can be an increase in temperature, release of toxic gas or explosion.

Keep dry chlorinated pool chemicals completely dry at all times (contact with a small amount of water is dangerous). NEVER place any dry chlorinated pool chemicals near any leak from the roof, ceiling, or the plumbing. These products must be kept tightly secure in their original manufacturer packaging and whenever possible should be stored off the ground on pallets or merchandising platforms or shelving. In the case of a fire, evacuated the area immediately and contact the local Fire Department.

**Respiratory Protection**

**Information for Employees Using Respirators When Not Required Under the Standard**

If a employee decides to wear a respirator, the respirator must be used correctly. If the respirator is not used correctly, the respirator itself can become a hazard to the worker.

You should do the following:

1. Read and heed all instructions provided by the manufacturer on use, maintenance, cleaning and care, and warnings regarding the respirator’s limitations.
2. Choose respirators certified for use to protect against the contaminant of concern. NIOSH, the National Institute for Occupational Safety and Health of the U.S. Department and Human Services, certifies respirators. A label or statement of certification should appear on the respirator or respirator packaging. It will tell you what the respirator is designed for and how much it will protect you.
3. Do not wear a respirator in atmospheres containing contaminants for which your respirator is not designed to protect against. For example, a respirator designed to filter dust particles will not protect you against gases, vapors, or very small solid particles of fumes or smoke.
4. Keep track of your respirator so that you do not mistakenly use someone else’s respirator. {63 FR 1270 Jan. 8, 1998; 63 FR 200099, April 23, 1998}

**Transportation**

Many common swimming pool chemicals are regulated by the Department of Transportation (DOT) when transported from place to place. Failure to abide by these regulations can result in severe penalties and, more importantly, dangerous situations. Tropic Island Pools has developed policies and training programs to ensure that chemicals are transported safely and in compliance with DOT regulations.

Transporting or offering for transport a DOT regulated material without current, documented training is strictly prohibited. The transportation of US DOT regulated hazardous\* materials by Tropic Island Pools employees for business purposes are subject to the conditions below when transported by personal motor vehicle or company vehicle (i.e. commercial vans, service trucks). Failure to abide by the conditions below is a violation of company policy and may be a violation of one or more US Department of Transportation (DOT) regulations.

\*To determine whether or not an item is regulated by US DOT, consult the office.

1. Drivers:
	1. All drivers must be a minimum of 18 years of age.
	2. All drivers must have a valid driver’s license.
	3. Any driver transporting a US DOT regulated material must have current (within past 12 months from date of transport), documented hazardous materials transportation training.
	4. All drivers must be familiar with and abide by the transportation requirements listed below, and must comply with Tropic Island Pools Company Vehicle Use Policy, Attachment 1.
	5. Smoking is prohibited when transporting or handling swimming pool chemicals.
2. Transportation Requirements
3. Hazardous materials must be in the manufacturer’s ORIGINAL packaging.
4. Packing must be:
	1. Securely closed;
	2. Secured against movement, including tipping; and,
	3. Protected against damage, excessive heat or moisture.
5. Product may NOT be loaded in the passenger compartment of the vehicle.
6. Liquids may NOT be placed above solids.
7. Individual packaging/containers may NOT exceed 100 lbs. for solids or 8 gallons for liquids.
8. Class 5.1 oxidizers (ex. Trichlor, Cal hypo, Bromine) must be separated from class 3 flammables (i.e. paint) and class 8 corrosive liquids (i.e. sodium hypochlorite, muriatic acid).
9. Muriatic acid must be separated from sodium hypochlorite to prevent mixing.
10. Combined weight of hazardous materials transported in a vehicle may not exceed 400 lbs.

By adhering to the requirements listed above we demonstrate our commitment to ensuring the hazardous materials are transported in a safe and responsible manner. **Any questions regarding the transportation of hazardous materials should be directed to the office immediately prior to any transport.**

**General Safety Guidelines**

The general safety guidelines below should also be followed at all times. When in doubt about any aspect of chemical safety or handling see the product material safety data sheets (MSDS) and/or product label or ASK the office.

DO

* Always follow label directions.
* Store chemicals in a cool and dry place.
* Always use a separate, clean measuring cup for each chemical.
* Always keep containers tightly closed.
* Always add chemicals to water. Never add water to chemicals.
* Keep chemicals out of reach of children.
* Always use caution when transporting chemicals.
* Always store pool chemicals separately from other chemicals (fertilizers, insecticides, cleaners, solvents, etc.)
* Always carry and store liquid (muriatic) acid or liquid chlorine bottles upright. The vented caps can cause leakage.

DON’T

* Mix chemicals of any kind together.
* Smoke in the vicinity of any pool chemicals.
* Inhale fumes or allow raw chemicals to contact eyes, nose or mouth.
* Store incompatible pool chemicals together.

**Truck Bed Equipment Configuration**

The follow configuration is required at ALL TIMES.



I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, (employee) understand and agree to follow the Chemical Handling Safety Policy above. It has been explained to me, and I understand my employment will be governed by the rules contained therein. I also understand these are minimum Pool Service Maintenance requirements and violation of any one or more of them is grounds for immediate termination of employment.

|  |  |  |
| --- | --- | --- |
|  |  |  |
| Employee Name |  | Date |
|  |  |  |
|  |  |  |
| Manager Name |  | Date |

**Acknowledgement of Tropic Island Pools LLC Employee Handbook**

I have read, understand and will follow the information contained in this Tropic Island Pools LLC Employee Handbook. I realize that failure to follow this Employee Handbook will result in disciplinary action up to and including termination.

|  |  |  |
| --- | --- | --- |
|  |  |  |
| Employee Name |  | Date |
|  |  |  |
| Printed Name |  |  |
|  |  |  |
| Manager Name |  | Date |